



Optum Change Healthcare Service Disruption

Talking Points for Members of BadgerCare Plus and Wisconsin Medicaid Programs

On February 21, Change Healthcare, an information technology systems company, experienced a cyberattack on its systems.

- Change Healthcare works with a lot of health care providers.
- They offer systems that let those providers do things like connect to insurance companies, submit claims, etc.
- The attack made their systems not work, which affected people all over the country.

As soon as DHS heard what was happening with Change Healthcare, the department shut down the connections with their systems to protect member and provider information.

- DHS does not have reason to believe that member information was accessed from ForwardHealth systems during this event.
- DHS continues to watch its systems and await more information from Change Healthcare.
- DHS always lets members know if something happens that could affect their information.

Pharmacies that use Change Healthcare systems have been particularly affected because they use those systems when they provide members like you with prescriptions.

- If you have some flexibility in when you need your prescription filled, you might want to wait to fill it. This gives pharmacies some time to get the situation fixed or figure out ways to work around the current outage.
- If you need to get the medicine soon, it's a good idea to call your pharmacy and make sure they are able to fill it at this time. If not, they may suggest other options for you.
- If your pharmacy can't fill your prescription when you need it, there may be another pharmacy that can. Be sure to call the new pharmacy and confirm before moving your prescription.

If you need transportation to get to a different pharmacy, members of BadgerCare Plus and most Wisconsin Medicaid programs, including IRIS, can use their [non-emergency medical transportation \(NEMT\)](#) benefit.

- During this incident, you can schedule a same-day ride to pick up a prescription if needed.
- Call (866) 907-1493 (voice) or 711 (TTY) to schedule a ride.
- Members of Family Care, Family Care Partnership, or PACE should work with their managed care organization to facilitate rides to pick up prescriptions if needed.

Resources

Go to our Medicaid News page at dhs.wi.gov/medicaidnews and click the "learn more" link to find current information. Or go directly to dhs.wi.gov/medicaid/chc-outage.htm.