



TO: Pharmacy Providers, Physicians, Advanced Practice Registered Nurses, Certified Nurse Midwives, Podiatrists, Physician Assistants and Optometrists

RE: Alternative Preferred Drug Pharmacy Claim Messaging

Effective January 27, 2021, the Department of Social Services (DSS) will implement enhanced claim denial messaging for non-preferred medications and diabetic supply products. When a claim for a non-preferred medication or diabetic product is submitted and no Non-Preferred Drug Prior Authorization (PA) is on file, the pharmacy will receive a message to contact the physician to explain that a PA is required. Additionally, a list of alternative preferred drugs/products will be displayed when appropriate.

Preferred alternatives will be returned in the following National Council for Prescription Drug Programs (NCPDP) fields of the Response Claim Segment: 551-9F (Preferred Product Count) and 556-AU (Preferred Product Description).

The pharmacist should consult with the prescriber to see if a preferred drug can be prescribed as an alternative or explain that the prescriber must obtain PA from Gainwell Technologies before a non-preferred medication can be dispensed.

Prescribers are urged to be proactive in switching clients to a preferred medication, or in obtaining PA, when appropriate.

Prescribers may submit their PA requests via the Pharmacy Web PA feature on the www.ctdssmap.com secure Web portal. For more information, please access Provider Bulletin [PB 19-70](#), Pharmacy Web Prior Authorization.

Additional Resources

The full Preferred Drug List (PDL) is available on the www.ctdssmap.com Web site. From the Home page, go to Pharmacy Information → Preferred Drug List Information → Current Medicaid Preferred Drug List.

The Preferred Diabetic Supply Product List (PDSPL) is available on the www.ctdssmap.com Web site. From the Home page, go to Pharmacy Information → Preferred Drug List Information → Diabetic Supplies Preferred Product List.

In addition to the standard PDL, an alphabetical listing of all preferred medications is also available on the Pharmacy page of the www.ctdssmap.com Web site. From the Home page, go to Pharmacy Information → Preferred Drug List Information → Alphabetized Preferred Drug List.

The PDL formulary can also be downloaded and accessed for those providers who use e-Prescribing. For more information, visit www.surescripts.com or contact SureScripts directly at 1-866-797-3239.

For PA information, providers should refer to Chapter 9, Section 9.6 and Chapter 10, Section 10.12.3 (Submitting a Pharmacy PA Request) of the Provider Manual.

If the pharmacy has any difficulty submitting the claim or has questions, the pharmacist may call the Pharmacy Prior Authorization Assistance Center toll-free at 1-866-409-8386.