



State of Vermont
Department of Vermont Health Access
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IMPORTANT NOTICE:

Point of Sale (POS) Temporary Outage

Dear Medicaid Provider,

Change Healthcare is currently experiencing an unplanned POS system outage. Pharmacy claims will not be adjudicated during this time. We are currently working to identify and correct the issue as soon as possible and apologize for any inconvenience this may cause.

Providers may verify member eligibility using the Green Mountain Eligibility Verification System (EVS) by calling: toll-free in Vermont (800) 925-1706; local and out-of-state (802) 878-7871, then press #1.

You can also check eligibility on-line using the VTMEDICAID Web Services Portal at <https://www.vtmedicaid.com/secure/logon.do>

DVHA would like to thank all Medicaid pharmacy providers for their patience during this process. If you have any questions regarding this issue, please contact the Change Healthcare Pharmacy Help Desk at 1-844-679-5362.