



## 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)

February 9, 2012

### **OHCA System Downtime Scheduled: 2/10/12 through 2/13/12**

Beginning at 6:00 p.m. Friday, February 10, 2012 through 10:00 a.m.

Monday, February 13, 2012 our MMIS system will be down for an extended maintenance window. This maintenance involves all access to the system including Electronic Data InterChange (EDI), OHCA Secure Sites, Eligibility Verification System and other major avenues of accessing and submitting information to OHCA.

**During this maintenance window, pharmacy claims will not process, and the OHCA pharmacy help desk will not be available.** Getting pharmacy claims processing back online will be a top priority as the system is restored. Due to the unpredictable nature of information systems infrastructure maintenance, we cannot guarantee that claims processing will be restored prior to Monday morning, but we will make every effort to bring it online sooner if possible.

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