

**Maryland Medicaid Contacts for Pharmacy Issues  
(Including Opioid Prior Authorization)**

<b>MCO</b>	<b>Phone and Fax Numbers for Prior Authorization</b>	<b>Phone Number for Prior Authorization Questions/Issues (to be used in the order listed)</b>
<b>Fee for Service</b>	Phone: 800-932-3918 Fax: 866-440-9345	800-492-5231 #3
<b>Amerigroup</b>	Phone: 800-454-3730 Fax: 855-363-0728	800-454-3730 (M-F: 8am-8pm)  ESI Help Desk: 844-367-6108 (24/7)
<b>Jai</b>	Phone: 800-213-5640 #1 Fax: 855-363-0728	800-213-5640 (24/7)  (Reps able 24/7 to provide overrides and emergency fills; pharmacists and doctors only available regular business hours)
<b>Kaiser Permanente</b>	Phone: 800-788-2949 Fax: 866-331-2104	866-331-2103 (24/7)
<b>Maryland Physicians Care</b>	Phone: 800-753-2851 Fax: 800 837-0959	800-753-2851 (24/7)
<b>MedStar Family Choice</b>	Phone: 800-364-6331	800-364-6331 (24/7)  MedStar: 410-933-2200 (M-F business hours) MedStar Pharmacy Emergency Line: 410-999-5525 (non-business hours)
<b>Priority Partners</b>	Phone: 800-364-6331	800-364-6331 (24/7) 888-819-1043 (M-F 8am-5pm)
<b>UnitedHealthcare</b>	Phone: 800-310-6826 Fax: 866-940-7328	800-310-6826 (M-F: 9am-9pm)  Optum RX Pharmacy Help Desk: 877-305-8952 (24/7)
<b>University of Maryland Health Partners</b>	Phone: 877-418-4133 (M-F: 9am-7pm; Sa-Su: 8am-5:30pm) Fax: 855-762-5205 (24/7)	800-364-6331 (24/7)