

May 29, 2009

Dear EqualityCare Pharmacy Provider,

Please be aware that the Wyoming Department of Health, Office of Pharmacy Services has requested that our new Pharmacy Benefits Management (PBM) vendor, Goold Health Systems (GHS), edit on client date of birth (DOB). If the DOB that is submitted on the pharmacy claim does not match the DOB on the eligibility file, the claim will deny.

When your pharmacy receives a denial for Missing/Invalid Date of Birth, the following needs to occur **BEFORE** contacting the GHS Help Desk:

1. Verify with the client or the client's representative the correct DOB.
2. If the DOB being submitted is the correct one, either the pharmacy or the client/client's representative needs to contact the client's Department of Family Services (DFS) caseworker to inform them of the DOB discrepancy in the eligibility system.
 - a. The caseworker will need to make changes to the DOB in the eligibility system. **GHS can not change the DOB in the Point-of-Sale (POS) system.**
 - b. Once the caseworker has updated the eligibility system, it will take 24 to 72 hours for the update to reach the POS system. The options available to you for providing the client medication until the system is updated include:
 - Submit a paper claim for reimbursement
 - Dispense the prescription and submit the claim via the POS system as soon as the system is updated
 - Dispense enough medication to last up to 72 hours and fill the remainder of the prescription and submit the claim via the POS system as soon as the POS system is updated.
3. If the DOB being submitted is not the correct one according to the client or their representative, change the DOB in the pharmacy system and resubmit the claim. If a Missing/Invalid DOB message is still posting, contact the DFS caseworker for assistance.

This verification is being done in order to ensure consistency between the eligibility and POS systems, as well as to prevent fraudulent claims from being transmitted. This is for the client's protection, as well as for the pharmacy.

Thank you for your cooperation with this matter. If you have any questions, please contact the Office of Pharmacy Services at 1-800-438-5785.