



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
**600 Washington Street**  
Boston, MA 02111  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

**MassHealth**  
**Pharmacy Bulletin 73**  
**December 2004**

**TO:** All Pharmacies Participating in MassHealth  
**FROM:** Beth Waldman, Medicaid Director *BW*  
**RE:** Pharmacy Facts

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**Overview**

MassHealth has found that faxing notices to pharmacies is a more effective way to communicate information about the MassHealth Pharmacy Program than sending a traditional pharmacy bulletin. The purpose of this bulletin is to formalize, and officially introduce, a new communication series called "Pharmacy Facts."

To date, MassHealth has issued four "Pharmacy Facts" notices. MassHealth will continue faxing these exclusive pharmacy-provider notices on an as-needed basis. MassHealth will continue to issue All Provider Bulletins and all other applicable communications, such as transmittal letters and regulations, to pharmacy providers by other methods.

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**Current Procedure**

MassHealth issues provider bulletins as needed to communicate procedures, reminders, and other information to MassHealth providers. MassHealth also sends letters to pharmacies when there is a need to share certain information.

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**How the Process Works**

Effective immediately, MassHealth will no longer mail pharmacy-specific bulletins to pharmacy providers. Since every pharmacy in the state relies on fax transmissions in its day-to-day operations, future MassHealth pharmacy communications will be faxed to pharmacy providers. Now, we will use your fax machine to send you important "Pharmacy Facts" information. If you have not received any communications via fax from the MassHealth Pharmacy Program in the last 60 days, please verify that MassHealth has your correct fax number by calling the ACS Pharmacy Relations Manager at 617-423-9830.

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**Questions**

If you have questions about any information in this bulletin, please contact the ACS Help Desk at 1-866-246-8503.

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