



Memorandum

To: Ohio Medicaid Pharmacy Providers
From: Goold Health Systems (GHS), a Change Healthcare Company
Date: 06/10/2016
Subject: System Outage

On 6/12/2016, the Ohio Department of Medicaid (ODM) will transition its PBM from Xerox to Goold Health Systems (GHS). This change is for the fee-for-service program only, also known as "traditional Medicaid," and will not impact beneficiaries within the Ohio Medicaid Managed Care Plans (e.g. Buckeye Health Plan, CareSource, Molina Healthcare, Paramount Advantage, UnitedHealthcare Community Plan) or MyCare Ohio Plans.

As part of this transition, the Pharmacy POS system will not be available from **Saturday, June 11 at 7 PM EST until Sunday, June 12 at 1 PM EST.**

The system will be down; therefore, claims will not process during this time. Providers are encouraged to plan ahead and ensure that refills are processed timely to avoid any potential interruptions of care. Following the transition the old BIN/PCN will no longer work and the new BIN/PCN should be used.

The new information is:

Rx BIN: 015863

Rx PCN: OHPOP

Rx Group: not needed

Rx ID: Ohio Medicaid 12-digit ID (ID numbers are not changing)

Providers will receive the following error message if they use the old BIN/PCN:

NCPDP Reject 04: Invalid PCN

GHS encourages providers to go to the website at <http://pharmacy.medicaid.ohio.gov> to view changes to the payer sheet, updates to the provider manual and Frequently Asked Questions (FAQs). Changes to the payer sheet for data submission will be effective on June 12, 2016. Guidance for all of the POS changes are included within the payer sheet.

The Pharmacy help desk phone number will not change.

Beginning Sunday, June 12, if you have any questions, please contact the GHS Pharmacy Help Desk at **1-877-518-1545** or **OHHelpDesk@ghsinc.com**.

Thank you in advance for your cooperation with this matter.