



SoonerCare Fax Blast

November 29, 2010

SUBJECT: OHCA Pharmacy Help Desk Holiday Hours

Holiday Hours

The OHCA Pharmacy Help Desk and Prior Authorization Unit will observe the following schedule for the upcoming holidays.

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.

Christmas / New Year

Thursday	12/23/10	8-5
Friday	12/24/10	closed
Saturday	12/25/10	closed
Sunday	12/26/10	11-5
Monday	12/27/10	8-5
Tuesday	12/28/10	8-5
Wednesday	12/29/10	8-5
Thursday	12/30/10	8-5
Friday	12/31/10	9-1
Saturday	1/1/10	closed
Sunday	1/2/10	resume regular hours

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