



**State of Vermont**  
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**Vermont Medicaid- Prior Authorization for Physician-Administered Drugs (HCPCS Codes)**

The Department of Vermont Health Access (DVHA) previously reported that Optum/Change Healthcare (CHC), which operates Vermont's Medicaid pharmacy claims system, experienced a significant cybersecurity issue in February 2024. There have been continued efforts to restore processes and applications that were affected by the cybersecurity event. In order to continue reviewing prior authorization (PA) requests for physician-administered drugs (J-codes) and select prescription requests, DVHA and Optum/CHC created temporary email addresses for submission of request. ([AHS.DVHAJcodePARequest@vermont.gov](mailto:AHS.DVHAJcodePARequest@vermont.gov) AND [Vermontpa@optum.com](mailto:Vermontpa@optum.com))

**Effective 07/22/2024**, the temporary email addresses used for PA submission will no longer be available and prior authorization submission requirements will return to the standard procedures. **ALL prior authorization requests should be faxed to 1-844-679-5366.** DVHA's prior authorization forms can be found at <https://dvha.vermont.gov/forms-manuals/forms/pharmacy-prior-authorization-request-forms-and-order-forms>.

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

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