



Medicaid Point of Sale Conversion Black-Out Dates February 18th and 19th

On February 18th and 19th 2012, Utah Medicaid will convert its existing pharmacy point of sale system over to a new point of sale system designed by Goold Health Systems. In preparation, on February 17th at 5:00pm, the current system will be taken down. System programmers will require two (2) days for the process of conversion to be complete. No claims will be processed by Medicaid on February 18th and 19th, 2012. Consequently, pharmacies will need to utilize their “downtime” procedures to process Medicaid prescriptions during that time. Please request that Medicaid clients present their Medicaid card prior to providing services during that time. The new system will be up for prescription claims processing on February 20, 2012.

Emergency medications requiring a prior authorization must be processed under the 72-hour emergency supply rules. The policy states, “Some medications that require PA may be provided in a medical emergency before authorization is obtained from Medicaid. When a medical emergency occurs, and a medication requiring a PA is required, pharmacy providers may provide up to a 72-hour supply of the medication. When contacted, Medicaid will issue an authorization for the 72-hour supply of the medication on the next business day. All subsequent quantities must meet all PA requirements for the medication. It is the responsibility of the medication prescriber to provide the necessary documentation.”

Utah Medicaid will also allow early refills of medications from February 6th through February 17th. This will allow a 4-5 day early fill option. This information is being sent to all Medicaid clients.

Utah Medicaid recognizes that this represents an unusual inconvenience in downtime. We ask for your patience and indulgence during this conversion process. We sincerely acknowledge your assistance with this endeavor and gratefully recognize all you do to serve Medicaid patients

New Pharmacy Point of Sale Pricing Updates Policy

Utah Medicaid relies on outside data services for much of the information and data used in its day-to-day processes. Consequently, Medicaid has little control over the timing and occurrence of updates to that information particularly where it concerns pricing information for pharmaceutical products. Updated pricing information will no longer be applied retroactively. All pricing will be effective no sooner than the business day following receipt of the new pricing information. This policy only applies to pharmacy point of sale pricing.

New Pharmacy Point of Sale Drug File Clean-up

As Utah Medicaid prepares to transition to a new pharmacy point of sale system, we are reviewing our drug files to confirm that all NDC’s are paying according to current Utah Medicaid policy. To ensure that claims are paid according to the current policy we will be making drug file changes that may affect how some drugs are paid.

One area that may be most affected are the Over-the-counter (OTC) drugs. If you receive a denial on a medication that previously paid, we encourage you to refer to our OTC List or the Preferred Drug List, both of which can be found on the Utah Medicaid Pharmacy Program website at health.utah.gov/medicaid/pharmacy.

New Pharmacy Point of Sale Prior Authorization Changes

With the implementation of our new pharmacy point of sale system, the fax number for requesting pharmacy prior authorizations will change. Effective Friday, February 17, 2012 the old fax number will no longer accept faxes. Beginning Sunday, February 19, 2012 prior authorization requests can be faxed to the new PA fax line at 855-828-4992. Please note that requests sent to the old fax number after this switch will not be received or processed.

Additionally, our new pharmacy point of sale system will have the capability to automatically match criteria and issue prior authorizations for some of the drugs currently requiring a manual prior authorization. In those instances where the automated criteria is not found or met, a manual prior authorization request will be required.

Reauthorizations will no longer be approved over the phone, fax submissions will be required. New prior authorization criteria sheets will be available with the reauthorization instructions outlined for each drug.

PDL Update

A newly formatted Preferred Drug List is coming soon. This new format lists all the preferred drugs in one column and the non-preferred in another. The drugs will still be broken into sections by class. There will be two new drug classes added, Pulmonary Antihypertensive Endothelin Receptor Antagonists and Opioid Agonist Antagonist Combination Products for Substance Abuse as a subsection of the Opioid Narcotics.

Medicaid Client ID Required on Pharmacy Claims

Effective October 1, 2011, Utah Medicaid no longer accepts a client social security number on a pharmacy claim in lieu of a Medicaid client ID. If a client does not have a Medicaid card with a Medicaid client ID available, the client ID may be obtained by calling Access Now at (801) 538-6155 or (toll-free) 1-800-662-9651, and selecting options 1 and 1 on the phone tree.