

**Frequently Asked Questions (FAQ's)  
for Providers and Pharmacies  
regarding the Maricopa County Medicaid Pharmacy Program**

**1. How will the pharmacy program change for prescribers (physicians and prescribing nurses)?**

The pharmacy program will change very little for prescribing clinicians. Magellan Health Services will maintain the same formulary that has been used before and will have fewer scenarios that require prior authorization. To learn more about the formulary and the prior authorization criteria, go to [MagellanofAZ.com](http://MagellanofAZ.com). In the “Services” area, select the “Pharmacy” tab.

**2. How will the pharmacy program change for pharmacies?** There is a new Pharmacy Benefits Manager (PBM), RxAmerica. Pharmacies will have new contracts, contact numbers and other requirements. The new contact information for RxAmerica is:

[www.rxamerica.com](http://www.rxamerica.com)

1-800-790-1631

Please contact RxAmerica for any questions you have.

**3. How do I know if a medication requires Prior Authorization?**

The formulary, with the indications of prior authorization, quantity limits or dosage limitations can be found on the Magellan web site at [www.magellanofaz.com](http://www.magellanofaz.com). In the “Services” area, select the “Pharmacy” tab, or go to [http://www.magellanofaz.com/azmem-en/azprogserv/pharm/med\\_formulary.aspx](http://www.magellanofaz.com/azmem-en/azprogserv/pharm/med_formulary.aspx).

**3. How do I know what the PA criteria are?**

The prior authorization criteria can be found at [http://www.magellanofaz.com/azmem-en/azprogserv/pharm/prescribe\\_protocols.aspx](http://www.magellanofaz.com/azmem-en/azprogserv/pharm/prescribe_protocols.aspx).

**4. Where can I get a copy of the formulary?**

A copy of the formulary can be downloaded from the Magellan website, [http://www.magellanofaz.com/azmem-en/azprogserv/pharm/med\\_formulary.aspx](http://www.magellanofaz.com/azmem-en/azprogserv/pharm/med_formulary.aspx) or a hard copy can be obtained by calling the RxAmerica Help Desk at 1-800-790-1631.

**5. How can I communicate concerns or issues to Magellan, RxAmerica or the Pharmacy and Therapeutics (P&T) Committee?**

You may voice your concerns by writing to the Magellan of Arizona Director of Pharmacy at: 4129 E. Van Buren Street  
Suite 250  
Phoenix, AZ 85008

**6. What if the Consumer does not have an ID and presents a prescription at a pharmacy?**

The pharmacy should first call the RxAmerica pharmacy helpdesk at 1-800-790-1631 to verify that the consumer is eligible for prescription benefits. If the consumer is not listed as eligible for coverage and the pharmacy feels this is an error, they may call Magellan Customer Service at 800 631-1314 to verify the consumer's eligibility. However, if the eligibility can not be verified and the consumer is out of medication, a 72 hr supply of meds should be given to allow time to research the eligibility issue.

**7. What if the consumer is found to be ineligible for pharmacy services?**

The pharmacy should first call the RxAmerica pharmacy help desk at 800 790-1631 to verify that the consumer is not eligible for prescriptions benefits. If the consumer is not eligible for coverage, and they feel that this is an error the consumer may call the Magellan Customer Service at 800-564-5465.

**8. How does a pharmacy determine if the prescriber is credentialed by Magellan?**

- When a claim is submitted, RxAmerica verifies that a prescriber is a Magellan contracted prescriber.
- If the pharmacy is unable to determine if the prescriber is contracted with Magellan and the pharmacist knows the prescriber is a behavioral health practitioner, determine if the consumer been on this medication before.
  - If yes, then allow the prescription to be filled for 72 hours (3 days, or to cover a long week-end).
  - If no, ask the prescriber to apply to Magellan to become a contracted provider. Then, call the RxAmerica helpdesk (800 790-1631) and request a temporary override for this prescription.
- If the prescriber is NOT a behavioral health specialty, refer to the appropriate ACCHSS plan.

**9. What does the pharmacy do when a medication that requires prior authorization has not been approved?**

- Verify consumer eligibility.
- Verify that prescriber is contracted with Magellan.
- Determine if the consumer been on the medication before.
  - If yes, the pharmacy can call the RxAmerica helpdesk who will provide an override to allow the prescription to be filled.
  - If no, contact the prescriber and ask him/her to fill out a PA form and submit to RxAmerica prior to medication being dispensed.
- Samples DO NOT qualify as a previous prescription.

**10. What if the prescription is rejecting because the consumer has another primary insurance, including a Medicare Part D plan?**

By federal law Medicaid plans, including Magellan and AHCCS, are the payor of last resort. Any prescription for these consumers must be billed to the primary payor, if available, prior to submitting to Magellan/RxAmerica. If a prescription is rejected from the Medicare plan or alternate insurance, the prescriber must submit a PA to the primary payor. If, in the event that the consumer is no longer active with the primary plan, please call the RxAmerica pharmacy help desk for assistance.

**11. How many days emergency medication can a pharmacy provide and still get paid?**

If there is a question about coverage and this is deemed an emergency, then 72 hours (3 days) meds can be given. A consumer should **never** be without their medications because we cannot verify eligibility or prescriber status.