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# Pharmacy Facts

## MassHealth Pharmacy Program

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### Hurricane Katrina Refugees

As you are probably aware, Hurricane Katrina victims will be arriving at Camp Edwards on Otis Air Force Base as early as today as part of Operation Helping Hand. Camp Edwards is located in the Town of Bourne on lower Cape Cod in Barnstable County. Camp Edwards extends to Sandwich, Falmouth, and Mashpee. The Camp Edwards' zip code is 02542.

MassHealth will be enrolling Medicaid-eligible people into MassHealth upon arrival to Camp Edwards. These new MassHealth members will be issued temporary MassHealth cards until permanent cards can be issued; they may be identified by the Camp Edwards address on their eligibility notices and ID cards. MassHealth will offer these individuals standard drug coverage. MassHealth is actively working to get these new members enrolled as quickly as possible so you may successfully fill and process their prescriptions. If you receive a prescription, and you have the member's RID number, the prescription can be processed as per usual. If you have a temporary MassHealth ID card, or a notice of eligibility, it will be necessary for you to call the ACS Call Center at 866-246-8503 to obtain temporary eligibility to process prescriptions.

The MassHealth DUR/Prior Authorization Call Center (800-745-7318) is alert to the situation and is prepared to assist you through any unique situations which may arise when servicing these members. The ACS Call Center (866-246-8503) is prepared to resolve other claims-processing issues.

Other refugees may be distributed throughout the Commonwealth staying with family or friends. The Medicaid programs in the Gulf states have established expedited processes, including abbreviated provider enrollment forms and toll-free numbers to verify eligibility, so you may be able to service these displaced persons as well. The Alabama Medicaid website has convenient links to other state information under "Hurricane Related Information" at <http://www.medicaid.alabama.gov/>. Alabama, Mississippi and Louisiana Medicaid officials are encouraging all pharmacies to provide essential services for Medicaid beneficiaries who have arrived in our service area. The following telephone numbers can assist you if you have limited access to the Internet:

- Alabama – 334-242-5050
- Mississippi - 866-506-4381
- Louisiana - 800-437-9101.

**Thank you for your support and consideration in making the refugees from the Hurricane Katrina disaster welcome in Massachusetts.**