



Attention Utah Medicaid Pharmacy Providers

Utah Medicaid Fee For Service Pharmacy Claims Payments

Utah Medicaid has transitioned from the MMIS Legacy system to PRISM.

With the update to PRISM, Utah Medicaid pharmacies should be aware of the following:

- Interim payments were sent on Monday, April 17th, 2023. These payments were in the amount each pharmacy received from Medicaid in February 2023.
- Utah Medicaid has identified a PRISM system issue which prevented the issuance of 835s and RAs. We are working hard to resolve the issue. Adjusted 835s for the affected providers will be released on April 24, 2023.
- Due to a potential processing error, the interim payment issued on April 17, 2023 may have been deposited into the payee's savings account instead of the checking account. Pharmacies are encouraged to contact their financial institution to verify receipt of the interim payment.
- An additional one week interim payment has been issued to pharmacies on April 20, 2023.

We apologize for any inconvenience this may cause and thank you for your patience and understanding. If you have any questions, please call 800-662-9651.

Please visit the Medicaid PRISM Provider Resource page for PRISM questions.
<https://medicaid.utah.gov/prism>