



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene
201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – John M. Colmers, Secretary

**Maryland Medical Assistance Program
Pharmacy Transmittal No. 183
October 1, 2007**

To: Physicians, Pharmacies, Clinics, Nurse Practitioners, Nurse Midwives, Dentists, Podiatrists, MCOs

From: Susan J. Tucker, Executive Director, Office of Health Services
Charles E. Lehman, Executive Director, Office of Operations and Pharmacy

Re: 72-hour emergency supply of non-formulary, non-preferred medications or medications requiring prior authorization;
Prior authorization and other telephone contact information;
National provider Identification Number (NPI);
Verification of eligibility; and
Tamper-resistant prescription pads.

The purpose of this transmittal is to remind providers that in emergency situations all Maryland Medical Assistance recipients are entitled to receive a 72-hour supply of medicine while awaiting prior authorization or approval to dispense a non-formulary or non-preferred medication. This transmittal also provides important telephone contact information and information regarding the Preferred Drug List (PDL), NPI numbers, verification of eligibility, and tamper-resistant prescription pads.

Emergency Supplies/Prior Authorization

In emergency situations, all Maryland Medicaid HealthChoice managed care organizations (MCOs) and the Maryland Medicaid fee-for-service program will cover a minimum 72-hour supply of drugs. **These emergency supplies are to be provided while the pharmacist is awaiting prior authorization or approval to dispense a non-formulary or non-preferred medication.** Pharmacists should use their professional judgment in determining whether the prescription is needed on an emergency basis.

Please note the fee-for-service Medicaid Program will allow a pharmacist to dispense a 72-hour supply of a Schedule II controlled substance, but the pharmacist must keep the prescription and therefore the member must return to the doctor to get a new prescription in order to get the full supply of drugs. MCOs may have similar limitations to prevent abuse of these drugs.

Procedures for pharmacies to process claims for emergency supplies can be found at www.marylandmedicaidpharmacyinformation.com under the "HealthChoice MCO Information" tab. Providers can contact the MCOs or the Maryland Medicaid Pharmacy Program for prior authorization approvals by calling the numbers listed on the following page.

Managed Care Organization	Phone Numbers for Physician Providers
AMERIGROUP Community Care	Contact AMERIGROUP 1-800-454-3730 Mon – Fri 7:00am – 9:00pm 24 hour Nurse is available
Diamond Plan from Coventry Health Care	Contact Coventry 1-877-215-4100 Mon – Fri 8:00am – 5:00pm
Helix Family Choice	Contact Helix 410-933-2200 or 1-800-905-1722 Mon – Fri 8:30am – 5:00pm
Jai Medical Systems*	Contact BioScrip 1-800-555-8513
Maryland Physicians Care*	Contact Express Scripts, Inc 1-800-235-4357
Priority Partners	Contact Priority Partners 1-888-819-1043 Mon – Fri 8:00am – 5:00pm
UnitedHealthcare*	Contact Medco Health 1-800-310-6826 24 hours – 7 days per week

***MCOs with HealthChoice & PAC enrollees**

Fee-For-Service Prior Authorization

ACS Technical Assistance

1-800-932-3918

24 hours a day 7 days a week

Preferred Drug List (PDL) prior authorization

fax number: 1-866-440 - 9345

Other Important Telephone Numbers

Maryland Medicaid Pharmacy Hotline

1-800-492-5231 (*select option three*) - Monday - Friday, 8:00 am to 5:00 pm

Kidney Disease Program

1-410-767-5000 or 5002 - Monday - Friday, 8:00 am to 5:00 pm

Breast & Cervical Cancer Diagnosis and Treatment

1-410-767-6787 - Monday - Friday, 8:00 am to 5:00 pm

Maryland AIDS Drug Assistance Program

1-410-767-6535 - Monday - Friday, 8:30 am to 4:30pm

HealthChoice/PAC Provider Hotline

1-800-766-8692 - Monday - Friday, 7:30 am to 5:30pm

HealthChoice/PAC Enrollee Action Line

1-800-284-4510 - Monday - Friday, 7:30 am to 5:30pm

National Provider Identification (NPI) Numbers

Until further notice pharmacies will continue using the physician DEA (not the physician NPI number) when submitting pharmacy claims to indicate the identification of the prescriber. Further notice will be issued when use of the physician NPI number on submitted pharmacy claims becomes mandatory. HealthChoice MCOs will notify pharmacies and prescribers directly of their NPI requirements. If you do not already have an NPI, go online to <https://nppes.cms.hhs.gov> to apply for one.

Verification of Eligibility

Eligibility for any type of Maryland Medicaid recipient can be verified by calling the Eligibility Verification System (EVS) at 1-866-710-1447. EVS operates 24 hours a day, seven days a week. The same information is available on the web at www.emdhealthchoice.org. Access requires your MA provider number and a password. There is a MCO transfer option on the EVS. If the recipient is a member of an MCO, the provider can press "3" and the call will be transferred directly to the MCO's call center to verify primary care physician (PCP) assignment. For a recipient in a facility, the provider will be given the name and phone number of the facility. If you need to hear a verification a second time, press "1" and the information will be repeated. Press "2" in order to enter the next recipient's information. If a mistake is made prior to pressing "#," you can press "*" to go back and enter the information correctly. Past eligibility can now be obtained by entering the recipient's Social Security number, and date of service.

Tamper-Resistant Prescription Pads

DHMH issued General Provider Transmittal No. 63 on August 31, 2007, informing prescribers and providers of the new requirements concerning tamper-resistant prescriptions. Due to federal legislation recently passed and signed, **the new requirements which were to be applicable effective October 1, 2007, will now be effective April 1, 2008.** Prior to approval of the extension, the federal government provided further clarification on issues related to the tamper-resistant prescription requirements, which can be found in a frequently asked questions document on the Centers for Medicare & Medicaid Services website at <http://www.cms.hhs.gov/DeficitReductionAct/Downloads/MIPTRPFAQs9122007.pdf>. DHMH has also posted this document on our website at <http://dhmh.state.md.us/mma/mpap/>.