

**TO**

Pharmacies

REGARDING

Good Faith Drug Dispensing During Change Healthcare Service Interruption

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Change Healthcare continues to experience a network service interruption due to a cybersecurity event. This is affecting health care systems nationwide. ForwardHealth has taken down its connection to Change Healthcare trading partners. Pharmacy providers that utilize the VAN (value-added network) eRX, a Change Healthcare trading partner, are still unable to submit pharmacy point-of-sale (POS) claims and eligibility Electronic Data Interchange transactions. Once the Change Healthcare issue is resolved, ForwardHealth will reestablish the connection.

ForwardHealth is committed to assisting our providers affected by this issue who provide services to eligible members in good faith during this time. As noted in ForwardHealth Alert [CH-001](#), "Service Interruption Affecting Pharmacy Transactions," during this incident, ForwardHealth will reimburse pharmacies for any covered services provided to a member who is confirmed eligible as long as the service meets program requirements.

To confirm a member's eligibility prior to dispensing, affected pharmacies can use [Wisconsin's Electronic Verification System](#) by:

- Calling WiCall, Wisconsin's automated voice response system, at 800-947-3544. WiCall is available 24 hours a day, all year long. (Note: WiCall provides a confirmation number at the beginning of the eligibility response that providers should record as evidence that they made the call to confirm member eligibility.)
- Calling Provider Services at 800-947-9627.
- Logging in to the ForwardHealth Portal.
- Using services through their commercial enrollment verification vendor.

After confirming member eligibility, pharmacies should also make every effort to ensure that the drug being dispensed to an eligible member meets program requirements. The pharmacy should then dispense

the drug in good faith and resubmit a claim when the Change Healthcare network service interruption is resolved.

To make sure that prescriptions meet program requirements, providers should utilize the tools and data tables available on the [ForwardHealth Pharmacy Resources](#) page of the Portal:

- Preferred Drug List (PDL) Quick Reference
- Drug Search Tool
- Quantity Limit Drugs and Diabetic Supplies
- Three-Month Supply Drugs
- Pharmacy Online Handbook

These are the resources most frequently used to help a pharmacy provider determine a prescription would likely meet program requirements.

Pharmacists can also check on the status of prior authorizations (PAs) using WiCall or by talking to Provider Services. PAs for new prescriptions can be obtained using the Specialized Transmission Approval Technology-Prior Authorization (STAT-PA) system by calling 800-947-1197. More information can be found in the STAT-PA topic ([#1416](#)) of the Online Handbook.

Once the Change Healthcare issue is resolved, any pharmacy providers that encounter a policy issue for resubmitting a claim dispensed in good faith may submit a [Noncompound Drug Claim](#) form, F-13072 (04/2017), with a [Pharmacy Special Handling Request](#) form, F-13074 (04/2014), for consideration of an exception to policy due to being affected by the incident.

Providers may also call the Provider Services Call Center or the Drug Authorization and Policy Override Center (DAPO) at 800-947-9627 to receive additional assistance.