



Wyoming
Department
of Health

Division of Healthcare Financing

Medicaid Pharmacy News

Dear Providers:

9/30/2024

PHARMACY PORTAL RESTORATION

Effective October 1, 2024, Change Healthcare and Optum will deploy a recreated Pharmacy Portal web application used for retrieving remittance advice and EDI 835 documents. Please visit <https://pharmacyportal-wygov.optum.com/Account/Login> to access documents using multi-factor authentication and your previously created One Healthcare ID account. To create a new One Healthcare ID, please register using the "Create One Healthcare ID" login screen, and please use the email address that you would have previously utilized with the Pharmacy Portal application. Additional One Healthcare ID support can be found from this login page if you experience any issues.

Currently, the application contains invoice payment data and remittance information for claims beginning 2/21/24 through the current billing cycle. Documentation prior to the cyberattack outage is still being restored and will be available at a later date, and additional notice will be provided when this historical information is retrievable. If your pharmacy enrolled as a Wyoming Medicaid Provider after 2/21/2024, you may need to complete a Trading Partner Agreement to have your pharmacy registered within the Pharmacy Portal. For this form or other user changes, please email pba_wyprovider@optum.com, or contact our helpdesk at 877-209-1264 for more information.

PUBLIC HEALTH EMERGENCY UNWINDING

Pursuant to the unwinding of the public health emergency, Wyoming Medicaid will no longer provide the \$40.00 administration fee for COVID-19 vaccines. Additionally, COVID-19 at-home testing kits will no longer be preferred products and will require prior authorization for claims adjudication. These changes will be effective as of 10/1/2024, and claims with dates of service prior to this effective date will continue to be processed with existing logic and adjudication processes.

For any questions, please call the Change Healthcare Pharmacy Help Desk at 877-209-1264.