

**State of Vermont**  
**Department of Vermont Health Access**  
NOB 1 South, 280 State Drive  
Waterbury, VT 05671-1010

*Agency of Human Services*  
[Phone] 802-879-5900  
[Fax] 802-241-0268

**Notice: Vermont Medicaid – Updated Contact Information**

<b>BIN: 017795</b>	<b>PCN: VTPOP</b>
<b>BIN: 017795</b>	<b>PCN: VTPARTD</b>

August 1, 2024

Dear Providers,

As Vermont Medicaid has previously reported, Change Healthcare (CHC) is now Optum. With this transition, there have been some changes in contact information:

<b>Contact</b>	<b>Old</b>	<b>New</b>
Help Desk	<a href="mailto:PBA_VTHelpdesk@changehealthcare.com">PBA_VTHelpdesk@changehealthcare.com</a> Physicians: (p)1-844-679-5363 (f) 1-844-679-5366 Pharmacies: (p)1-844-679-5362	<a href="mailto:VermontHD@optum.com">VermontHD@optum.com</a> Note: Phone and Fax numbers remain the same
Provider paper billing address	1 Green Tree Drive South Burlington, VT	45 Commerce Dr, Suite 5 Augusta, ME 04330
PA Fax	Remains the same: 1-844-649-5366	

Thank you for your continued efforts and support to serve Vermont Medicaid pharmacy program and its members.