



# 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](mailto:pharmacy@okhca.org) OHCA Website: [www.okhca.org](http://www.okhca.org)  
PA Criteria: [www.okhca.org/providers/rx/pa](http://www.okhca.org/providers/rx/pa) PA forms: [www.okhca.org/rx-forms](http://www.okhca.org/rx-forms)

December 21, 2011

## Holiday Hours / Dispensing Emergency Supplies of Medications

Pharmacies can obtain authorization for coverage of a 3-day emergency supply of medication by calling the Pharmacy Help Desk. This ensures that SoonerCare members are not left without medication while waiting for prior authorization.

For members who have an initial prior authorization request during the time the Help Desk is closed, the pharmacy may dispense an emergency 3-day supply, and an authorization can be approved retroactively when the Help Desk reopens.

Emergency fills do not count toward an adult member's monthly prescription limit. However, an emergency authorization will not override the prescription limit if the member has previously received the maximum allowable prescriptions for the month.

The OHCA pharmacy help desk and prior authorization department will observe the following holiday hours:

Fri 12/23/11	8:00 a.m. to 5:00 p.m.
Sat 12/24/11	9:00 a.m. to 1:00 p.m.
Sun 12/25/11	Closed
Mon 12/26/11	Closed
Tue 12/27/11	8:00 a.m. to 5:00 p.m.
Wed 12/28/11	8:00 a.m. to 5:00 p.m.
Thu 12/29/11	8:00 a.m. to 5:00 p.m.
Fri 12/30/11	8:00 a.m. to 5:00 p.m.
Sat 12/31/11	9:00 a.m. to 1:00 p.m.
Sun 1/1/12	Closed
Mon 1/2/12	Closed
Tue 1/3/12	Resume Regular Hours of Operation

## Transition to NCPDP D.0

OHCA will begin processing pharmacy claims using the NCPDP D.0 standard on Wednesday, December 28<sup>th</sup> at approximately 1:30 a.m. OHCA will not support simultaneous processing of NCPDP 5.1 and NCPDP D.0 claims, so all claims must be submitted using the D.0 standard as of this date.

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