



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. 833-249-8392. They are ready to support you. Thank you for your understanding and cooperation

	Pharmacy Services Monthly Release	Minor Release	RxClaim and Role Swap	Technology Services & Solutions (TSS) Monthly Maintenance	Digital
Impact (See below table for details)	RxClaim and Front-End Systems, including RTE	Minor changes / No outage	RxClaim and Front-End Systems, including RxClaim Role Swap and RTE	RxClaim and Front-End Systems	Digital Server Recycles
Time	Saturday morning 11:00 PM – 4:00 AM MT	Thursday night/Friday morning 9:00 PM – 04:00 AM MT	Sunday morning 11:00 PM – 4:00 AM MT	Sunday morning 11:00 PM – 5:00 AM MT	Every Tuesday and Thursday 3:00 PM – 4:00 AM MT
January	None	None	None	None	None
February	2/22/2025	2/6, 2/13, 2/27	2/23/2025	2/9/2025	Every week
March	None	3/6, 3/13, 3/20, 3/27	None	3/9/2025	Every week
April	4/19/2025	4/3, 4/10, 4/24	4/20/2025	4/13/2025	Every week
May	None	5/1, 5/8, 5/15, 5/22, 5/29	None	5/11/2025	Every week
June	6/21/2025	6/5, 6/12, 6/26	6/22/2025	6/8/2025	Every week
July	None	7/2, 7/10, 7/17, 7/24, 7/31	None	7/13/2025	Every week
August	8/16/2025	8/7, 8/21, 8/28	8/17/2025	8/10/2025	Every week
September	None	9/4, 9/11, 9/18, 9/25	None	9/14/2025	Every week
October	10/18/2025	10/2, 10/9, 10/23, 10/30	10/19/2025	10/12/2025	Every week
November	11/22/2025	11/6, 11/13, 11/25	11/23/2025	11/2/2025	Every week
December	None	None	None	12/14/2025	None

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