

Oklahoma Medicaid Pharmacy Update

Pharmacy Help Desk Telephone Numbers 405-522-6205 option 4 or 1-800-522-0114 option 4

OHCA Website www.okhca.org

October 6, 2003

Dear Pharmacy Provider,

Effective Monday, October 6, 2003 the pharmacy help desk telephone menu has changed. Please note that pharmacies should now press “2” for assistance. Below you will find the new script for the telephone menu.

*If you are an Oklahoma Medicaid client or an authorized representative calling on behalf of an Oklahoma Medicaid Client, **press 1.***

*If you are a pharmacist or a pharmacy employee, **press 2.***

*If you are a physician or are calling from a physician’s office, **press 3.***

*For instructions on how to obtain Help Desk assistance for the Hearing Impaired, **press 4.***

Saturday, October 11, 2003 the pharmacy help desk will be closed due to electrical work in the building where the help desk is housed. The help desk will reopen Sunday for normal working hours.

Help Desk Hours of Operation

Monday-Friday	8:30 a.m. to 6:30 p.m.
Saturday	9 a.m. to 5 p.m.
Sunday	11 a.m. to 5 p.m.

Prilosec OTC is covered for Oklahoma Medicaid clients without a prior authorization. Please check with the prescriber before changing the patient from the prescription product to the OTC. Prilosec OTC is not generically equivalent to Prilosec or Omeprazole Rx. Prilosec OTC is covered for the 28 and 42 count package sizes. The 14 count package is not covered.

Looking for information from an old pharmacy fax but can’t find it? Pharmacy faxes are now available on the OHCA website at www.okhca.org.

Once on the website click on “Provider” then “Pharmacy” then “Updates”.

Thank you for your continued service to Oklahoma’s Medicaid clients.