

# interChange Provider Important Message

## Options for Pharmacies Affected by Optum Change Healthcare (CHC) Network Service Interruption

Attention Pharmacy Providers: Change Healthcare continues to address a network interruption related to a cyber security issue. In the interest of protecting our patients and partners, Gainwell has not yet reconnected our systems. The disruption is expected to last at least through the day and likely beyond. We will provide updates as available. If your pharmacy is affected and unable to submit claims to CMAP the following recommendations should be considered:

1. Work with your Dispensing Systems Help Desk to determine if the Value Added Network (VAN)/Switch can be changed to one not affected by this cyber threat
2. Discuss with Connecticut Medical Assistance Program (CMAP) patients, options they have to receive their medications
  1. Contact surrounding pharmacies and determine if they are able to submit pharmacy Point of Sale (POS) claims to CMAP
  2. If the surrounding pharmacy is able to submit claims to CMAP, discuss with the patient the option of transferring prescriptions, or in some cases, contacting the prescribing provider to transmit a prescription to the pharmacy that is able to submit claims
3. Dispense medication in full or partially without collecting payment from the patient using designated downtime procedures.

If you have questions or require assistance, please contact the Pharmacy Prior Authorization Assistance Center at 1-866-409-8386.