



# MARYLAND MEDICAID PHARMACY PROGRAM

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## ADVISORY

*In an effort to give timely notice to the pharmacy community concerning important pharmacy topics, the Department of Health and Mental Hygiene's (DHMH) Maryland Pharmacy Program (MPP) has developed the Maryland Pharmacy Program Advisory. To expedite information timely to the pharmacy and prescriber communities, an email network has been established which incorporates the email lists of the Maryland Pharmacists Association, EPIC, CARE, Long Term Care Consultants, headquarters of all chain drugstores and prescriber associations and organizations. It is our hope that the information is disseminated to all interested parties. If you have not received this email through any of the previously noted parties or via DHMH, please contact the MPP representative at 410-767-1455.*

### Effective Handling of Claim Rejections

If a Maryland Medicaid Pharmacy claim is denied with a message "PA required" please **do not tell recipients to call Medicaid**. Instead, please read the denial message carefully to determine whether your staff needs to notify the prescriber (e.g. for PA's related to non-preferred drugs), or whether they should call the Maryland Medicaid Pharmacy Program technical help line (800-932-3918). Pharmacies can call the technical assistance line to obtain information about days supply or quantity limits or for a PA (Prior Authorization) if you are experiencing supply problems for the drug.

When a "Product not covered" rejection comes from a HealthChoice managed care organization (MCO), such as Priority Partners, United Healthcare, Maryland Physicians Care, Amerigroup etc. it is reasonable to try redirecting those claims to Maryland Medicaid if they are for mental health and/or HIV/AIDS medications. However, if the medication is not a mental health or HIV/AIDS drug, then pharmacy staff or the prescriber must investigate the MCO's formulary or contact the MCO's PBM directly. Again, **please do not tell the patient to contact the Maryland Medicaid Pharmacy Program**.

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