

Pharmacy Claims System / Change Healthcare Outage

As a result of a contractor's cyber security issue affecting many states, Wyoming Medicaid is continuing to experience technical issues that may make it difficult for you to access your prescriptions. We recognize the confusion and challenges this may be causing for you and your pharmacies and are working hard to help.

Wyoming Medicaid is allowing pharmacies to provide a month supply of any prescriptions you are trying to fill to help you get through this time. Please reach out to your pharmacist to ask them about options for receiving your covered prescription.

The pharmacy should not charge you for any prescription that is covered by Wyoming Medicaid. If your pharmacy is refusing to fill your prescription, or asking you to pay out-of-pocket, please call our Pharmacy Help Desk at 1-877-209-1264 or call Wyoming Medicaid at 307-777-7531. You may experience delays due to call volume.

We are working to determine a timeline for resolving these issues. We will keep in communication and will return to normal as soon as possible.