MARYLAND MEDICAID PHARMACY PROGRAM

ADVISORY

*In an effort to give timely notice to the pharmacy community concerning important pharmacy topics, the Department of Health and Mental Hygiene's (DHMH) **Maryland Medicaid Pharmacy Program** (MMPP) has developed the **Maryland Medicaid Pharmacy Program Advisory**. To expedite information timely to the pharmacy and prescriber communities, an email network has been established which incorporates the email lists of the Maryland Pharmacists Association, EPIC, CARE, Long Term Care Consultants, headquarters of all chain drugstores and prescriber associations and organizations. It is our hope that the information is disseminated to all interested parties. If you have not received this email through any of the previously noted parties or via DHMH, please contact the MMPP representative at 410-767-1455.*

72 hours Emergency Supply

When a **"non-preferred medication"** denial message is received on a submitted claim, the pharmacy should contact the prescriber to either change the medication, or have the prescriber obtain the necessary Prior Authorization (PA). It would be beneficial for the pharmacist to advise the prescriber of alternative drug(s) that do not require a PA. Normally the prescriber can obtain a PA with a phone call to 1-800-932-3918.

When the prescriber is not available to obtain a PA, and the pharmacist in their professional judgment determined that the prescription is needed on an emergency basis, they should contact the Xerox call center at 1-800-932-3918 and request authorization to dispense a 72-hour emergency supply.

The pharmacist should use professional judgment in determining whether an emergency supply is needed. Please take into account the patient's diagnostic and drug history, information about what medications the patient has on hand, and possible recent hospitalization, as well as any mobility, transportation or communication issues that make returning to the pharmacy difficult or expensive.