



Wyoming
Department
of Health

Division of Healthcare Financing

Medicaid Pharmacy News

Dear Pharmacy:

4/24/2026

PHARMACY PORTAL AND PAYMENT DOCUMENTATION

All claims submitted between 4/15 and 4/21 have been successfully processed and payments have been made accordingly from the State Auditor's Office. Optum Rx has been working diligently to ensure appropriate access to the new Optum Rx Pharmacy Portal. Unfortunately, some defects regarding user login have been identified and are scheduled to be remediated the night of 4/29/2026.

If you or your authorized pharmacy users need remittance advice and/or EDI 835 documentation, please email us at pba_wyprovider@optum.com and we will do our best to provide documentation to you in an expedient manner before the portal access is implemented.

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.

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