

**PROVIDER UPDATE  
IMPLEMENTATION UPDATES**

**PROVIDER NOTICE 12.22.04 – 009**

- **Requests for therapeutic duplication overrides** for anti-psychotics, anti-anxiety and narcotic analgesic medications should be **CALLED** into the PA Call Center at **800-477-3071**. Do **NOT** send fax requests. Providers may enter overrides at POS for all other TD denials; only the classes noted above require Call Center intervention. A reminder that LTC recipients will NOT receive TD errors if the PATIENT LOCATION CODE value = 3. System modifications have recently been made to allow for concurrent use of short and long acting narcotic analgesics.
- **PA requests:** We continue to experience some problems with getting PA fax responses back to providers in all cases. If you have already submitted a PA request, please **attempt to resubmit the claim first**. Please do NOT resubmit PA requests as a first line. The PA fax response is timed to go out every 15 minutes and attempts to do this 7 times. We are following up by calling providers directly when the response has completely failed out.
- **Clarification for MS Contin/ Oxycontin:** The following message was previously sent to providers via fax blast: “Prior authorization modifications have been made in the claims processing system for MS Contin/ Oxycontin. Please resubmit your claim.” This has generated some confusion. To clarify: **PDL modifications** have been made in the claims processing system for MS Contin and Oxycontin. MS Contin and Oxycontin will continue to **require prior auth** as recommended by the Kentucky Medicaid Pharmacy and Therapeutic Committee.

**Technical Call Center  
800-432-7005**