ADVISORY

No. 211   **April 22, 2020**

MDH Office of Pharmacy Services Call Center Helpline
Changes to Voicemail System

Due to the state of emergency as a result of the 2019 Novel Coronavirus pandemic *(COVID-19)*, effective 4/24/20, the Maryland Department of Health (MDH) Office of Pharmacy Services Fee-for-Service Medicaid Helpline will be transitioning to a voicemail system. When callers dial 1-800-492-5231, option # 3, they will be instructed to leave a voicemail with their name, Medicaid ID number or Provider number, and contact information, and MDH staff will return their calls as soon as possible during normal business hours. The voicemail option will be available Monday through Friday from 8 AM to 5 PM. We are expecting to see higher volumes of inquiries due to this change. Please be patient as calls will be returned within 1 business day.

Participants, Pharmacies, and Providers can also find useful information on our websites:

Formulary Information http://www.mmppi.com/

Preferred Drug List   https://mmcp.health.maryland.gov/pap/pages/Preferred-Drug-List.aspx

Links to COVID-19 related updates https://mmcp.health.maryland.gov/Pages/COVID-19-Provider-Updates.aspx

Thank you for assistance and patience during this transition.

In an effort to give timely notice to the pharmacy community concerning important pharmacy topics, the Maryland Department of Health **(MDH) Office of Pharmacy Services (OPS)** 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 MDH, please contact the OPS representative at 410-767-1455.