

Volume 1
Number 1
May 13, 2004
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Pharmacy Facts

MassHealth Pharmacy Program

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Current information for pharmacists about the MassHealth Pharmacy program

Emergency Fill

Mass Health Pharmacy regulations allow a pharmacist to dispense an appropriate emergency supply of selected drugs that deny for coverage after normal business hours where prior authorization cannot be obtained from the UMASS DUR unit. The pharmacy will indicate a Level of Service value of "3" emergency service in field 418. When the value of "3" is entered co-pay will be exempted. When the value of "3" is entered the prescription will not count as one of six fills allowed per prescription number. Level of Service "3" will not override a claim that is being denied for eligibility issues. Also, specific classes of drugs that are not covered per Mass Health regulations (i.e. fertility drugs) will not be considered for an override. The day supply of the emergency fill shall not exceed 3 days unless standard package size determines day supply (inhalers, creams, etc.). After the prescription is adjudicated, the pharmacy should remove the "3" from the Level of service field before the next fill. The DUR unit at U Mass will need to be contacted during normal business hours to attempt to obtain PA for additional refills.

Submitting Claims For All Prescriptions

We would like to remind pharmacists that they should submit all claims for processing even if they think the claim might deny for various reasons such as a drug not being listed on Mass Health Drug List. We receive many calls from members and their physicians telling us that a pharmacy informs them that a drug claim is being denied by Mass Health when in fact we see that a claim has never been submitted. Keep this in mind on 6/1/2004 when Duragesic and Oxycontin will be placed on prior authorization for new starts. Patients who have received these drugs in the previous 90 days will be able to continue receiving them without having to obtain PA.

POPS Scheduled Downtime

The POPS system will be unavailable to process claims from approximately 1:00 AM to 5:00 AM on Sunday May 16 while undergoing routine maintenance.

*Please direct any questions or comments (or to be taken off of this fax distribution) to
Victor Moquin of ACS at 617-423-9830*