

# SoonerCare Pharmacy Update

Pharmacy Help Desk Phone Numbers 405-522-6205 option 4 or 800-522-0114 option 4  
Service Hours: Monday – Friday (8:30a – 7:00p); Saturday (9:00a – 5:00p); Sunday (11:00a – 5:00p)  
Email: [pharmacy@okhca.org](mailto:pharmacy@okhca.org) OHCA Website: [www.okhca.org](http://www.okhca.org)

November 22, 2006

## Effective Immediately - Claim Submission Tips for New Rx/OTC Plan B

- The new Rx/OTC Plan B NDC is 51285-0769-93
- Plan B may be dispensed only to members 18 years of age or older without a prescription.
- For OTC dispensing of Plan B, use prescriber **number** 1000001
- Use the prescriber **name** “OTC”
- If you have questions or problems with the claim, please call the help desk.
- For members younger than 18 years of age, a prescription is required. Please use the normal POS process for these prescription claims.

### \*\*\*IMPORTANT UPDATE – SYSTEM OUTAGE\*\*\*

<u>Scheduled System Outage</u>			
Start Date	Start Time	End Date	End Time
Fri., Dec. 15, 2006	9:00 PM	Sun., Dec. 17, 2006	5:00 AM

Due to necessary system upgrades, the following **will not** be available during the dates and times above:

- pharmacy point of sale claims processing
- the Eligibility Verification System (EVS)
- the *SoonerCare* Secure Site
- Prior Authorizations

We are providing you this notice well in advance of the outage in order to allow planning time for refills and notice to *SoonerCare* members. A second notice will follow in the next few weeks.

The system outage is necessary to complete upgrades that will enhance our current eligibility and claims system. Pharmacy claims will be processed more efficiently in the very near future. **We apologize for any inconvenience that these outages may cause.**

**Thank you for your continued service to Oklahoma’s *SoonerCare* members.**