



Critical information to pharmacies about OHP client eligibility and Point-of-Sale

Newly enrolled OHP clients may not be entered into their managed care plan's pharmacy point-of-sale system.

If a managed care plan does not show a client is enrolled in the plan, call the plan's Pharmacy Benefit Manager (PBM) manager for enrollment verification. The PBM manager will work with the plan to confirm coverage and provide direction on how to bill.

If you are unable to get resolution on managed care enrollment or have eligibility issues for fee-for-service clients, contact EDS at 888-202-2126 (phone) or 888-346-0178 (fax).

The Division of Medical Assistance Programs (DMAP) will adopt a temporary administrative rule, "Pharmacy Payments During MMIS-MCO enrollment Data Correction," which outlines the responsibilities of pharmacy providers and managed care plans to ensure prescription drugs are provided to eligible clients, within the standard formularies and criteria of the plans and DMAP administrative rules.

It is critical that OHP clients receive their covered services, supplies and medications. We appreciate your patience and cooperation as we work through this transitional period.

Questions?

Contact DMAP Provider Services at 800-336-6016 or DMAP.providerservices@state.or.us.



DMAP-CAPE 09-011