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Department of Vermont Health Access  
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Agency of Human Services  
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**April 12, 2024**

**\*\*IMPORTANT UPDATE: OPIOID SAFETY CHECKLIST\*\***

The Department of Vermont Health Access (DVHA) previously reported that Change Healthcare (CHC), which operates Vermont's Medicaid pharmacy claims system, experienced a significant cybersecurity issue on February 21, 2024. To reduce pharmacy and provider burden and allow for claims processing, DVHA temporarily removed select reject codes.

On 4/15/2024, the cumulative Morphine Milligram Equivalent (MME) edit will be applied on claims for new members with a cumulative daily MME > 90 per day, or > 120 MME per day for existing members (applies to any combination of short and/or long-acting opiates). Claims exceeding this limit without a prior authorization on file will receive rejection- 922 MORPHINE MILLIGRAM EQUIVALENCY (MME) EXCEEDS LIMITS. This rejection will not apply to members with a current prior authorization on file to exceed MME limits.

Claims rejecting for 922– MORPHINE MILLIGRAM EQUIVALENCY (MME) EXCEEDS LIMITS, will require an MME safety checklist form to be completed, for the claim to process. The form can be found at:

<https://dvha.vermont.gov/sites/dvha/files/documents/providers/Pharmacy/Cumulative%20Daily%20MME%202021.03.pdf>

Providers are encouraged to list the member's **full** opioid regimen when filling out this form.

**Completed MME Safety Checklist forms should be emailed to:**

[vermontpa@optum.com](mailto:vermontpa@optum.com).

Please note, the pharmacy helpdesk is **currently unable to receive faxes** and not able to review pharmacy prior authorization requests through this email address. Providers will receive a notice of decision via email. Please ensure the email address used to send the form can receive and send confidential email correspondence.

Please refer to the Preferred Drug List for current coverage and clinical criteria.

<https://dvha.vermont.gov/providers/pharmacy/preferred-drug-list-pdl-clinical-criteria>

Please contact the Optum Pharmacy Helpdesk with any questions: 1-844-679-5362.

Thank you for your continued efforts to serve Vermont Medicaid members.