November 17th, 2020

Dear Provider:

Change Healthcare is the claims processor for the Ohio Department of Medicaid (ODM) Fee-For-Service (FFS) pharmacy benefit management program. When pharmacy providers require assistance with processing a claim for an Ohio Medicaid member in the FFS pharmacy program, they contact the Change Healthcare Technical Call Center at: 1-877-518-1545.

**Effective Tuesday November 17th, 2020 the Ohio Medicaid FFS Pharmacy Help Desk hours will be changing to 8AM – 8PM (ET) Monday through Friday.** There will be no after hours, weekend, or holiday pharmacy help desk services.

Providers are reminded of the *Eligibility Verification (Transaction Code E1)* which is used to transmit a member billing number and receive a real time response verifying eligibility.

In addition, there are Medicaid provisions which allow for the dispensing of a 72-hour supply of a covered outpatient prescription drug in an emergency situation. This emergency 72-hour fill provision is federal law (Title 19, Section 1927(D)(5)(b)) and is applicable to medications requiring Prior Authorization (PA). PAs will continue to be administered in compliance with section 1927 of the Social Security Act.