



November 25, 2024

Optum Vermont Pharmacy Help Desk Notice: Thanksgiving Holiday Hours

Effective Date: November 28 and 29, 2024	
BIN: 017795	PCN: VTPOP
BIN: 017795	PCN: VTPARTD

Dear Vermont Medicaid Pharmacy Providers,

In observance of Thanksgiving Day, the Vermont Optum PA Helpdesk (formerly Change Healthcare) will be closed on Thursday, November 28th. On Friday, November 29th, 2024, the helpdesk will operate with limited hours (8 AM to 4 PM) and reduced staff.

If you have an emergency, please contact our helpdesk using our standard after-hours number, **1-844-679-5362 or 1-844-679-5363**. Your call will be returned within 15 minutes.

From all of us at Optum, please have a safe and enjoyable holiday.

Please distribute immediately.

For questions regarding communications, contact the Pharmacy Provider Communications team:
pharmacyprovidercommunications@optum.com

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