



Utah Department of
Health & Human Services
Integrated Healthcare

Attention Utah Medicaid Providers,

The cyber attack on Change Healthcare on February 21, 2024, affected the Utah Medicaid Pharmacy Point of Sale (POS) system, disrupting pharmacy operations and the ability to process prior authorizations. Utah Medicaid has been unable to receive or review prior authorization requests for drugs billed through the POS system or for provider-administered drugs (PAD) billed through PRISM.

Medicaid continues to bypass clinical prior authorization requirements for drugs billed through the POS and PRISM PAD. As of July 26, 2024, PRISM will bypass the requirement for a prior authorization for provider-administered drugs administered since the outage began on February 21, 2024. This bypass will remain in place until Utah Medicaid is able to receive and review prior authorization requests. Providers are encouraged to process or reprocess claims through PRISM for provider-administered drugs beginning February 21, 2024.

For pharmacy POS claims processing and prior authorization issues, please contact the Utah Medicaid Pharmacy Team at (801) 538-6155 option 3, 2, 2. Additional information can be found online at <https://medicaid.utah.gov/pharmacy/resource-library/>.

Thank you,
Utah Medicaid