

Oklahoma Medicaid Pharmacy Update

Pharmacy Help Desk Telephone Number 405-522-6205 or 800-522-0114

Service Hours: Monday – Friday (8:30a – 7:00p); Saturday (9:00a – 5:00p); Sunday (11:00a – 5:00p)

Email: medicaidrx@ohca.state.ok.us OHCA Website: www.okhca.org

September 2, 2005

*****HURRICANE KATRINA INFORMATION*****

Displaced Gulf Coast Hurricane residents are now arriving in Oklahoma. In order to serve Medicaid recipients from those states, we are providing information for contracting with the Medicaid agencies. We will post updated information on our website as we receive it. Please go to <http://www.okhca.org/about/katrina.asp>. Contracts and contract information for each of the states may be accessed from this link. Individuals in need of medical assistance in Oklahoma may call 877-252-6002

Alabama (334) 242-5050 Louisiana (225) 216-6370 Mississippi - (800) 884-3222

Pharmacy Help Desk Phone Numbers Changing

Effective October 17, 2005 the local and toll free numbers 405-271-6349 and 800-831-8921 will no longer be available. The new numbers will be:

405-522-6205 and 800-522-0114

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 they receive your call.

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