



Healthcare Financing Division
Wyoming Medicaid
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Stefan Johansson
Director

Mark Gordon
Governor

February 27, 2024

Dear Pharmacy Provider,

As you are certainly aware, Change Healthcare, Wyoming Medicaid's pharmacy claims and PA vendor, is experiencing a nationwide outage. All functionality (claims submission and adjudication, prior authorization submission and determination, and typical help desk service) is currently unavailable, with no estimated timeframe for returning to operation.

During this time, we are lifting prior authorization (PA) requirements for pharmacy claims. In an effort to keep our population healthy and safe, we request that pharmacies, in good faith, continue to fill prescriptions at the prescribed quantity, not to exceed a 34-day supply, to eligible customers. **Once the system is operational, the Department will make providers whole and assist with claim submissions and provide any necessary overrides.**

The Department will adjudicate and pay all clean claims submitted once the Change Healthcare system is operational; therefore, as stipulated by Section 5.H. of the Wyoming Medicaid Provider Agreement, providers should not bill, demand, or otherwise seek reimbursement from a Medicaid client (or representative of the client) for any service for which reimbursement is available from the Department in accordance with the Wyoming Medicaid Pharmacy Provider Manual.

The PDL and Provider Manual have been placed on the Wyoming Department of Health pharmacy page at <https://health.wyo.gov/healthcarefin/medicaid/pharmacy-services/>. Although PA requirements are being lifted, we urge you to examine the PDL to best navigate prior authorization criteria, especially with new prescriptions, to minimize the chance of a patient needing to switch to a preferred medication at their next fill.

For questions regarding a customer's eligibility, you may utilize the Benefits Management System at 1-888-WYO-MCAD (1-888-996-6223), or call the Wyoming Medicaid office at 307-777-7531 to speak to someone in the pharmacy program. For additional help, you may also call the pharmacy help desk number 1-877-209-1264, and you will be routed to an Optum Rx help desk.

Thank you for continuing to serve Medicaid clients and for your patience during this extremely challenging event.