



Medicaid Pharmacy News

Dear Pharmacy:

4/22/2026

CUTOVER TO OPTUMRX SYSTEMS

As of April 15, 2026, Wyoming Medicaid pharmacy claims and prior authorizations have been migrated to new OptumRx systems. We thank you so much for your patience, diligence, and willingness to serve Wyoming Medicaid members as we continue to optimize and stabilize these new systems. Please continue to contact the helpdesk 877-209-1264 for any issues that you may encounter, to have overrides processed, or for assistance with any questions that you may have.

CLAIMS REIMBURSEMENT ERROR

Due to an issue with SMAC pricing, some claims processed on 4/15/26 – 4/18/26 may have been priced at a lower rate than necessary. These products were for brand medications that have SMAC pricing applied to other generic entities within the same GPI. As of 4/19/2026, this issue has been corrected. Please reverse and resubmit any claims that you feel may have been priced incorrectly in order for the reimbursement to be updated. For any questions regarding whether a claim may have been impacted, please contact the OptumRx helpdesk.

PHARMACY PORTAL AND PAYMENT DOCUMENTATION

Additionally, 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 with dates of service prior to April 15, 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.