



**TO**  
Pharmacies

**REGARDING**  
Service Interruption Affecting Pharmacy Transactions

## Service Interruption Affecting Pharmacy Transactions

Optum Change Healthcare is experiencing a network service interruption. This is a nationwide event. ForwardHealth has taken down its connection to Optum Change Healthcare. Because of this, some pharmacies that use Optum Change Healthcare as their trading partner will be unable to submit pharmacy Point-of-Sale (POS) claims and eligibility Electronic Data Interchange (EDI) transactions.

Note: RelayHealth Pharmacy Solutions had been disconnected from ForwardHealth earlier out of an abundance of caution. After investigation, this connection has been reestablished. Pharmacies that use RelayHealth should be able to resume submission of POS claims and EDI transactions at this time.

Once the Optum Change Healthcare issue is resolved, ForwardHealth will reestablish the connection. ForwardHealth appreciates that pharmacies will do their best for our members during this time. ForwardHealth will reimburse pharmacies for any covered services during this period, as long as the member is confirmed eligible and the service meets program requirements.

Pharmacists can verify a member's enrollment through [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.
- Calling Provider Services at 800-947-9627.
- Logging in to the ForwardHealth Portal.
- Using services through their commercial enrollment verification vendor.

Pharmacists can also check on the status of prior authorization (PA) requests using WiCall or by calling 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 ForwardHealth Online Handbook.