

Oklahoma Medicaid Pharmacy Update

Pharmacy Help Desk Telephone 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: medicaidrx@okhca.org OHCA Website: www.okhca.org

January 13, 2006

Pharmacy Help Desk Phone Numbers Changing

The local and toll free numbers 405-271-6349 and 800-831-8921 are no longer available. The new numbers are:

405-522-6205 option 4
800-522-0114 option 4

The new numbers will prompt the following questions:

- 1) The first question will ask if you wish to use the voice response system or touchtone system. Stay on the line for the voice response system. If you wish to utilize the touchtone system press the pound (#) key.
- 2) The second question will ask if you are a provider or a client, say “provider” or press the number one (1) key for provider.
- 3) Next, you will be prompted to enter your provider number and location code, here you can speak or enter your nine digit provider number and alpha character for the location code and press the pound (#) key. To enter the alpha character see chart below.

A	*21	G	*41	M	*61	S	*74	Y	*93
B	*22	H	*42	N	*62	T	*81	Z	*94
C	*23	I	*43	O	*63	U	*82		
D	*31	J	*51	P	*71	V	*83		
E	*32	K	*52	Q	*72	W	*91		
F	*33	L	*53	R	*73	X	*92		

- 4) Finally, you will be prompted to select a menu option, you can say “Pharmacy Help Desk” or press the number four (4) key to reach the Pharmacy Help Desk.

These new changes will allow the Pharmacy Help Desk to view your provider information as soon as your call is received.

Thank you for your continued service to Oklahoma’s Medicaid clients.