



**** Fee-For-Service Pharmacy Provider Notice #259 – Emergency Declaration Early Refill Bypass***

December 13, 2021

Emergency Declaration due to Western Kentucky Tornadoes

Please be advised, Governor Andy Beshear has declared a state of emergency due to the devastating tornadoes in Western Kentucky on December 10, 2021. Because of this, the Kentucky Department for Medicaid Services (DMS) is allowing pharmacies to bypass the Early Refill Rejection (NCPDP 88) for affected members.

The member must identify themselves as having lost their medication due to the recent tornadoes. The pharmacist can then utilize the **Submission Clarification Code (420-DK) =13** indicating Payer-Recognized Emergency/Disaster Assistance Request. By utilizing this Submission Clarification Code, the pharmacist is indicating that the override is needed due to the emergency that is recognized by the payer.

DMS has also instructed Magellan to allow up to a 30-day extension on Prior Authorizations (PA) where a member has a recent history of the medication. This will be conducted on a case-by-case basis and managed by the Magellan PA unit.

Thank you for helping Kentucky Medicaid members maintain access to prescription coverage by selecting drugs on the preferred drug list whenever possible. Please contact Magellan Medicaid Administration at kyproviders@magellanhealth.com for any additional information or questions you may have.

Sincerely,

Shaleigh Hammons, CPhT

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Account Manager I

kyproviders@magellanhealth.com

****If you would like to be added to the Fee-For-Service Pharmacy Program distribution list to receive updates and information please email kyproviders@magellanhealth.com****

Kentucky Medicaid Fee-for-Service Pharmacy Program’s Contact Information		
Clinical Support Center	1-800-477-3071 Sunday – Saturday 24 hours a day	Please contact the Clinical Support Center to request a prior authorization (PA) or to check the status of a request.
Pharmacy Support Center	1-800-432-7005 Sunday – Saturday 24 hours a day	Please contact the Pharmacy Support Center when claims assistance is required. Timely filing, lock-in, and early refill (ER) overrides can be obtained through this Call Center.
Provider Services	1-877-838-5085 Monday – Friday 8:00 a.m. – 4:30 p.m.	Please contact Provider Services if you have questions about enrollment or when updating your license or bank information.
Member Services	1-800-635-2570 Monday – Friday 8:00 a.m. – 5:00 p.m.	Please contact Member Services if you are a member or if you as the provider have questions regarding the member’s benefits or eligibility coverage dates.