

Change Healthcare and Utah Medicaid Update

FAQs for pharmacy point of sale (POS) and provider-administered drug claims

Background

On **Wednesday, February 21**, Change Healthcare, which operates as Utah Medicaid's Point of Sale (POS) 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 its systems to reduce further impact.

From **February 21, 2024**, through **March 12, 2024**, we asked 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** during the complete system outage. Dispensing fees were paid on every claim during this time.

Beginning **March 13, 2024** Change Healthcare established a new environment for Medicaid pharmacy claims processing, allowing pharmacies to bill Utah Medicaid directly and get claims paid for member prescriptions. This environment has limited functionality and is part of a multi-phased implementation. To promote continuity of service, all pharmacy POS edits were disabled including prior authorization and copay requirements. Dispensing fees were no longer paid on every claim billed to Utah Medicaid.

Situational update

As of **May 24, 2024**, member copays will no longer be waived and all POS claims and edits (e.g. quantity limits, days supply limits, refill too soon, ACO carve-in medications, etc.) will be turned back on except prior authorization for POS and provider administered drug claims. The system's launch in a new operating environment brings Utah Medicaid closer to a full restoration of pharmacy claims processing and payment for Medicaid members. **Utah Medicaid coverage policies still apply.**

Are all the system problems fixed?

Medicaid staff are still unable to review prior authorizations so the system will continue to bypass edits for prior authorization. In addition, drug file updates are unable to be processed so new National Drug Codes and prices are not being updated in the POS.

How long will it take to fully restore the system?

We are continuing to work closely with Change Healthcare to have a full restoration of operations. While we don't know when this will be, however, 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, contact the Utah Medicaid Pharmacy Team at 801-538-6155 option 3, 3, 2. If Medicaid members have issues or questions, they can call Utah Medicaid at 1-866-608-9422.