



STATE OF OKLAHOMA
OKLAHOMA HEALTH CARE AUTHORITY

January 10, 2003

Dear Pharmacy Provider,

Thank you for your continued patience and understanding as we move from Unisys to EDS. We know that this has been a very stressful and trying time for everyone and we appreciate the cooperation that you have shown.

There are a few things that we would like to bring to your attention. Some of these items relate to the EDS system and some relate to the pharmacy program.

- Claritin-OTC products are covered for children age 21 and younger.
- Clopidigrel (Plavix TM) will require Prior Authorization beginning February 1, 2003. You will receive more information regarding this change in the next week.
- NCPDP version 5.1 will be required for ALL PHARMACY transactions beginning March 1, 2003. Claims submitted with older versions will be rejected.
- New client identification numbers are available from several sources. For faster service on prior authorizations, please submit petitions with the client's new ID number. The new number can be obtained from the following sources:
 - The OHCA Secure Website. Call OHCA Customer Service at 1-800-522-0114 for help setting up your account or log on to the public site at www.okhca.org.
 - The Eligibility Verification System (EVS) at 1-800-767-3949. EVS will accept voice or touch tone commands and offers a fax back service which gives the provider a paper copy of the EVS response.
 - The client's new WHITE ID card.
 - The return message on your Remittance Advice Statement.
 - The Pharmacy Help Desk at 1-800-522-0114 option 4.
- Medicaid clients who are assigned to one of the managed health care plans, (Heartland, Unicare, Prime Advantage and Community Care), may be limited to the same pharmacy benefit as the "regular" Medicaid clients. This means that they will be subject to the three prescription limit and may be requested to pay a copay for their prescriptions. Please contact each plan directly for questions about these changes.
- Patients on the "Advantage" or other waiver programs will be subject to a copay on prescriptions beginning January 20, 2003. The copays will be \$1.00 for prescriptions up to \$29.99 and \$2.00 for prescriptions \$30.00 and higher.
- If you have received an audit letter from either Health Watch Technologies, Inc. (HWT) or HNC, please respond directly to the telephone number and address listed in the letter. OHCA and Pharmacy Help Desk staff are not authorized to work with providers on these issues. Be advised that ignoring these letters may result in a loss of your rights to appeal the action described in the letters. If you disagree with the findings, you must respond to each letter in a timely fashion.

Thank you for your service to Oklahoma's Medicaid clients.