



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

May 23, 2024

Dear Pharmacy Provider,

Please be advised that OptumRx/Change Healthcare will be reinstating some of Wyoming Medicaid’s prescription limits effective May 29, 2024, specific to NCPDP Reject 76 (Plan Limitations Exceeded) and Reject 79 (Refill too Soon). See below for a list of rejections that will no longer be accepted without contacting the Pharmacy Help Desk for an appropriate override:

Cond Code(s)	Reject Code	Message
1173	76	90 Days Supply Requires 90 Days of Prior Drug Therapy
1386, 1407	76	Accumulated quantity exceeds allowed limit
1083, 1239, 1431	76	Maximum Dose Exceeded
1082, 1238	76	Maximum Days Supply Exceeded
1193	79	Overlap Days Maximum Exceeded

POLICY AND DOCUMENTATION REMINDERS

Additionally, please review and make every attempt to adhere to the limits and dispensing policies that can be found on the Preferred Drug List (PDL) and in the Wyoming Provider Manual found at <https://health.wyo.gov/healthcarefin/medicaid/pharmacy-services>

- Within specific plan limitations, prescriptions should be dispensed in the maximum quantity that the prescriber’s order allows. For non-maintenance medications, the maximum days supply allowed is thirty-four (34) days.
- Wyoming Medicaid requires medications with manufacturer “original container” language on the packaging or within the package insert to be dispensed in the

original container. Claims that do not meet this requirement will be subject to recovery and further audit proceedings, even if the claims pays successfully at the point-of-sale (POS) while prior authorizations are suspended.

- If plan limitations and the prescriber's orders allow, prescriptions for oral contraceptives and maintenance drugs should be dispensed in a ninety (90) day supply. When a client has been stabilized on a dosage of a maintenance medication for 90 days total supply, as evidenced by previous fills, the prescriber may choose to prescribe the medication for a 90-day supply. When all other criteria and conditions have been met, Medicaid will reimburse for a maintenance supply. For more information regarding this policy and list of applicable drug classes, please refer to pages 11-12 of the Wyoming Provider Manual which can currently be found at <https://health.wyo.gov/healthcarefin/medicaid/pharmacy-services>.
- Please make every effort to adhere to the preferred medications and limits on the Preferred Drug List and Dose Limitation Chart. Both can be found at <https://health.wyo.gov/healthcarefin/medicaid/pharmacy-services>. If you would like copies of either document sent via fax, please contact the Pharmacy Helpdesk at 877-209-1264 and we will be happy to assist you.

REMITTANCE ADVICE/835 INFORMATION

At this time, OptumRx and Change Healthcare are continuing to work through restoration of services impacted by the cyberattack in February 2024. EDI documentation and the corresponding Pharmacy Portal are not available at this time, but notification will be provided when these services are restored. We apologize for any inconvenience that this causes. For specific questions regarding claims and/or payments, please contact the Pharmacy Helpdesk at 877-209-1264.