



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/Step Therapy Tiers: www.okhca.org/providers/rx/pa PA forms: www.okhca.org/rx-forms

July 19, 2012

Extended System Maintenance Window This Weekend

Due to maintenance on Prospective Drug Utilization Review (ProDUR) functions, all systems will be down from 11 p.m. on Saturday, July 21 through 8 a.m. on Sunday, July 22. Providers will not be able to process claims during the maintenance window.

The OHCA pharmacy help desk will be open 9 a.m. to 5 p.m. on Sunday in order to assist providers with any claims that may have been delayed due to the extended maintenance window.

We appreciate your patience as we work to improve our systems in order to better serve SoonerCare providers and members.

Prior Authorization Forms

Some vendors may contact health care providers to offer services that include assistance with completing/submitting prior authorization requests, or the ability to submit prior authorization requests online. Please note that prior authorizations for SoonerCare members must be submitted on the appropriate forms designated by OHCA—other forms will not be accepted. Prior authorization forms can be downloaded or printed from www.okhca.org/rx-forms. Requests should be faxed to OHCA at the numbers included on the forms.

Prescriber Fax Numbers

When completing prior authorization requests, please ensure that the prescriber's fax number is correct. OHCA sends a copy of the prior authorization response to both the requesting pharmacy and prescriber.

Prior authorization requests are sometimes submitted with incomplete documentation. In these cases, OHCA must request additional information before a prior authorization can be approved. Including an accurate fax number will ensure that the prescriber receives a copy of the response promptly, and can follow up if necessary.

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