



## FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
What are the hours of operation for the GHS HelpDesk/Call Center?	Monday-Friday 8AM-5PM MDT (available on-call after hours) After-Hours On-Call (available for emergencies): Monday - Friday 5PM – 9PM MDT Saturday - Sunday 8AM – 9PM MDT
It is after hours, is there a way to contact the GHS HelpDesk/Call Center if the medication is “medically necessary?”	In the event a medication is “medically necessary”, the provider/pharmacy can call the HelpDesk at 877-209-1264 to page an on-call technician.
It is after hours, is there a way to obtain a medication that is “medically necessary” after hours?	In the event a medication is “medically necessary”, the pharmacy may dispense a 72-hour supply using a Med Cert 8 code.
May I call in a prior authorization request?	No, all prior authorization requests must be faxed to GHS at 866-964-3472.
How long will it take to get a prior authorization decision?	Prior authorizations are reviewed within 24 hours of receiving the faxed prior authorization form (with the exception of holidays and weekends).
If the provider is not in the office, can I fax the form without the provider’s signature and date of submission?	No, all forms must be signed and dated.
I received a letter from GHS that says DEFERRED, is this a denial?	No, a deferred letter means there is not enough information available to determine if the client meets PA criteria; therefore, the PA has been “deferred” requesting additional information from the provider.
If I fax my request several times, will it be processed faster?	No, the prior authorization request will be processed one time. If you fax the same prior authorization multiple times, it may delay the process as additional research is needed to determine if it is the same PA or a new PA with different information.
I need a Prior Authorization form, where can they be obtained?	Forms are available at <a href="http://www.wyomedical.org">www.wyomedical.org</a> .
What does PDL stand for?	“PDL” stands for Preferred Drug List. The PDL is a list of preferred agents and the clinical criteria that needs to be met before a medication can be obtained.
Where can I find the Preferred Drug List (PDL)?	The PDL can be obtained at <a href="http://www.wyomedical.org">www.wyomedical.org</a>
The prior authorization letters are taking a long time to get to my office, what can I do?	Please contact the GHS pharmacy prior authorization desk at 877-207-1126.
I cannot find certain drugs listed on the PDL; however, I have been informed that the medication requires prior authorization.	There are some classes of medications that do have clinical criteria that are not on the PDL. These medications can be found on the “Additional Therapeutic Criteria” chart available at <a href="http://www.wyomedical.org">www.wyomedical.org</a> under the Preferred Drug List tab.
How do I find out if a medication has dosage limits?	A “Dosage Limit Chart” is available at <a href="http://www.wyomedical.org">www.wyomedical.org</a> under the Preferred Drug List tab.
How do I submit a Prior Authorization?	Please fax the Prior Authorization form to GHS at 866-964-3472.
Why are some brand name drugs preferred over the generic versions?	There may be instances where it is more cost-effective for the state to prefer the brand medication.
What do I do if the client needs the drug immediately?	The pharmacy may call 1-877-209-1264 for a possible “override” that will allow the pharmacy to fill the prescription until the PA is complete or the pharmacy may dispense an emergency 72-hour supply.
The medication is a “preferred” agent according to the PDL; however, I am still being told it requires prior authorization?	Many preferred agents will require a certain diagnosis be on file before the prescription will process with a paid claim. For clients that are being prescribed a medication for a new diagnosis, the diagnosis may not be in the client’s Medicaid history before the prescription is submitted by the pharmacy; therefore, a diagnosis needs to be submitted on the PA form until the diagnosis is entered in the client’s history.



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I received an approval letter on a prior authorization for formulas or promethazine for a client under the age of 3, yet the pharmacy is still receiving a “plan limitations exceeded....PA required for children under _ years old” rejection?	Medications that have age restrictions will require the pharmacy to call the GHS Help Desk each time the prescription is filled even if the prior authorization has been approved.
Who develops the prior authorization criteria?	The criteria for prior authorizations are developed by the Wyoming Department of Health, Division of Healthcare Financing, Pharmacy Services in conjunction with the Pharmacy & Therapeutics Committee (P&T).
Who is on the P&T Committee?	Please refer to the following website: <a href="http://www.uwyo.edu/dur">www.uwyo.edu/dur</a> .
How are future updates to the PDL communicated to providers and the public?	The PDL is published on the WY Medicaid website at <a href="http://www.wymedicaid.org">www.wymedicaid.org</a> . Newsletters are faxed to prescribers and providers as changes are made. Newsletters are available at <a href="http://www.wymedicaid.org">www.wymedicaid.org</a> under the general pharmacy info tab.
Is a Preferred Drug List (PDL) the same as a formulary?	<p>A <i>formulary</i> is a list of drugs available and approved for use by a variety of insurance companies, managed care organizations, hospitals and governmental entities. Drugs must be prescribed from the formulary and no exceptions are typically available.</p> <p>A <i>Preferred Drug List (PDL)</i> is a list of preferred agents within a therapeutic class designed to maximize clinical and economic benefits as determined by the state in consultation with the Pharmacy &amp; Therapeutics (P&amp;T) Committee. The PDL identifies medications providers may prescribe without seeking a prior authorization (PA); a provider must seek approval from WY Medicaid through a PA for medications not on the list before they can be dispensed.</p> <p>Most medications on the PDL can be prescribed and dispensed without prior authorization. Some preferred medications may still have dose/quantity limits and clinical criteria.</p>