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April 1, 2020

Dear Medicaid and PeachCare for Kids Providers:

The Georgia Department of Community Health (DCH) is dedicated to supporting the health and well-being of Georgia Medicaid Fee-For-Service (FFS) members as the impact of COVID-19 continues to evolve.

Listed below is a list of frequently asked questions (FAQs) and answers.

Please note: The Centers for Disease Control and Prevention (CDC) is the primary source for the latest updates on COVID-19. For the most current information, please visit their website which can be accessed at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Is DCH proactively waiving any refill-too-soon edits?

Yes. To ensure that FFS members have an uninterrupted supply of medication during the COVID-19 pandemic, DCH is temporarily waiving early refill limits on prescriptions for maintenance medications at any in-network pharmacy.

Will DCH extend Prior Authorizations (PAs) for member medications?

To meet the needs of FFS members amid the COVID-19 outbreak, DCH is extending existing FFS pharmacy Prior Authorizations (PA) that are set to expire on or before May 1, 2020.

For chronic condition medications, DCH is extending FFS pharmacy PAs for an additional 90-days for PAs that are set to expire on or before May 1, 2020. This intervention ensures that convenient access to critical medications is maintained during this period when vulnerable populations are being directed to take precautionary measures. DCH will continue to re-evaluate the need for further extensions.

Drugs with significant abuse potential (i.e., opioids) or those that are generally dosed for finite durations or intermittently (i.e., hepatitis agents) as identified by DCH will follow the normal process for renewals. Prior authorization requirements for medications that are newly prescribed will also remain in place.

To submit a pharmacy Prior Authorization request for Medicaid Fee-For-Service members, please contact OptumRx at 1-866-525-5827.



Will medications be available to FFS members for more than a 30-day supply?

DCH will allow a one-time 90-day supply of a prescription drug if the FFS member has no remaining refills, and the pharmacist is unable to contact the issuing practitioner to obtain refill authorization. This 90-day emergency authorization shall not apply to prescriptions for Schedule II controlled substances. The pharmacist is responsible for the determination of use for this one-time 90-day emergency authorization.

Pharmacy providers may contact the OptumRx Pharmacy Helpdesk at 1-866-525-5826 if the 90-day supply claim is rejecting at point-of-sale, for service limitations related to the day supply.

Can DCH provide guidance regarding receipt of prescription requirements for FFS members who refuse to sign due to fears of COVID-19 transmission?

DCH suggests that pharmacy personnel note on the pad that the patient refused to sign. That said, DCH will not be enforcing signature log requirements in selected cases in response to COVID-19. Please be advised that for prescriptions delivered during this period, DCH will not require patients to sign for the delivery of their medications.

Should FFS pharmacy providers expect any change in their existing reimbursement schedules?

DCH does not anticipate any changes to the weekly provider payment schedule for FFS pharmacy claims.

Does DCH anticipate any changes to FFS pharmacy audit operations?

At this time, all in store (field) audits have been suspended. Additionally, the initiation of new, routine desk audits has been postponed with certain exceptions. Please contact the individual auditor if your pharmacy is having difficulty responding to or requesting an extension for and in progress audit. DCH will announce updates as the situation evolves. DCH continues to monitor COVID-19 and the effects on FFS outpatient drug policy, specifically as it relates to pharmacy audits. Temporary changes in policy as well as the effects of any executive orders are being noted and will be integrated into audits that may be conducted against pharmacy claims submitted during this time period.