



October 24, 2022

RE: Completed Pharmacy Forms

Dear SoonerCare Provider,

We are now well past the one-year anniversary of the Oklahoma Medicaid expansion and there are currently more than 1.3 million members covered by SoonerCare. Hundreds of thousands of Oklahomans are now receiving health care that was previously inaccessible. For many, that means having office visits, frequently with a new medication being initiated. For others, it means they now have prescription medication coverage so they can actually afford to take the medications they may have needed for months, if not years. While the number of members covered by SoonerCare has increased greatly, the volume of pharmacy prior authorizations (PAs) submitted has increased even more significantly during the same time period.

Even so, SoonerCare continues to make PA decisions within 24 hours. However, going forward, prescribers and pharmacists should expect these PA decisions to be made much closer to the 24-hour mark than in previous months and years. We appreciate your understanding that it simply takes more time to deliver the new higher volume of service. If you have submitted a PA request and have not received a decision, resubmitting the PA prior to the 24-hour mark does not expedite the request and only adds to the PA volume.

In order to expedite the process as much as possible, consider the following ways pharmacists and prescribers can be proactive in the PA process.

1. Complete all PA forms **in entirety** before submission.
 - Using Cover My Meds results in an incomplete submission with several blank fields, even if the PA looks correct and complete on the sender's computer screen. Please do not use Cover My Meds to submit SoonerCare PAs.
 - PAs will be sent back, without a decision, to both clinicians and pharmacies if information is missing.
 - Pharmacy PA forms are available on the Oklahoma Health Care Authority (OHCA) website at <https://oklahoma.gov/ohca/rxforms>.
2. Avoid sending chart notes.
 - Sending chart notes or office notes slows the process in multiple ways. It requires additional fax time, data entry time, and evaluation time.
 - All information that is needed is itemized on the pharmacy forms or will be requested by SoonerCare if clarification is necessary.

SOONERCARE PHARMACY SERVICES • PHARMACY MANAGEMENT CONSULTANTS



ADDRESS

4345 N. Lincoln Blvd.
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WEBSITES

oklahoma.gov/ohca
mysoonerCare.org



PHONE

Admin: 405-522-7300
Helpline: 800-987-7767



3. Understand the SoonerCare PA criteria.
 - The OHCA website (<https://oklahoma.gov/ohca/pa>) has a comprehensive description of the criteria for medications requiring a PA.
 - If a member has recently completed a Tier-1 trial for a medication class, the claim for the next highest tiered medication will often process without a PA.
 - The PA criteria changes on an almost monthly basis. Nearly every month the Drug Utilization Review (DUR) Board votes on changes to the current PA criteria.
4. Make sure your electronic health record (EHR) or electronic medical record (EMR) is interfacing with the SoonerCare system.
 - If an EHR is optimized, prescribers are able to quickly identify medications that will require a PA and those that are available as a Tier-1 medication. If your E-script package does not provide current SoonerCare tier information, please contact your EHR/EMR vendor.

Providers and/or staff may request additional information and receive personalized, medication-related PA training by contacting Jacki Travers, Pharm.D., by phone at 405-271-5935 or by email at jacki-travers@ouhsc.edu.

Thank you for the services you provide to Oklahomans insured by SoonerCare!

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