

**\*\*Pharmacy Provider Notice #281 – Synagis Update\*\***

**September 22<sup>nd</sup>, 2022**

Please note, the Department for Medicaid Services (DMS) is modifying the date at which members can request a prior authorization (PA) and access Synagis. Due to increased incidence of Respiratory Syncytial Virus (RSV) in Kentucky, DMS will allow Synagis claims to pay at the Point-of-Sale (POS) on **October 1<sup>st</sup>, 2022**. Kentucky Medicaid call centers will start reviewing PAs for Synagis at this time, with the intent that the claim will not be billed until **October 1<sup>st</sup>, 2022**.

Drug	Date Providers can request Prior Authorizations	Date claims will pay at Point-of-Sale (POS)
Synagis®	<b>Any time</b>	<b>October 1<sup>st</sup>, 2022</b>

Thank you for helping Kentucky Medicaid members maintain access to cost effective medications by selecting drugs on the preferred drug list whenever possible. For any additional information or questions that you may have, please contact Magellan Medicaid Administration at [kyproviders@magellanhealth.com](mailto:kyproviders@magellanhealth.com) for Fee-for-Service members or the Kentucky MedImpact team at [KYMCOPBM@medimpact.com](mailto:KYMCOPBM@medimpact.com) for Managed Care Organization (MCO) members.

Sincerely,

*ShaLeigh Hammons, CPhT*

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Account Manager I

[kyproviders@magellanhealth.com](mailto:kyproviders@magellanhealth.com)

Kentucky Medicaid Fee-for-Service Pharmacy Program’s Contact Information		
<b>Clinical Support Center</b>	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. <b>NOTE: The only drugs that are now required to be submitted via fax are Brand Medically Necessary.</b>
<b>Pharmacy Support Center</b>	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.
<b>Provider Services</b>	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.

**Kentucky Medicaid Fee-for-Service Pharmacy Program's Contact Information**

<b>Member Services</b>	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.
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