Optum (Change Healthcare) pharmacy vendor network interruption for Utah Medicaid
frequently asked questions

Background
On Wednesday, February 21, Optum (Change Healthcare), which operates as the Utah Medicaid 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. Optum took immediate action and disconnected their systems to reduce further impact.

How does this affect Utah Medicaid?
With the network and system outages, Medicaid staff have been unable to access any pharmacy claim information, including placing overrides and prior authorization information for these members. This outage is impacting Medicaid members who are attempting to fill a prescription and are not enrolled in a managed care plan or are seeking to fill a behavioral health medication.

How long will the system outages last?
Optum anticipates that these disruptions will last through the day (February 22), if not longer. They are [providing updates on their website.](#)

How are pharmacies impacted?
This issue is not limited to Utah Medicaid members and providers. Optum provides technology and data to insurance companies and healthcare services nationally. They claim to handle one in three U.S. patient records. Local pharmacies are experiencing system outages, which affect people not enrolled in Medicaid, as well.

For members

What can Utah Medicaid members do if they need a prescription filled?
Utah Medicaid does not want any member to have delayed care as a result of this system issue. Medicaid is doing everything possible to communicate with providers, pharmacies, stakeholders, and members to implement work-around options so that emergency prescriptions can be filled. Medicaid is advising pharmacies to provide a 72-hour emergency supply of medication at no cost to members. Medicaid will continue to communicate to pharmacies with specific instructions and reimbursement processes.

What if Medicaid members have questions?

Utah Medicaid members with questions can contact Utah Medicaid at 1-866-608-9422.

What if I'm on the Medicaid Restriction Program?

Medicaid members enrolled in the Restriction Program should continue to use their approved pharmacies to fill their medications.

For pharmacies

How should pharmacy providers proceed?

Our highest priority is to ensure Medicaid members can continue to access necessary medications.

During the system outage:

We ask pharmacy providers to provide a 72-hour emergency supply of a medication, including medications such as insulin, an inhaler, or something that is considered unbreakable, **at no cost to the member**. Follow the steps below:
1. Verify eligibility through the Eligibility Lookup Tool. If assistance is needed with the Eligibility Lookup Tool, please contact 1-800-662-9651.
2. Process the prescription as a **cash** claim for a 72-hour supply of medication per R414-60-5.

Medicaid will work with you on a reimbursement process. Utah Medicaid's Pharmacy program will communicate with you with specific instructions about this process and what codes to use.

After the system outage is resolved:

Pharmacies may process claims for reimbursement to Utah Medicaid.

If a 72-hour supply of medication was dispensed, please follow the process to initiate the 72-hour override by submitting a claim with the following NCPDP Fields 461-EU (Prior Auth) = 2 **and** 462-EV (PA Type Code) = 72.

If you need assistance for other prescriptions filled during the system outage contact the Utah Medicaid Pharmacy Team at 801-538-6155 option 3, 3, 2.