

SoonerCare Pharmacy Update

Pharmacy Help Desk Phone 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: pharmacy@okhca.org OHCA Website: www.okhca.org

November 16, 2006

*****IMPORTANT UPDATE – SYSTEM OUTAGE THIS WEEKEND*****

| <u>Scheduled System Outage</u> | | | |
|---------------------------------------|------------|---------------------|----------|
| Start Date | Start Time | End Date | End Time |
| Fri., Nov. 17, 2006 | 9:00 PM | Sun., Nov. 19, 2006 | 5:00 AM |
| Fri., Dec. 15, 2006 | 9:00 PM | Sun., Dec. 17, 2006 | 5:00 AM |

Due to necessary system upgrades, the following **will not** be available during the dates and times above:

- pharmacy point of sale claims processing
- the Eligibility Verification System (EVS)
- the *SoonerCare* Secure Site
- Prior Authorizations

For general questions, call the Pharmacy Help Desk at (405) 522-6205 or (800) 522-0114, option 4; however Help Desk Representatives **will not** be able to access any *SoonerCare* claims data or process prior authorization requests during the scheduled outages. The Help Desk **may** be able to verify eligibility for the month of November. If you have a paid claim for the month of November, you can be assured that the member is eligible. However if the member is subject to a monthly prescription limit, the help desk will not be able to tell you if the member has prescriptions remaining for the month of November.

OHCA suggests that Pharmacies dispense *SoonerCare* members a 24 to 48 hour supply of medication during the scheduled outage. Immediately following the end of the system outage, claims can be submitted and processed as usual.

Preferred Drug List information is available at www.epocrates.com. Epocrates.com is a free* online drug and formulary reference that hosts the Oklahoma *SoonerCare* Preferred Drug List. Users can view covered/non-covered drugs, quantity limits, and prior authorization requirements. Users cannot verify eligibility data through ePocrates.

The system outage is necessary to complete upgrades that will enhance our current eligibility and claims data system. This system is an integral part of our program and ensures that *SoonerCare* members continue to receive high quality health care and pharmaceutical coverage. **We apologize for any inconvenience that these outages may cause.**

*epocrates is also available in a premium format at an additional charge. Go to www.epocrates.com for more info on premium features and cost.

Thank you for your continued service to Oklahoma's *SoonerCare* members.