

## **Alabama Medicaid Pharmacy Services** **Frequently Asked Questions**

Pharmacy Services Telephone (334) 242-5050

Pharmacy Services Fax (334) 353-7014

[www.medicaid.alabama.gov](http://www.medicaid.alabama.gov)

- **Where can I find information about the Pharmacy Services Division of Alabama Medicaid?** Information about Pharmacy Services including information referenced on this page can be found on the Alabama Medicaid website at [www.medicaid.alabama.gov](http://www.medicaid.alabama.gov) under Programs/Pharmacy Services.
- **What drugs are currently preferred on the Preferred Drug List (PDL)?** Preferred drugs and non preferred drugs are listed on the PDL Reference Tool which can be found on the Alabama Medicaid website under Programs/Pharmacy Services/Preferred Drug List. Updates are made to the Preferred Drug List on a quarterly basis.
- **What drugs require Prior Authorization (PA)?** Non-preferred drugs on the PDL require prior authorization. Drugs that require a PA but are not included on the PDL are included in the Criteria/Instruction Booklet which can be found under Programs/Pharmacy Services/Pharmacy Forms and Criteria/369 Instructions.
- **Can a “retroactive” PA be obtained for a previously filled prescription?** Retroactive PA requests can be submitted if they are requested within 90 days of the recipient’s eligibility award date. These requests can be approved back to the recipient’s eligibility effective date. For Medicaid providers that submit claims in batch, a retroactive override or PA may be given up to seven calendar days after the date the prescription is dispensed. All existing criteria must be met in order for the override or PA to be granted.
- **What drugs require Maximum Unit Overrides?** The Maximum Unit List can be found on the Alabama Medicaid website under Programs/Pharmacy Services/Billing/Policy Information.
- **Can I “split bill” a prescription if the prescribed quantity exceeds the maximum units allowed?** If a prescription (or its subsequent refill) to be paid by Medicaid exceeds the drug’s maximum unit limit allowed per month, the prescriber or pharmacist **must** request an override for the entire prescribed quantity. If the override is denied, then the excess quantity above the maximum unit limit is non-covered, and the recipient can be charged as a cash recipient for that amount in excess of the maximum unit limit. In other words, for a prescription to be “split billed” (the maximum unit allowed paid by Medicaid and the remainder of the prescribed quantity paid by the patient), a maximum unit override must be requested by the provider, and must be denied to be deemed non-covered. Note: A provider’s failure or unwillingness to go through the process of obtaining an override does not constitute a non-covered service.
- **Can a prescription be telephoned in?** Telephone prescriptions are allowed except for Schedule II drugs.

- **If a pharmacy bills a prescription to Medicaid, can the recipient pay cash for any subsequent refills remaining on the prescriptions?** Yes. A recipient may pay cash for a prescription if the prescription is non-covered by Medicaid, or if the recipient is informed prior to payment that the service may be a covered service. Please refer to Chapter 7.1.9 of the billing manual for additional information related to billing recipients.
- **Why is "Drug A" not covered?** Alabama Medicaid may not cover drugs that are excluded from coverage by the Omnibus Budget Reconciliation Act of 1990 (OBRA 90), do not have a federal rebate, are considered DESI (FDA less than effective), or that have an obsolete NDC. For more information, please see Chapter 16 of the Administrative Code.
- **Can a brand be dispensed when a generic is available?** For a brand name drug that has an exact generic equivalent to be dispensed, the provider must request an override via the Pharmacy PA contractor that documents medical necessity for the need of the brand rather than the available generic. For more information, please refer to Chapter 16 of the Administrative Code.
- **What does NDC mean?** National Drug Code.
- **How do I become an enrolled Provider?** Contact HPE's Provider Enrollment at (888)223-3630.

**For Additional Pharmacy Information:**

- \* Pharmacy Billing Manual -Chapter 27
- \* Pharmacy Administrative Code - Chapter 16
- \* For Prior Authorization issues, contact Health Information Designs, Inc. (HID) at (800)748-0130
- \* For claims issues, contact Hewlett Packard Enterprises (HPE) at (800)688-7989
- \* For PDL Issues, contact Pharmacy Services at (334)242-5050
- \* For rebate issues, contact Heather Vega at Heather.Vega@medicaid.alabama.gov