

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

Effective Date: 8/1/2024	
BIN: 017795	PCN: VTPOP
BIN: 017795	PCN: VTPARTD

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:

Contact	Old	New
Help Desk	PBA_VTHelpdesk@changehealthcare.com Physicians: (p)1-844-679-5363 (f) 1-844-679-5366 Pharmacies: (p)1-844-679-5362	VermontHD@optum.com 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: 1-844-679-5366	

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