



Healthcare Financing Division
Wyoming Medicaid
122 West 25th Street. 4 West
Cheyenne, WY 82002
(307) 777-7531 • 866-571-0944
Fax (307) 777-6964 • www.health.wyo.gov



Stefan Johansson
Director

Mark Gordon
Governor

March 15, 2024

Dear Pharmacy Provider,

Please be advised that the Change Healthcare Provider Helpdesk personnel are available to assist pharmacies with Medicaid eligibility questions and other questions pharmacies may have. As of today, March 15, 2024, please contact them using their previous pharmacy helpdesk number at **1-877-209-1264**.

We anticipate that claims will start processing per normal processes as of today, March 15, 2024, so please consider the following when attempting to submit claims that were dispensed during the outage:

- Make every attempt to submit claims from earliest date of service to most recent in order to avoid incorrect processing due to sequencing of submissions.
- No copays should be collected on any prescription dispensed during the outage, and will be turned off in the system when it becomes active.
- Prior authorizations will be removed, with the following condition codes being soft rejects **which can be bypassed by resubmitting the claim:**
 - Reject Code 75 – PA Required
 - Reject Code 76 – Plan Limitations Exceeded
 - Reject Code 79 – Refill Too Soon.
- Please expect higher than average call volume to our Helpdesk, as well as potential congestion with switch vendors (i.e. RelayHealth) during resubmission.
- If you would like to set up an appointment to work directly with your pharmacy on submission of claims and troubleshooting, please call and let us know so that we can dedicate resources accordingly.

As this situation continues, we deeply appreciate your patience, understanding, and continued care of our Wyoming Medicaid clients.