



Medicaid Pharmacy News

Dear Pharmacy:

3/20/2026

CUTOVER TO OPTUMRX SYSTEMS

On April 15, 2026, all Wyoming Medicaid pharmacy claims and prior authorizations will be processed in new OptumRx systems. No changes to BIN, PCN, phone numbers, fax numbers, or existing email contact information will occur. Please note that as detailed below there will be blackout periods on 4/14/2026 to accommodate necessary exports and loads into the new systems.

CLAIMS INFORMATION

Beginning at 5:00PM MST 4/14/2026, Claims will no longer be adjudicated in the Change Healthcare Point of Sale system. Claims will be rejected with a "SYSTEM NOT AVAILABLE" message, and may need to be resubmitted at 10:01MST or later on 4/14/2026 when switch vendors have been directed to send traffic to the new OptumRx Point of Sale system.

PRIOR AUTHORIZATION INFORMATION

Any Prior Authorizations submitted after 12:00pm MST on 4/14/2026 will need to be resubmitted to be determined in the new system. PA forms can be found at <https://www.wymedicaid.org/pa-pdl/pa-forms-related-info.html>, and must continue to be submitted either electronically or via fax to 1-866-964-3472 on and after 4/15/2026. Please also be aware that prior authorization correspondence will feature different branding and additional information as of 4/15/2026.

PHARMACY PORTAL AND PAYMENT DOCUMENTATION

Pharmacy users who utilize the Change Healthcare Pharmacy Portal for purposes of retrieving Remittance Advice (RAs) and EDI 835 documentation will need to enroll in the new OptumRx Pharmacy

Portal, which can be found at <https://wyoming.pharmacy.optum.com/prelogin/ohid>. Authorized users must create or link an existing OneHealthCare ID (OHID) to access this system. Pharmacy payments in the new system will be consolidated via WOLFS ID.

Payment documentation for pharmacy claims adjudicated on or before April 14, 2026 can still be accessed via the Change Healthcare Pharmacy Portal until May 31, 2026. For more information or to request previous payment documentation after this date, please contact us via email at pba_wyprovider@optum.com.

POLICY CHANGES

Coinciding with this system change, Wyoming Medicaid will be instituting new limits associated with short-acting and long-acting narcotic medications for its clients. Effective 4/15/2026, all members will be limited to a total daily maximum of 90 MME across all types of opioid containing products. Any claims submitted which exceed the cumulative daily MME limit will be denied. For more information, please consult the Dose Limitation Chart which can be found at <https://www.wyomedicaid.org/pa-pdl/dosage-limitation-chart.html>.

THANK YOU

While significant effort has been made to make this transition as simple as possible, we request that any unexpected rejections, messaging, or system instability be made known to the pharmacy Help Desk for expedient triage and resolution. We thank you for your continued dedication to serving Wyoming Medicaid clients and appreciate your continued partnership.

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

