



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 OHCA Website: www.okhca.org

January 16, 2009

Fax Numbers for Prior Authorization Requests

Pharmacy Prior authorizations and Medical Authorizations for SoonerCare are processed in two different locations by two different departments. **Please note that if a PA request is faxed to the wrong department, it will not be processed, and the submitting provider will not receive a response to the request.**

Fax PHARMACY authorization requests to (405) 271-4014 or (800) 224-4014.

Fax MEDICAL authorization requests to (405) 702-9080 or (866) 574-4991.

How It Works: Pharmacy Prior Authorization

SoonerCare's pharmacy benefit includes a number of medications which are subject to prior authorization (PA) requirements. When a medication requires prior authorization, both the prescribing physician and the member's pharmacy play a role in requesting authorization for coverage. The process of requesting PA generally includes the following steps:

- 1) The SoonerCare member presents a prescription to his or her pharmacy.
- 2) The pharmacy bills SoonerCare for the medication, and the claim is denied due to prior authorization requirements. At this point, the pharmacist has two options:
 - a. Contact the prescribing physician to determine if a product that doesn't require PA may be substituted, or
 - b. Complete the pharmacy and member information section of a prior authorization form, and fax to the prescribing physician
- 3) If the prescription is not changed, the prescribing physician receives the PA form from the pharmacy.
- 4) Prescribing physician completes the remaining section of the PA form. This section is used to document the condition for which the medication is being prescribed, prior trials with other medications, and any unique client-specific information.
- 5) Once complete, the prior authorization request is faxed to the pharmacy prior authorization unit at the OU College of Pharmacy.
- 6) The request is reviewed by a clinical pharmacist, and a response to the request is faxed to both the pharmacy and prescribing physician within 24 hours of receipt.
- 7) If the PA request is approved, the pharmacy will be reimbursed by SoonerCare for the prescription.
- 8) If the PA request is disapproved, the prescribing physician may consider prescribing another medication, or resubmit the request with additional clinical information for reconsideration.

For Pharmacy PA forms, see: www.okhca.org/providers/rx and select the "Forms" link.

For PA Approval Criteria, see: www.okhca.org/providers/rx/pa .

SoonerCare formulary information, including PA requirements and quantity limits can be viewed or downloaded to handheld devices at: www.epocrates.com .

We appreciate the services you provide to Oklahomans insured by SoonerCare.