Magellan Rx MANAGEMENT

Kentucky UNBRIDLED SPIRIT

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THE NUMBERS LISTED BELOW ARE FOR FEE-FOR-SERVICE (FFS) SUPPORT

PHARMACY SUPPORT CENTER

1-800-432-7005

24 hours per day/7 days per week
For claim assistance, early refill overrides, and lock-in overrides

CLINICAL SUPPORT CENTER

PRIOR AUTHORIZATIONS

1-800-477-3071

24 hours per day/7 days per week

DIABETIC SUPPLY QUESTIONS

Prior Authorization

1-800-477-3071

CLAIM INQUIRY

1-800-432-7005

Please Note: Questions regarding claims prior to October 5, 2010, should be directed to 1-800-807-1232.

PROVIDER SERVICES

1-877-838-5085

M–F, 10:30 a.m.–4:30 p.m. (ET)

Providers should contact Provider Services for inquiries regarding enrollment and changes.

MEMBER SERVICES

1-800-635-2570

M–F, 8:00 a.m.–5:00 p.m. (ET)

Recipients should contact Member Services for medication replacement requests and co-pay and benefit information.

WEBSITES

Kentucky Department for Medicaid Services
DMS Pharmacy Website
Magellan Medicaid Administration
https://kentucky.magellanmedicaid.com

PROVIDER EDUCATION and FFS HELP

For onsite education presentations or any other questions, concerns or feedback regarding Fee-for-Service Medicaid, please contact Magellan Rx Management at kyproviders@magellanhealth.com.
Provider education is free of charge.

NCPDP Code 943 Implementation June 13, 2020

On June 13, the FFS point-of-sale system was updated to use NCPDP code 943. In addition to the NCPDP 88 (DUR reject) code sent back currently, claims which are not eligible for override by the pharmacy will also carry a new, additional NCPDP 943 error code (DUR Not Overrideable at POS,MD to begin Cov Determ). This update is expected to assist pharmacy providers by differentiating where a prescriber PA is needed (88 and 943) versus what the pharmacist may override using DUE response codes (88 only).

This change is automatic and no action is required by pharmacies.

Product Recalls: Metformin extended-release tablets[1]

Since December 2019, the Food and Drug Administration (FDA) has been looking into reports of impurities, namely N-Nitrosodimethylamine (NDMA), in metformin products outside the United States. As a result of the investigations the FDA issued a press release in May 2020 that several lots of metformin extended-release (ER) contained levels of NDMA above the FDA's thresholds. NDMA has not appeared to be a complication for immediate-release products.

The FDA is posting company recall notices on their website. The Commonwealth relies on pharmacy providers to remove recalled products from the supply chain.

Drug Discontinuations Announced in 2020

- Bristol Myers Squibb announced it will discontinue sales of all strengths of Coumadin; supply is expected to be depleted by August 2020.
- Allergan has made a business decision to permanently discontinue all strengths of Enablex.
- Boehringer Ingelheim has made a business decision to discontinue brand-name Aggrenox (25 mg/200 mg capsules) after June 11, 2020.
- Portola Pharmaceuticals will be discontinuing Bevyxxa (betrixaban) capsules in the strengths of 40 mg and 80 mg.
- Janssen will permanently discontinue brand Ultracet and Ultram tablets for business reasons; the last batch expires September 30, 2022.
- Janssen will permanently discontinue brand Duragesic patch as a business decision; the last batch expires July 31, 2021.
- Sunovion will discontinue marketing of Arcapta Neohaler, Seebri Neohaler, and Utibron Neohaler.
- Zantac and ranitidine products have been discontinued as a result of the FDA's request for the removal of all products from the market due to the presence of NDMA impurities.

340B Procedures Delayed Until Further Notice

Kentucky DMS did not implement the use of the submission clarification code of "20" for 340B purchased drug claims on April 1, 2020 as previously announced.

1 https://www.fda.gov/drugs/drug-safety-and-availability/fda-updates-and-press-announcements-ndma-metformin