

State of Vermont
Department of Vermont Health Access
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Notice: Vermont Medicaid – Prior Authorization Process

BIN: 017795	PCN: VTPOP
BIN: 017795	PCN: VTPARTD

August 1, 2024

Dear Pharmacy Providers,

The Department of Vermont Health Access (DVHA) continues a phased recovery following the outage that occurred in February 2024, due to the national cyber security issue affecting Optum/Change Healthcare.

We are entering the next phase in the recovery from the Optum/Change Healthcare service outage and are continuing to restore waived edits.

- On 04/02/2024, Reject-79 Refill Too Soon and Reject-79 Refill Too Soon Carryover returned to normal function.
- On 07/18/2024, Reject-76 Plan Limitations Exceeded returned to normal function.

Beginning 08/07/2024, edits for Reject-75, Prior Authorization Required, will return to normal functioning in the Pharmacy claims system.

- Claims for non-preferred items on the Preferred Drug List (PDL), including medications obtained during the outage, that do not have an active Prior Authorization on file, will now begin to reject. This also includes preferred medications that are subject to clinical review and medications that require step therapy. Please refer to the PDL for medication specific coverage criteria.
- An emergency fill can be dispensed when a required prior authorization has not been secured, and the need to fill the prescription is determined to be an emergency. If the prescriber cannot be reached to obtain the required prior authorization, the pharmacist may dispense an emergency supply to last up to 72 hours.

Please continue to refer to the Preferred Drug List (<https://dvha.vermont.gov/providers/pharmacy/preferred-drug-list-pdl-clinical-criteria>) to review preferred and non-preferred medications.

Providers requiring assistance with submitting a prior authorization may contact the Optum Pharmacy Helpdesk at VermontHD@Optum.com, the Prescriber Helpdesk at (1-844-679-5363) or the Pharmacy Helpdesk at (1-844-679-5362).

Thank you for your continued efforts and support to serve the Vermont Medicaid Pharmacy Program and its members.