

## Frequently Asked Questions

*Answers provided are based on **guidelines** only. DSS reserves the right to deny or approve prior authorization requests on a case-by-case basis.*

### **Q: Supporting Documentation - Lost or Destroyed Medications: What is acceptable documentation for corroborating lost, stolen, or destroyed medication?**

**A: Lost/Stolen Medication:** Written documentation of extenuating circumstances must be provided. Appropriate written documentation for lost medication can be: insurance report, police report, letter from the prescriber or pharmacist on formal company letterhead explaining the extenuating circumstance, record of admittance to an institutional facility such as a hospital, record of arrest or incarceration during the time in question, etc.

**Destroyed Medication:** Written documentation is required. Appropriate forms of documentation can include a Fire Marshal's report, insurance report, police report, or record of admittance to a LTC facility, record of an institutional facility destruction of medication in the presence of a witness, etc.

Exceptions for documentation can be made in cases of natural disaster such as tornado, hurricane, or flood.

### **Q: When can PAs be back dated?**

**A:** Back-date of claims may be approved under the following circumstances on a prescription-by-prescription basis:

- Cases of Retroactive Eligibility
- Claims billed to one program when the client was eligible for another
- Claims that need to be corrected; Claims were submitted with legitimate errors (e.g., wrong quantity, etc.).

**Please note:** Documentation should be strictly maintained by pharmacies since these records are subject to audit.

### **Q: Paraprofessionals: Can the physician's designee (office manager, nurse, physician's assistant, medical assistant) or the pharmacist's designee (pharmacy technician) call Gainwell Technologies on behalf of the physician or pharmacist?**

**A:** Yes. A paraprofessional (if designated to do so by the prescriber, i.e. APRN, PA) may call Gainwell Technologies. However, written documentation signed by the prescriber (in the prescriber's own handwriting) is required for BMN, PDL, and Optimal Dose (OD) requests, as well as controlled substance early refill (ER) requests.

Pharmacy technicians may call Gainwell Technologies on behalf of pharmacists, if they are designated to do so.

**Q: Fraud and/or Abuse Reporting: How are fraud and/or abuse reported to CT DSS?**

**A:** Providers should use the state of CT DSS phone line (860) 424-5150 or the Gainwell Technologies RetroDUR phone/fax lines (1-877-719-3123 or by fax to 1-800-881-5573) to report patients and/or providers they suspect are committing fraud or suspected drug abuse. Providers can report anonymously; however, please provide as much info as possible so that we can either handle the call through our RetroDUR lock-in program, or refer the information from the call to the appropriate Medical Audit unit at the Department of Social Services. If drug abuse is mentioned as part of the PA call, whenever practical, please send a fax message or call the Gainwell Technologies RetroDUR line to notify RetroDUR.