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Notice: Vermont Medicaid – Prior Authorization Process to Resume

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

August 1, 2024

Dear Providers,

The Department of Vermont Health Access (DVHA) continues a phased recovery following the loss of pharmacy benefit administrative services that occurred in February 2024, due to the cyber security issue affecting Optum (formally Change Healthcare).

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

- On 04/02/2024the "Refill Too Soon" function resumed. (This prevents prescriptions from being filled sooner than they should be.)
- On 07/18/2024 the "Plan Limitations Exceeded" function resumed. (This prevents medications that have a limit on the number and/or dose of a medication from exceeding those limits.)

Beginning 08/07/2024 the Prior Authorization Required function will return to normal 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 be declined without a prior authorization. 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.

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.