



Healthcare Financing Division  
 Wyoming Medicaid  
 122 West 25<sup>th</sup> Street, 4 West  
 Cheyenne, WY 82002  
 (307) 777-7531 • 866-571-0944  
 Fax (307) 777-6964 • www.health.wyo.gov



Stefan Johansson  
 Director

Mark Gordon  
 Governor

May 7, 2024

Dear Pharmacy Provider,

Please be advised that OptumRx/Change Healthcare will be reinstating some of Wyoming Medicaid’s prescription limits effective May 8, 2024 specific to NCPDP Reject 76 (Plan Limitations Exceeded) and Reject 79 (Refill too Soon). See below for a list of rejections that will no longer be accepted without contacting the Pharmacy Help Desk for an appropriate override:

Cond Code(s)	Reject Code	Message
1209	76	Claim quantity supply exceeds max limit per day
1228	76	Initial prescription DS limit exceeded
1432, 1433	76	Maximum Dose Exceeded
1434, 1435	76	Maximum Days Supply Exceeded
1888	76	Quantity Limit Exceeded
1892	76	90 days’ supply requires 90 days of prior drug therapy
1088	79	Refill Too Soon

Please note that the conditions specific to the refill too soon logic can be found on page 18-19 of the provider manual currently published at the link below:

<https://health.wyo.gov/healthcarefin/medicaid/pharmacy-services/>

- Scheduled drugs II-V require 90% of the days supply to be used before a refill or new claim for the same medication will be allowed. For each claim that is filled, the number of days that the claim is filled early will be added to the day supply submitted on all subsequent claims, and the 90% refill tolerance will be calculated on that accumulated total.
- All other medications require 80% of the days supply be used before a refill or new claim for the same medication will be allowed. For each claim that is filled, the number of days that the claim is filled early will be added to the day supply

submitted on all subsequent claims, and the 80% refill tolerance will be calculated on that accumulated total.

Pharmacies with denied claims for Refill Too Soon (RTS) (NCPDP reject code 79) may use a Submission Clarification Code (SCC) = 5 to override an increase in dose from the previous fill on non-controlled medications or will need to call the POS help desk at 877-209-1264 to obtain an override for controlled substances.

Pharmacies trying to fill a prescription that was previously lost or stolen should call the helpdesk. If the criteria are met for an early fill under the lost or stolen prescription policy, Change Healthcare/OptumRx will enter the override and inform the pharmacy that the override has been entered. The pharmacy can then resubmit the denied claim. A maximum of one (1) Refill Too Soon override is allowed for a lost, stolen, or vacation, per client per year (365-day lookback period).

Claims submitted with dates of service between 2/21/2024 and 5/8/2024 will not be subject to these reinstated limits. For these or any other overrides that may be required, please contact the Pharmacy Help Desk at 877-209-1264.