



TO
Pharmacies

REGARDING
Pharmacy Point-of-Sale Claims Submission Now Available

Pharmacy Point-of-Sale Claims Submission Now Available

Change Healthcare continues to experience a network service interruption due to a cybersecurity event. This is affecting health care systems nationwide. However, pharmacy providers that utilize the value-added network (VAN) eRX, a Change Healthcare trading partner, are now able to resume submitting pharmacy Point-of-Sale claims to ForwardHealth.

Eligibility Electronic Data Interchange transactions are not yet available to these providers.

As a reminder, providers 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 a commercial enrollment verification vendor.

For more information, refer to the [Change Healthcare Service Interruption: Resources for ForwardHealth Providers](#) page of the Portal.