

Prior Authorization Call Line: 1-877-309-9493

Emergency Supply

Mandatory Generic Program and Preferred Drug Program

- If a prior authorization number has not been obtained by the prescriber and the pharmacist or enrollee has attempted but is unable to reach the prescriber, the pharmacist may obtain a prior authorization for up to a 72-hour emergency supply of a brand name or non-preferred drug (subject to State laws and Medicaid restrictions).
- The pharmacist is expected to follow up with the prescriber to determine future needs. Once a 72-hour supply prior authorization number is given and a 72-hour supply is dispensed, the prescription is no longer valid for the remaining quantity and refills.

Generic Not Available in the Marketplace

- If the pharmacist has attempted to provide an A-rated generic for a brand name product and the generic is unavailable for purchase in the marketplace, the pharmacist must obtain a prior authorization for the brand name product.
- The prior authorization is effective for the original dispensing and up to five refills within six months (subject to other State laws and Medicaid restrictions).

Pharmacy Procedure

To initiate and complete the prior authorization process, the pharmacist must call the prior authorization phone line at **1-877-309-9493** and select **Option 2** for Pharmacist.

Emergency Supply

Mandatory Generic Program

- Select Option 2 for a prior authorization that does not include the letter “W.”
- Select Option 3 for Mandatory Generic prior authorization.
- Select Option 6 for Pharmacist.
- Select Option 2 when a prior authorization number is not written on the prescription.
- Select Option 1 for Emergency Supply and respond to the following questions:
 - Are you unable to reach the ordering prescriber to discuss the brand name prescription?
 - Is the brand name drug needed on an emergency basis?

Preferred Drug Program

- Select **Option 3** when you need to obtain an emergency 72-hour supply.
- A call center representative will then ask the following questions:
 - Are you unable to reach the ordering prescriber to discuss the non-preferred prescription?
 - Is the non-preferred drug needed on an emergency basis?

Generic Not Available in the Marketplace

- Select Option 2 for a prior authorization that does not include the letter “W.”
- Select Option 3 for Mandatory Generic prior authorization.
- Select Option 6 for Pharmacist.
- Select Option 2 when a prior authorization number is not written on the prescription
- Select Option 2 for Generic not available in the marketplace and respond to the following question:
 - Is the generic drug currently available in the marketplace?

Please be prepared to provide the following information by completing the pharmacy worksheet:

- Prescriber National Provider Identifier (NPI)
- Enrollee’s ID number
- Pharmacy 10-digit National Provider Identifier (NPI)
- Pharmacy category of service
- 10-digit telephone number starting with area code
- 11-digit NDC of drug you are dispensing
- Quantity of the fill as a whole number (not to exceed three days for an emergency supply)
- Number of refills ordered (no refills for an emergency supply)

Submitting a Claim

- After the prior authorization is complete, there will be a slight delay while the information is transmitted to our fiscal agent. **Until that transfer occurs, the prescription cannot be adjudicated online.** We recommend you wait approximately two minutes before you begin your claim submission.
- When billing a prescription, the prior authorization number must be entered into the prior authorization code field.
- No more than two claims with prior authorization numbers can be submitted for payment in one transaction. Refer to the *ProDUR/ECC Provider Manual* for complete instructions.