Pharmacy Update

March 23, 2012

Billing for OTC Products
A prescription is required for all OTC products covered by SoonerCare. These claims should be submitted to OHCA using the prescriber's NPI number. Previously, OTC products could be billed using an "OTC Prescriber ID." The OTC prescriber ID is no longer valid, and should not be used for any SoonerCare claims.

Default Prescriber ID
All pharmacy claims billed to SoonerCare should include a valid prescriber NPI. Previously, if a prescriber's NPI wasn't readily available, pharmacies could submit claims using a "Default Prescriber ID", and were then allowed up to two weeks to reverse and resubmit the claim with the correct prescriber NPI. If the prescriber in question was not a contracted OHCA prescriber, they could be added as a non-contracted prescriber.

Due to changes in federal law, all prescriptions covered by OHCA must be prescribed by a provider who is contracted with OHCA. We are unable to add non-contracted prescribers to our system, so the Default Prescriber ID is no longer needed, and should not be used on claims.

New OHCA Phone System
OHCA is upgrading its phone system, and all OHCA call centers (including the Pharmacy Help Desk) will begin using the new system on March 24. Callers may initially experience a longer wait time than usual. The phone system menu options used to reach the Pharmacy Help Desk will remain the same. Thank you for your patience while we upgrade our system to better serve you.

ePocrates
Free up-to-date formulary information for SoonerCare and other health plans is available for your smartphone or portable device, or in a web-based format. See epocrates.com for details.

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