

Change Healthcare pharmacy vendor network interruption for Utah Medicaid

frequently asked questions for pharmacies

Background

On Wednesday, February 21, Change Healthcare, which operates as Utah Medicaid's Point of Sale 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 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?

Change Healthcare anticipates that these disruptions will last through the day (February 27), 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. Change Healthcare 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.

What can Medicaid members do?

Our highest priority is to ensure Medicaid members can continue to access necessary medications. We are instructing members to talk to their pharmacy. They can also call Utah Medicaid at 1-866-608-9422 with any questions or issues.

How should pharmacy providers proceed?

We ask pharmacy 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**. Please do not refuse to dispense a controlled substance prescription that is not transmitted electronically due to this emergent issue affecting electronic prescribing systems. Pharmacy providers may refer to [R156-37](#) for information.

Medicaid will ensure reimbursement for services rendered. **Utah Medicaid coverage policies still apply.**

During the system outage:

Please refer to the [Utah Medicaid Pharmacy Provider Manual](#), [Utah Medicaid Preferred Drug List](#), [Administrative Rule R414-60](#), and the [Utah Medicaid State Plan](#). Once systems are back online Utah Medicaid will review claims to ensure appropriate reimbursement.

Steps to process Medicaid FFS pharmacy claims:

1. Verify eligibility through the [Eligibility Lookup Tool](#).
2. Fill a new prescription or a refill prescription for up to 30 days as cash pay.
 - a. Note: Prior authorization edits and early refill edits will be overridden when your claims are reconciled.
3. Dispense the prescription(s) to the member at no charge.
4. Submit the pharmacy interim payment [form](#) to Medicaid for an interim payment to cover your costs. Submissions received by Wednesday at 9 pm will be paid during that weekend payment cycle. Anything received after that time will be paid the following weekend.

**Medicaid members enrolled in the [Restriction Program](#) should continue to use their approved pharmacies to fill their prescriptions.

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 claim assistance for prescriptions that were provided during the system outage contact the Utah Medicaid Pharmacy Team at 801-538-6155 option 3, 3, 2.

Alternative option:

Utah Medicaid prescriptions can be paid by either the Utah Medicaid managed care plan (ACO plans) or covered by Utah Medicaid Fee for Service (FFS), depending on the drug classification. Due to the issues preventing pharmacy claim adjudication or payment by Medicaid FFS, the Utah Medicaid ACO plans have enacted a temporary process to allow pharmacy medications that are typically covered by Medicaid FFS to be paid by the plans directly. These claims will be authorized and paid for a minimum 30 day supply by the ACO plans.

The ACO plan may need to override a claim rejection (e.g: NCPDP reject 831) to allow payment for the temporary prescription. Pharmacy providers can contact the ACO plan or ACO pharmacy benefit manager directly to obtain this override.

Select Health: 801-442-9988

Healthy U: 1-855-856-5694

Health Choice: 1-855-864-1404

Molina: 1-855-322-4081 or 1-800-551-5681 (after hours)