

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS

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AUGUST 31, 2010



Early refill prior authorization for drugs on the OTC Drug Formulary now dependent on allowed amount

Pharmacy claims submitted on or after September 1, 2010, will no longer require prior authorization (PA) for an early refill (ER) request for drugs included on the Over-The-Counter (OTC) Drug Formulary when the Medicaid-allowed amount for the claim is less than or equal to \$20. The pharmacy will receive a denial message of “Denied for ProDur Alert,” which will allow the pharmacist to override the denial with the appropriate Drug Utilization Review (DUR) response codes.

For early refill denials received on federal legend drugs and OTC Drug Formulary medications with allowed amounts greater than \$20, the pharmacy will receive denials of “ProDur Alert Requires PA.” For overrides of overutilization (ER) edits, the pharmacist may call HP Customer Assistance or the Affiliated Computer Services (ACS) Clinical Call Center, depending on the situations outlined below.

Numbers to call for early refill overrides

If...	Then...
Claim denials for early refill (ER) against a claim that was submitted with wrong days supply	If the previous claim was corrected, call HP Customer Assistance at 1-800-577-1278, Option 2, for assistance. If the previous claim cannot be corrected, call ACS Clinical Call Center at 1-866-879-0106 for a PA override.

Continue

If...	Then...
Claim is denying for ER, and the previous claim has been reversed	Call HP Customer Assistance at 1-800-577-1278, Option 2, for assistance.
Claim denies for ER against a claim that was within the 75 percent utilization realm	Pharmacy must wait until the claim has passed the 75 percent utilization realm and then resubmit the claim on the proper day.
Claim is denying for ER, and there has been a change in direction	
Claim is denying for ER, and the member needs additional medications because the original medications were lost or stolen	Call ACS Clinical Call Center at 1-866-879-0106 for PA override.
Claim is denying for ER, and the member needs additional supply due to vacation	
Claim is denying for ER against a previous claim with an invalid days supply, and the pharmacy CANNOT reverse the claim to correct the error	

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