



Pharmacy Prior Authorization Services Downtime

Please be advised that Pharmacy Prior Authorization services will be unavailable due to platform maintenance on the following dates and times. We apologize for any inconvenience this may cause. If you require assistance during this period, please contact the CVS Help Desk for Molina at (888) 964-0117. They are ready to support you. Thank you for your understanding and cooperation

	Major Release	RxClaim Role Swap	Enterprise Technology Systems Monthly Maintenance
	RxClaim and Front-End Systems, including RTE (Caremark.com, CVSCaremarkSpecialtyRx.com, Peoplesafe, Mail, IVR, CCA/COS)	RxClaim and Front-End Systems, including RTE (Caremark.com, CVSCaremarkSpecialtyRx.com, Peoplesafe, Mail, IVR, CCA/COS)	RxClaim and Front-End Systems (Caremark.com, CVSCaremarkSpecialtyRx.com, Peoplesafe, Mail, IVR, CCA/COS)
	Friday night 11:00 PM - 4:00 AM MT	Saturday night 11:00 PM – 4:00 AM MT	Saturday night 11:00 PM – 5:00 AM MT
January	N/A	N/A	N/A
February	2/17/2024	2/18/2024	2/11/2024
March	N/A	N/A	3/10/2024
April	4/20/2024	4/21/2024	4/14/2024
May	N/A	N/A	5/12/2024
June	6/22/2024	6/23/2024	6/9/2024
July	N/A	N/A	7/14/2024
August	8/17/2024	8/18/2024	8/11/2024
Sept	N/A	N/A	9/8/2024
Oct	10/19/2024	10/20/2024	10/13/2024
Nov	11/16/2024	11/17/2024	11/3/2024
Dec	N/A	N/A	12/8/2024

*As a reminder, this maintenance window may be extended. Based on the type of change being implemented, systems may be unavailable during release periods.