



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

November 21, 2008

Pharmacy Claims Processing Issues

Over the past several months, many SoonerCare pharmacy providers have encountered intermittent claims processing difficulties, when submitted claims “time-out” and fail to process. In most cases, providers can wait a few minutes and resubmit the claim successfully. OHCA’s claims processor has determined the reason for these difficulties, and is currently taking steps to correct the problem. We appreciate your continued patience as the necessary changes are implemented.

Prior Authorization Notification Letters

SoonerCare members will soon begin receiving letters notifying them of the status of pharmacy prior authorization requests submitted to OHCA by their providers. A copy of this letter will also be mailed to the member’s pharmacy, unless the pharmacy already has access to this information through use of the OHCA secure website. Pharmacies will continue to receive faxed responses to prior authorization requests within 24 hours of submission.

Letters sent to providers will be directed to the “mail-to” address on file with OHCA. To update your pharmacy’s “mail-to” address, please contact Provider Enrollment at (405) 522-6205, option 5, or (800) 522-0114, option 5.

Tamper Resistant Prescription Requirements

Federal law requires that all newly-written (or typed/computer generated) prescriptions for SoonerCare members must exhibit a minimum of three industry-recognized security features. These requirements do not apply to prescriptions that are faxed or phoned-in, or sent electronically (e-prescriptions). For more information, please refer to the OHCA website www.okhca.org/providers/rx or contact the OHCA Pharmacy Help Desk.

SoonerCare Formulary Information Available Online

Epocrates® is a free drug and formulary based reference.

- Available in a web-based version
- Download to your Smartphone, Personal Digital Assistant (PDA), or other mobile device.
- Prescribers have access to accurate drug information at the point of care.
- Look up formulary-specific drug information, such as coverage, quantity limits, and prior authorization requirements for SoonerCare and other health plans.
- Premium versions with additional features also available for a nominal fee.

For more information, please visit www.epocrates.com.

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