



State of Vermont
Department of Vermont Health Access
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The Department of Vermont Health Access Update on Change Healthcare Cyber Security Incident

Department of Vermont Health Access (DVHA) has previously reported, Change Healthcare, which operates Vermont's Medicaid pharmacy claims system, experienced a significant cyber security issue on February 21. Change Healthcare confirmed that this issue is impacting pharmacies and providers across Vermont, New England, and the country. Change Healthcare's systems remain down, and the company has indicated they have a plan in place for incremental restoration of services. At this time, DVHA believes that claims processing may resume in the coming weeks.

To ensure continued access to medications for our members, DVHA is remitting weekly payments to pharmacies, and providing continued operational guidance. DVHA is committed to continuing to provide pharmacies with the resources and instructions they need in this time. In addition to these instructions, DVHA is holding twice weekly informational sessions with pharmacies to help and answer questions. We appreciate the continued efforts of Vermont's dedicated pharmacists and providers as we work together to manage this outage and maintain access to prescriptions for our members.

DVHA understands that pharmacies are experiencing an increased administrative burden during this time to provide access to medications. We are asking our members to please be patient as this increased workload may create delays at pharmacies. DVHA would like to acknowledge that most pharmacies are working diligently to comply with guidance from the state.

DVHA remains committed to transparency and open communication with pharmacies, members, and the public. We will continue to provide updates as the situation develops. We continue to ask for patience and flexibility from providers, pharmacies, and members as we work diligently with our partners to resolve this issue.

Members can contact the CHC or OptumRx Help Desks with any issues:

Change Healthcare Pharmacy Help Desk: 1-844-679-5362

Optum Pharmacy Help Desk: 1-800-880-1188