

## Urgent OHP pharmacies update

### Effective November 15, 2014 – Filling prescriptions for Oregon Medicaid clients who are not in the Oregon MMIS Point of Sale (POS) system

Starting November 15, 2014, Oregon will join the federal Health Insurance Marketplace at HealthCare.gov. HealthCare.gov provides immediate confirmation to applicants eligible for Medicaid; however, it may take up to 21 days for new or updated client records to be available in our POS system.

The Oregon Health Authority (OHA) will guarantee payment for covered urgent/emergency prescriptions for individuals who present their HealthCare.gov eligibility confirmation as proof of eligibility, but who are not yet in our POS system.

Please do the following to help us make sure we are able to fill needed prescriptions for these clients:

1. Please follow the eligibility verification protocols listed below.
2. For patients with proof of eligibility who are seeking urgent/emergency prescription fills (see OAR 410-121-0060(4) for emergency prescription criteria):
  - Call the Oregon Pharmacy Call Center at 1-888-202-2126. The Call Center staff will issue a Guarantee of Payment form (sample attached).
  - At a minimum, please dispense a 96-hour supply and wait to bill OHA. This should be possible within 21 to 30 days.
  - Please retain a copy of the member's HealthCare.gov confirmation as proof of eligibility.
3. For patients with proof of eligibility who are seeking non-emergent fills:
  - Please provide a mechanism to allow patients to be refunded by your pharmacy, should they need to pay cash to acquire covered medication(s).

### Oregon Medicaid eligibility verification protocol effective November 15, 2014

1. Ask for a copy of the patient's Oregon Health ID.
2. If the patient **does not** have an Oregon Health ID, accept a copy of their HealthCare.gov eligibility confirmation as proof of Oregon Medicaid eligibility.
3. If the patient **does have** an Oregon Health ID, and POS does not show the client is eligible:
  - Accept a copy of their HealthCare.gov eligibility confirmation as proof of Oregon Medicaid eligibility.
  - If they do not have this proof available, have them call OHP Client Services at 1-800-273-0557.

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### Questions?

For questions about pharmacy point of sale, emergency fill criteria and other fee-for-service Oregon Medicaid prescription coverage criteria, please call the Oregon Pharmacy Call Center at 1-888-202-2126.

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### Attachments

Sample of HealthCare.gov eligibility confirmation

Sample of OHA Guarantee of Payment form



## Sample of OHA Guarantee of Payment form

Division of Medical Assistance Programs

John A. Kitzhaber, MD, Governor

### Guarantee of Payment for Emergent Supply of Medication

Date: \_\_\_\_\_

This letter serves as a guarantee of payment for an emergent supply of medication for the member documented below. An emergent supply is defined as the amount of medication required to cover a member's medical need for a 72 hour period. This guarantee of payment is only valid for the member listed.

Patient/Member Name:	
DOB:	
Rx #:	
NDC of drug(s) dispensed	
Qty dispensed	
Date of service:	
Pharmacy NPI #:	
Call Center Verified Eligibility with MAP	

Please contact Medicaid Policy and Program Manager, Trevor Douglass with any concerns or questions regarding this guarantee of payment. Thank you for serving our member.

Sincerely,

Judy Mohr Peterson  
Medicaid Director  
Medical Assistance Programs  
Oregon Health Authority

Trevor Douglass  
Medicaid Policy Manager  
Medical Assistance Programs  
Oregon Health Authority  
[trevor.douglass@state.or.us](mailto:trevor.douglass@state.or.us)  
503-947-2315 or 503-569-3828



## Sample of HealthCare.gov eligibility confirmation



DEPARTMENT OF HEALTH AND HUMAN SERVICES  
465 INDUSTRIAL BOULEVARD  
LONDON, KENTUCKY 40750-0001

[Jim Kim]  
[Insert address]

[October 2, 2013]

Application date: [October 2, 2013]

Dear Jim:

You recently submitted an application to the Health Insurance Marketplace. We reviewed your application to see if you can get coverage through the Marketplace and help paying for health coverage and health services through:

- A new tax credit that can be used right away to lower your monthly premium costs
- Health plans that lower your out-of-pocket costs
- [State Medicaid program name] (Medicaid) and [state CHIP name] (Children's Health Insurance Program (CHIP), which are joint federal and state programs that help with medical costs for people with limited income or special health care needs

### What are the results of my application?

Review the table below for your eligibility results.

Family Member(s)	Results	Next Steps
Jim Kim	<ul style="list-style-type: none"> <li>• Eligible for [state Medicaid program name]</li> </ul>	<ul style="list-style-type: none"> <li>• You will receive important information about how to access your benefits from the [state Medicaid agency name]</li> </ul>

### What should I do next?

If the table above tells you that you are or may be eligible for [state Medicaid program name] or [state CHIP program name], the state agency will follow up with you with more information about your health benefits and services. If you don't hear from them you can call them at the phone number below.



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