Change Healthcare and Utah Medicaid Update

FAQs for pharmacy point of sale (POS) and provider-administered drug claims

Background

On **Wednesday, February 21,** Change Healthcare, which operates as Utah Medicaid's Point of Sale (POS) pharmacy vendor for members whose prescriptions are paid directly by Medicaid (known as fee for service), reported they were experiencing a cyber security issue on their systems. Change Healthcare took immediate action and disconnected its systems to reduce further impact.

From **February 21, 2024**, through **March 12, 2024**, we asked providers to provide up to a 30-day supply of all medications including insulin, inhalers, or packages that cannot be broken **at no cost to the member** during the complete system outage. Dispensing fees were paid on every claim during this time.

Beginning **March 13, 2024** Change Healthcare established a new environment for Medicaid pharmacy claims processing, allowing pharmacies to bill Utah Medicaid directly and get claims paid for member prescriptions. This environment has limited functionality and is part of a multi-phased implementation. To promote continuity of service, all pharmacy POS edits were disabled including prior authorization and copay requirements. Dispensing fees were no longer paid on every claim billed to Utah Medicaid.

On **May 24, 2024**, member copays were no longer waived and all POS claims and edits (e.g. quantity limits, days supply limits, refill too soon, ACO carve-in medications, etc.) was turned back on except prior authorization for POS and provider administered drug claims.

Situational update

Beginning **Tuesday, October 15, 2024**, the Medicaid fee for service point of sale system and PRISM provider administered drug will turn on prior authorization editing. The Medicaid Pharmacy Program will begin accepting prior authorizations via fax for pharmacy point of sale drugs and PRISM provider-administered drugs. Pharmacy prior authorization turnaround time will be within 24 hours. Complete pharmacy prior authorization requests should be faxed to 855-828-4992. Pharmacy prior authorization forms can be found here:
https://medicaid.utah.gov/pharmacy/prior-authorization

For pharmacy point of sale claims processing and prior authorization issues, please contact the Utah Medicaid Pharmacy Team at 801-538-6155 option 3, 2, 2.

Who can help pharmacies if they need assistance?

If pharmacies need claim assistance for prescriptions, contact the Utah Medicaid Pharmacy Team at 801-538-6155 option 3, 3, 2. If Medicaid members have issues or questions, they can call Utah Medicaid at 1-866-608-9422.