



**State of Vermont**

**Department of Vermont  
Health Access**

NOB 1 South, 280 State Drive  
Waterbury, VT 05671-1010

*Agency of Human Services*

[Phone] 802-879-5900

[Fax] 802-241-0268

May 31, 2024

### **Temporary Dispensing Fee Increase**

As the Department of Vermont Health Access (DVHA) has previously reported, Change Healthcare (CHC), which operates Vermont's Medicaid pharmacy claims system, experienced a significant cybersecurity issue on February 21, 2024. The cybersecurity incident impacted enrolled pharmacy providers' ability to process and submit claims for Medicaid services. In response to the outage, Vermont Medicaid is temporarily increasing the Professional Dispensing Fee for retail pharmacies.

Vermont Medicaid will provide an enhanced Professional Dispensing Fee for prescribed drugs to account for the manual and time-consuming procedures pharmacies had to perform due to the Change Healthcare outage. The Professional Dispensing Fee for pharmacy claims of \$11.13 will increase by \$3.26 per claim to \$14.39, from June 3, 2024, to June 30, 2024. This change will be automatically implemented for pharmacy claims, excluding specialty drug and 340B drug claims. Providers are not required to enroll or apply for the enhanced professional dispensing fee. Standard payment of covered outpatient drugs, including over-the-counter (OTC) drugs, billed to DVHA on a primary basis and dispensed by an enrolled pharmacy is detailed in the Pharmacy Provider Manual: [Manuals | Department of Vermont Health Access](#)

**Professional Dispensing Fees- The professional dispensing fee for all retail pharmacies will temporarily be increased to \$14.39.**

This change is one of several temporary flexibilities and changes being made to support providers impacted by the Change Healthcare cybersecurity incident. Additional information on these changes can be found in [Global Commitment Register 24-029 Change Healthcare Outage—Medicaid Response](#).

The Department of Vermont Health Access would like to thank you for your continued efforts to serve Vermont Medicaid members during and after the outage. Please contact the Change Healthcare Pharmacy Help Desk with any questions at 1-844-679-5362.