



TO: Long Term Care Pharmacy Providers

RE: Nursing Home and Long Term Care Pharmacy Prior Authorization Request Process Reminder

The purpose of this bulletin is to remind Long Term Care (LTC) Pharmacies and Nursing Homes of the proper procedures for utilizing the Nursing Home & LTC Pharmacy Prior Authorization (PA) Request Form. The form is available for download on the www.ctdssmap.com secure Web site.

The Nursing Home & LTC Pharmacy PA Request Form should be used for individuals residing in Nursing Home/Long Term Care facilities to obtain an authorization for the following claim denials:

- Early Refill (ER)
- Brand Medically Necessary (BMN)
- Preferred Drug List (PDL)
- Optimal Dose

The LTC pharmacy must obtain PA for residents meeting the criteria on the Nursing Home & LTC Pharmacy PA form **after** a claim denial is received. PA forms received by DXC Technology without a matching pharmacy claim denial for the date of service requested will not be considered for approval. PA requests must be submitted within 7 days of the date of service of the denial.

DXC Technology will **not** backdate PAs beyond seven (7) days except for the following reasons:

- Cases of retroactive eligibility
- Claims billed to one program when the client was eligible for another
- Claims that need to be corrected (e.g. wrong quantity)
- Leaves of absence

The pharmacy must call or fax for PA approval **BEFORE** medication is dispensed for any reasons not previously listed. DXC Technology and the Department of Social Services (DSS) will not be responsible for lack of payment if PA is not properly obtained.

The signature of the prescriber is mandatory whenever a controlled substance is requested on the LTC Pharmacy PA Request form. **All requests for controlled substances submitted on the LTC Pharmacy PA form without the prescriber's signature will be denied.**

The following best practices should be followed to ensure expeditious approval of the authorization request:

1. Ensure the form is filled out completely and contains all the mandatory information in the correct fields
2. Do not submit duplicate requests in the same 2-hour period
3. Resubmit the claim and check your fax for PA related communication prior to calling the pharmacy call center for help

The Nursing Home and LTC Pharmacy PA request form can be downloaded from the www.ctdssmap.com Web site. From the Home page, go to Information > Publications > Authorization/Certification Forms > Nursing Home and Long Term Care Pharmacy PA Form.

PLEASE NOTE: Requests for long-acting opioid (LAO) and short-acting opioid (SAO) medications for individuals residing in Nursing Home/LTC facilities must be done using the *Opioid Prior Authorization Form* available on the www.ctdssmap.com Web site. From the

Home page, go to Information > Publications > Authorization/Certification Forms > Opioid PA Form (Long Acting and Short Acting); or from the Home page, go to Pharmacy Information > Pharmacy Program Publications > Opioid PA Form (Long Acting and Short Acting).