



## Attention Utah Medicaid Pharmacy Providers

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### Pharmacy Outage: Prior Authorization (PA) Soft Message to Pharmacies for Point-of-Sale claims

The cyber attack on Change Healthcare on **February 21, 2024**, affected the Utah Medicaid Pharmacy Point of Sale (POS) system, disrupting pharmacy operations and the ability to process prior authorizations.

Beginning **June 28, 2024**, pharmacy point-of-sale claims for medications requiring prior authorization will start displaying a soft message to pharmacies stating *"Due to the ChangeHealthcare Cybersecurity Incident on 2/21/24, the PA requirement for this medication is currently turned off. PA will be required once PA functionality is restored.* <https://medicaid.utah.gov/>."

*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.*