



## Memorandum

To: Wyoming Pharmacy Providers  
From: Change Healthcare  
Date: 07/12/2017  
Subject: POS System Outage & New POS Payer Sheet

On 7/24/2017, the Wyoming Department of Health (WDH) will transition to a new Point of Sale (POS) Pharmacy system that WDH has built in collaboration with Change Healthcare (CHC).

This new POS will feature several enhancements that are specified on the attached Payer Sheet, including the new Coordination of Benefits segment. Please review this material to ensure your system configurations will meet the new POS requirements on 07/24/2017.

As part of this transition, the Wyoming Pharmacy POS system will be unavailable starting at 5:00 PM MST Saturday, July 22<sup>nd</sup> through 12:01 AM MST Monday, July 24<sup>th</sup>. Pharmacy claims will not be adjudicated during this time.

This notice is being sent in advance to allow time for providers to process prescriptions and refills needed by Wyoming Medicaid participants prior to the scheduled downtime to avoid any potential interruptions of care.

Wyoming Medicaid pharmacy transactions will continue to be processed using the same BIN: 014293 and PCN: WYOPOP, but the NCPDP transaction will require a different COB segment effective July 24<sup>th</sup>, 2017 when the new processor is deployed.

During this cutover, Pharmacy Providers will receive the following error message if they are submitting claims during the blackout period: NCPDP Reject 98: Connection To Payer Is Down. An additional custom message will be included: "Wyoming Medicaid is currently not accepting pharmacy claims submissions"

We encourage all providers to go to the following website to view changes to the new payer sheet:

<http://www.wyomedicaid.org/sheets-info>

Changes to the payer sheet for data submission will be effective on July 24<sup>th</sup>, 2017. Guidance for all the POS changes are included within the payer sheet.

If you have any questions regarding this issue, please call the Wyoming Pharmacy Provider Help Desk at 1-877-209-1264.