



# Oregon

Theodore R. Kulongoski, Governor

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To: DMAP Pharmacy Providers

From: Jim Edge, Administrator   
Division of Medical Assistance Programs, DHS



Subject: Temporary processes to use when identifying OHP plan enrollment

The Department of Human Services is aware that clients are having problems receiving needed medications. This stems from an inability to provide managed care plans with current files of their enrolled members. Without this information, the plans' point-of-sale systems may deny pharmacy claims inappropriately.

It is important that OHP clients receive their covered medications. For this reason, the following protocols will be place until this issue is resolved.

### Temporary protocols

Situation	Protocol
A pharmacy submits a prescription through the DHS point-of-sale system and the system denies with the message: <i>Denied – bill Managed Care. If client/plan unknown, call EDS at 888-202-2126 for resolution</i>	The pharmacy should contact EDS if they do not know the managed care plan the client is enrolled in.
During regular business hours ( <i>Mon-Fri, 8-5</i> ) the plan's PBM system denies the prescription because of enrollment.	The pharmacy should follow the plan's resolution process. If the process is not known, the pharmacy should contact the plan
During <b>non</b> -business hours the plan's PBM system denies the prescription because of enrollment.	The pharmacy should contact the EDS Service Desk for resolution.

If, after following the temporary protocols outlined in this letter, you continue to have problems getting prescriptions approved for payment, please contact DMAP directly at 503-947-1195 and staff will work with you to resolve your issues.

DMAP is working hard to resolve transitional issues that have arisen as we move from our old payment system to the new Medicaid Management Information System (MMIS). I apologize for the confusion and inconvenience this has caused and thank you again for your patience and for the invaluable service you provide to our clients.

Look at the back of this letter for a flowchart of the temporary protocols.

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## Workaround for prescription drugs

