



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
PA Criteria: www.okhca.org/providers/rx/pa PA forms: www.okhca.org/rx-forms

April 28, 2010

Antihistamine Coverage Changes

Effective May 12, 2010, SoonerCare will discontinue coverage of the following products:

- Cetirizine 5mg chewable
- Cetirizine 10mg chewable
- Loratadine 5mg chewable

For details on antihistamine coverage and PA requirements, see www.okhca.org/providers/rx/PA.

Requests for Reconsideration of Reimbursement Rates

Providers seeking a review of the reimbursement rate for a medication should contact the OHCA Pharmacy Help Desk. Please be prepared to provide the representative with specific claim and drug information, and to fax a copy of a recent invoice for the medication in question. In most cases, the review will be completed within 1 business day after receiving the invoice. Providers will be contacted with the results of the review, and will be informed of any change to the reimbursement rate.

Pharmacy Lock-In Program

The OHCA Pharmacy Lock-In Program assists health care providers in monitoring potential abuse or inappropriate utilization of prescription medications by SoonerCare members. When warranted, a member may be “locked-in”, and therefore required to fill all prescriptions at a single designated pharmacy in order to better manage his or her medication utilization.

Members selected for lock-in status have an opportunity to select a preferred pharmacy. The pharmacy is then given the option to accept or decline serving as the member’s designated lock-in pharmacy.

If a lock-in member’s designated pharmacy is unable to fill the member’s prescription, requests to temporarily suspend the lock-in status may be initiated by contacting the OHCA Pharmacy Help Desk. Exceptions may be permitted if the designated lock-in pharmacy confirms that it is currently unable to fill the needed prescription.

Pharmacies, physicians, and case workers can refer members to the program for review. For more information or to obtain a referral form, please see www.okhca.org/PharmacyLock-In or contact the OHCA Pharmacy Help Desk.

We appreciate the services you provide to Oklahomans insured by SoonerCare.