



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 25, 2008

Drug Quantity Limits

Recently, some SoonerCare drug quantity-per-day limitations have not always been correctly enforced. The computer problem that allowed this to occur has been corrected. Pharmacy providers are likely to see some claims denied due to quantity limitations, even though prior claims submitted for the same dosing may have paid. In these cases, a quantity limit override request can be submitted for consideration. For more information on SoonerCare quantity limits, please see www.okhca.org/providers/rx/QL.

Pharmacy Help Desk Holiday Hours

The OHCA Pharmacy Help Desk and Pharmacy Prior Authorization Unit will observe the following hours during the upcoming holidays.

November	
Thursday, November 27 th	Closed
Friday, November 28 th	Closed
Saturday, November 29 th	Resume Normal Hours
December	
Monday, December 22 nd	8:00 a.m. to 5:00 p.m.
Tuesday, December 23 rd	8:00 a.m. to 5:00 p.m.
Wednesday, December 24 th	8:00 a.m. to 1:00 p.m.
Thursday, December 25 th	Closed
Friday, December 26 th	8:00 a.m. to 5:00 p.m.
Saturday, December 27 th	9:00 a.m. to 5:00 p.m.
Sunday, December 28 th	11:00 a.m. to 5:00 p.m.
Monday, December 29 th	8:00 a.m. to 5:00 p.m.
Tuesday, December 30 th	8:00 a.m. to 5:00 p.m.
Wednesday, December 31 st	8:00 a.m. to 1:00 p.m.
Thursday, January 1 st	Closed
Friday, January 2 nd	8:00 a.m. to 5:00 p.m.
Saturday, January 3 rd	Resume Normal Hours

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