



# Pharmacy Update

Pharmacy Help Desk Phone Numbers (405)522-6205 option 4 or (800)522-0114 option 4  
Service Hours: Monday – Friday (8:30a – 7:00p); Saturday (9:00a – 5:00p); Sunday (11:00a – 5:00p)  
Email: [pharmacy@okhca.org](mailto:pharmacy@okhca.org) OHCA Website: [www.okhca.org](http://www.okhca.org)  
PA Criteria: [www.okhca.org/providers/rx/pa](http://www.okhca.org/providers/rx/pa) PA forms: [www.okhca.org/rx-forms](http://www.okhca.org/rx-forms)

September 18, 2009

## Hydrocodone/APAP Quantity Limits

Effective October 1, fills of hydrocodone products that contain acetaminophen will be limited to a maximum of 3250mg of acetaminophen per day.

For example, Hydrocodone 5mg/APAP 500mg will be limited to 6 tablets per day.

## Pharmacy Prior Authorization Tips

When submitting pharmacy PA requests, keep the following tips in mind:

- Include the prescribing physician's fax number. A pharmacy PA response is always faxed back to the requesting pharmacy. The PA response is also faxed to the prescriber's office, but only if a valid fax number for the prescriber is included on the PA form.
- More is better. Including information regarding prior trials (and dates of trials), prior stabilization, or clinical reasons the requested medication is appropriate helps ensure a speedy approval. To check approval criteria, see [www.okhca.org/providers/rx/pa](http://www.okhca.org/providers/rx/pa).
- If including additional pages of supporting information, be sure to include the member's ID number on every page. When PA requests are faxed, they don't print out as paper copies on a fax machine. Instead, the fax goes straight into a computer imaging system for processing. In order to ensure that all pages are associated with the correct PA request, it is essential that the member's ID is included on every page. It is also helpful to include the member's name and date of birth on each page.
- Check with the pharmacy help desk if you haven't received a response within 24 hours. Pharmacy PA requests are processed within 24 hours, excluding Sundays and holidays. Many providers receive a response to a PA request on the same day it is submitted.
- Ensure that the font size is legible. Most PA forms are set up so that providers can type in the information on a computer rather than having to fill it out by hand. Faxed documents usually aren't as clear as original copies, so an adequate font size will help ensure that PA requests are legible when received for processing.

**We appreciate the services you provide to Oklahomans insured by SoonerCare.**