

# MaineCare Provider Pharmacy Interruption FAQ

## Background

The vendor that MaineCare uses for its pharmacy claims, Change Healthcare, experienced a cyber security issue on Wednesday, February 21. Change Healthcare immediately disconnected their systems to reduce further impact. This is a national issue affecting Medicaid programs and health care systems in many states.

## How does this affect MaineCare members and pharmacies?

Pharmacies can't access MEPOPS, the retail pharmacy system they usually use to view information about MaineCare members and MaineCare's pharmacy benefit and to submit MaineCare pharmacy claims. This means some MaineCare members may be having difficulty when trying to fill a prescription.

Additionally, MaineCare is currently unable to process pharmacy claims. We will pay all eligible claims submitted once the system is operational. We are working on the details for when and how such payments will be made and will release the details as soon as possible after Change Healthcare is able to restore network connections.

## Was personal information about MaineCare members impacted?

MaineCare is not aware that any personal data of MaineCare members was improperly shared as part of this issue. We take the security of members' personal information seriously.

## How long will the system outages last?

Change Healthcare has not yet told us how long the outage will last. We are in touch with them every day to get the latest updates.

## What can MaineCare members do?

Our highest priority is to ensure MaineCare members can continue to access necessary medications. We are instructing members to talk to their pharmacy. They can also call our Pharmacy Help Desk at 1-866-796-2463 with any questions or issues.

## How should pharmacy providers proceed?

We ask pharmacy providers to provide up to a 30-day supply of all medications including insulin, inhalers, or packages that cannot be broken **at no cost to the member. MaineCare coverage policies still apply.** We will pay all eligible claims submitted once the system is operational. We are working on the details for when and how such payments will be made and will release the details as soon as possible.



## Where can pharmacy providers find the Preferred Drug List (PDL) during this interruption?

The outage has inhibited access to the PDL in MEPOPS. The link to the PDL that comes up when you use a search engine to find it is also **not** working. We have added the PDL to our public-facing website to make it accessible during this time. To find the PDL, you can use this [link](#) or navigate to our [Provider Resources](#) webpage and click on the [MaineCare Pharmacy Preferred Drug List](#) in the **More Resources** box.

## Is there a current PDL for covered OTCs?

Yes. MaineCare has made the following resources available to pharmacies during this outage:

- [Preferred Drug List](#)
- [OTC Rebateables List](#)
- [Diabetic Supplies List](#)

## Will "non-participating" manufacturers be covered during the outage?

MaineCare [authorized up to 30-day supply](#) on MaineCare prescriptions. Prior Authorizations continue to be waived, and pharmacies are expected to follow the MaineCare Preferred Drug List.

## Check MaineCare member eligibility:

Use one of these methods to check for MaineCare member eligibility:

### a) Interactive Voice Response (IVR)

You can call Gainwell Provider Services' Interactive Voice Response (IVR) phone line to verify member eligibility for pharmacy claims. For additional instruction, please see our March 01, 2024 [guidance](#). You may contact the Gainwell Provider Services call center at **1-866-690-5585**

### b) Health PAS online portal:

To check for MaineCare member eligibility, log into your secure trading partner account on the [Health PAS online portal](#) and click on the Eligibility Verification link, where you will verify or select the billing provider and search for the member. For full instructions to check eligibility, see the [MHP Eligibility Verification User Guide](#).

If your organization is enrolled with MaineCare, but an individual services provider such as a pharmacist is not enrolled, you can add that non-enrolled individual as a user to an existing Trading Partner Account so they can still verify MaineCare eligibility. The instructions to add a user to your Trading Partner Account can be found on page 25 of the [MIHMS Trading Partner Guide for Providers Already Enrolled](#). See the [Eligibility Tip Sheet](#) for further guidance when checking MaineCare eligibility.



## **What do we do if the Health PAS online portal becomes unavailable?**

We do not anticipate problems with the Health PAS online portal. If Health PAS becomes unavailable, the IVR system will still be available for eligibility checks. Please report any problems with Health PAS to: [mainecaresupport@gainwelltechnologies.com](mailto:mainecaresupport@gainwelltechnologies.com)

## **Do we have to fill a 30-day prescription?**

Our [guidance](#) shared on February 27, 2024, stated that MaineCare authorizes pharmacies to provide 30-day prescriptions to MaineCare members during the Change Healthcare network interruption. To clarify, the Office of MaineCare Services is authorizing pharmacies to provide prescriptions **for up to 30 days** to help MaineCare members access needed medications. Pharmacies maintain discretion.

## **Are retail pharmacies able to submit claims through the online portal billing option?**

Pharmacies rely on Change Healthcare to submit electronic claims to MaineCare and therefore are unable to submit claims electronically at this time.

## **Can we still access TB patient ID numbers?**

If a pharmacy needs a TB patient ID number, they can call the Ryan White Part B Program during normal business hours at **207-287-3747**. The Program asks that pharmacies provide a 30-day fill and commits that they will honor those once the network is back up and running.

