

MARYLAND MEDICAID • HEALTHCHOICE & PRIMARY ADULT CARE (PAC) PROGRAMS
NON-FORMULARY EMERGENCY SUPPLY POLICIES AND PROCEDURES FOR MANAGED CARE ORGANIZATIONS

Managed Care Organization (MCO)	Number for <i>pharmacist</i> to call Pharmacy Benefit Manager (PBM) or MCO contact	Hours of operation for PBM or MCO	Procedure for pharmacy staff to follow when physician is unavailable and recipient's prescription is written for a non-formulary medication.
AMERIGROUP Community Care*	AMERIGROUP Pharmacy Department 1-800-454-3730	Mon - Fri 8:00am - 7:00pm Sat - 10:00am – 2:00pm 24 hour nurse is available after hours	In the event that a medical exception is needed, and the prescriber is unavailable, the pharmacist is authorized to dispense a 72-hour supply to an eligible AMERIGROUP Community Care member. Pharmacists can follow these steps to process a claim: 22223333444 in the Prior Authorization Number field. The day's supply cannot exceed three or the claim will reject. Pharmacists with questions should contact the Pharmacy Department at 1-800-454-3730 and follow the prompts.
	IngenioRX Pharmacy Help Desk 1-833-237-9228	24 hours – 7 days per week	
Jai Medical Systems Managed Care Organozation ,Inc*	MC-Rx Powered by ProCare Rx 1-800-213-5640	MC-Rx Powered by ProCare Rx Customer Service, 24 hours - 7 days per week	In an emergency situation outside of the PBM's regular business hours, or when the prescriber cannot be contacted, the pharmacist is authorized to dispense a 72 hour emergency supply of a medication, when available, unless the medication is classified as a Less Than Effective (LTE), Drug Efficacy Study Implementation (DESI), or specifically excluded drug category product or when a formulary medication requiring prior authorization is not appropriate to dispense as a partial supply before prior authorization is received (i.e., Hepatitis C medications)..
Maryland Physicians Care	Maryland Physicians Care Prior Authorization Unit 1-800-953-8854, option 2 Express Scripts Inc Prior Authorization Dept. 1-800-753-285	Mon.-Fri 8:00am-5:00pm 24 hours - 7 days per week	Express Scripts is staffed 24 hours – 7 days a week to handle urgent-emergent requests for overrides. The Prior Authorization Department staff will give instructions on how to obtain a 5 days emergency supply.
MedStar Family Choice	Caremark, Inc. 1-800-345-5413	24 hours - 7 days per week	The Pharmacist can put in a three-day override without calling anyone if the medicine is not on PA. If it is on PA, has exceeded MDL or otherwise won't go through, the pharmacist has to call MedStar. After hours the 1-800-905-1722 number gives the pharmacist the phone number of the on call pharmacy person.
	MedStar 410-933-2200 or 1-800-905-1722	Mon - Fri 8:30am - 5:00pm Phone number given after hours	
Priority Partners*	Priority Partners 1-888-819-1043	Mon - Fri 8:00am - 5:00pm, except holidays	In the event the precertification unit is closed, or the pharmacist cannot reach the prescribing physician, pharmacist may dispense up to a 96-hour supply of the requested medication to an eligible Priority Partners member. Pharmacist should use the following DUR code to obtain a four-day override in such instances: 111122223333. Pharmacist may also call Caremark at 1-800-345-5413 for further assistance.
	Caremark, Inc. 1-800-345-5413	24 hours - 7 days per week	
UnitedHealthcare*	Optum RX 1-888-306-3243	24 hours - 7 days per week	UnitedHealthcare allows a Temporary Coverage Override (TCO) option for most non-preferred and prior authorization medications on a one-time per prescription basis. The TCO option allows up to a five-day supply. Pharmacists can follow these steps to process a claim: Enter "8"= Prior Authorization" in the Prior Authorization Type field Plus the code 00000000120 in the Prior Authorization Number field It is important the day's supply entered on the claim does not exceed the five-day supply or it will reject. Pharmacists are asked to call UnitedHealthcare's Pharmacy Services Help Desk toll-free at 877-305-8952 for questions on the TCO process

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UMMS	Caremark 1-800-345-5413	Mon - Fri 8:30am - 5:00pm, EST - except holidays	In the event, a prescriber cannot be reached to request a formulary exception, a 72-hour emergency supply of medication may be dispensed by the pharmacist processing the claim, unless the medication is classified as an excluded drug product. Pharmacist will need to enter the following code: PAMC 11112222333 in the prior authorization field of the dispensing software.
Kaiser Permanente	Medimpact-1-800-788-2949	24 hours-7days a week	Anytime that the pharmacy staff receives a 'not on formulary' rejection, the rejection message also instructs them to contact our PBM's (MedImpact) pharmacy help desk at 800-788-2949 . MedImpact's pharmacy help desk is available 24/7.
Aetna Better Health of Maryland	Caremark, Inc. 844-345-2797	24 hours – 7 days per week	The Caremark Pharmacy Help Desk is staffed 24 hours – 7 days a week to handle urgent-emergent requests for overrides. The Pharmacy staff will give instructions on how to <u>obtain a 72-hour emergency supply</u> .

*MCOs with HealthChoice.

ELIGIBILITY ISSUES: Call the HealthChoice Eligibility Verification System (EVS) 1-866-710-1447 (Available 24 hours/7 days)

Provider inquiries/complaints – HealthChoice Provider/

Recipient inquiries/complaints – HealthChoice/ 1-800-284-4510, Option 2 for HealthChoice,

At the time of printing, the information and phone numbers listed are correct. This chart will be updated as changes are received.

Division of Clinical Pharmacy Services – Updated January 2020