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Vermont Medicaid Voice Response System (VRS) Instructions During the Change Healthcare Network Outage

Due to the impact of Change Healthcare system being down from a Cyber attack on February 21, 2024, the Department of Vermont Health Access (DVHA) would like to offer an option for providers to verify eligibility in the interim. We know this is a difficult time and thank you for your patience, understanding, and accommodation during this outage.

The Vermont Medicaid Voice Response System (VRS) allows providers to access member eligibility and other information or by going to the website (<https://vtmedicaid.com/#/home>) under Transactions to login.

VRS Instructions:

1. Call 800.925.1706
2. Select option 1.
3. Select option 1.
4. If your Vermont Medicaid voice response user ID contains digits only press 1.
5. If your Vermont Medicaid voice response user ID contains digits and letters press 2. Since your VR User ID contains both digits and letters you are instructed to do the following:
 - a) Enter your Vermont Medicaid Voice Response User ID followed by the pound sign, use 7 for the letter Q and 9 for the letter Z. If you have a valid ID, you will be prompted to press zero for assistance from a Gainwell representative.
6. If your provider number is valid, you will be asked to:
 - a) Enter your four-digit PIN followed by a pound sign.
 - b) To create your PIN number-enter 9999-pound sign-you will hear: "Wait while your PIN number is verified. The PIN value you have entered -9999- has expired. You will need a new PIN number before proceeding. Please enter a new four-digit PIN number that is different from your previous PIN number and it's not all the same (e.g. "1111") followed by the pound sign. Please wait while your PIN number is updated. Your PIN number has been successfully changed. Your new PIN# is XXXX.
 - c) Eligibility verification, press 1.
 - d) Service limits, press 2.
 - e) You have three attempts to enter a valid PIN number. After the third failed attempt, your number will be suspended and will need to be reset by a representative.

Please note: Gainwell hours are from 8 a.m. to 5 p.m., except weekends and holidays. If you need help resetting your pin, please contact a Gainwell representative to have the VRS pin re-set. 1-800-925-1706