

Change Healthcare and Utah Medicaid launch first phase of pharmacy system restoration

frequently asked questions and technical information **for pharmacies**

Situation update:

After more than three weeks of Change Healthcare's network and system outage, pharmacies are once again able to bill Utah Medicaid directly and get claims paid for member prescriptions. The launch of the system in a new operating environment brings Utah Medicaid closer to a full restoration of pharmacy claims processing and payment for Medicaid members.

Can pharmacies fill prescriptions for Medicaid members?

Yes. All Medicaid members will be able to get their prescriptions filled. Until the system has full functionality, member copays and prior authorizations will continue to be waived.

Has the system changed?

Yes. The back-end system is a whole new environment but the pharmacy provider experience in billing claims will look and feel the same. Pharmacies will use the same NPI and BIN# with the new environment.

The new system will entail a multi-phased process to restore pre-cybersecurity incident operations. Electronic prescribing is now fully functional with claim submission, and the Change Healthcare Pharmacy Network is back online. These two developments mean all major pharmacy claims and payment systems are back up and functioning.

Does the new system fix all of the problems?

Not yet. During this first phase, state staff are still unable to process any prior authorizations so the system will bypass normal pharmacy edits like copays or prior authorizations. This will make it easier for members to get their prescriptions and pharmacies to get paid.

How can pharmacies submit backlogged claims?

All claims can now be submitted. Backlogged claims must be submitted for the date of service.

When will claims be paid?

All claims received and adjudicated by Thursday will be processed for payment for the following Monday.

Will pharmacies be compensated for the extra work during the system outage?

Yes. Since the system outage, we recognize there has been a significant amount of work put on pharmacies to fill short-term prescriptions, as well as complete the workarounds to do so. For this reason, Medicaid will continue to allow additional flexibilities, like paying additional dispensing fees from February 21 through March 12.

How long will it take to fully restore the system?

We will continue to work closely with Change Healthcare until a full restoration of operations and functionality are complete. While we don't know when the full restoration will be, we won't stop until this disruption is entirely resolved.

Who can help pharmacies if they need assistance?

If pharmacies 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.

What can Medicaid members do?

If Medicaid members continue to have issues or questions, they can call Utah Medicaid at 1-866-608-9422.