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INLAND EMPIRE HEALTH PLAN



To: IEHP Specialists
From: IEHP – Provider Relations
Date: February 4, 2015
Subject: Prescription Drug Authorization (Rx PA) Submission

Dear IEHP Providers,

Historically, IEHP allowed for direct Pharmacy Provider submission of prescription drug prior authorizations (Rx PA). The process allowed pharmacists to submit the Rx PA on behalf of the physicians, and IEHP contacted you to obtain additional information required. Although this helped facilitate the Rx PA process, we are not able to obtain the medical justification from the physicians in most circumstances. As a result, the Rx PA process was delayed which impacted Member satisfaction.

In order to stay compliant with the new legislation from California Department of Managed Health Care (DMHC)¹ and the Coverage Determination Policy from the Center of Medicare and Medicaid (CMS)², IEHP **will no longer accept** Prescription Drug Prior Authorization or Coverage Determination requests submitted directly **by Pharmacies** to IEHP. Please see the effective dates below:

Program Name	IEHP Medi-Cal and Healthy Kids Program	IEHP Medicare DualChoice and IEHP Medicare DualChoice Cal-MediConnect Plans
Effective Date	March 2, 2015	February 2, 2015

To ensure a smooth transition, IEHP has already closed online Pharmacy prior authorization submission, and only allows Pharmacy Providers to submit Rx PA with justification from the Prescribing Providers since November 2014. You may notice that Pharmacy Providers have started contacting your office directly for formulary change requests or advise you to submit Rx PA to us if clinically indicated. As IEHP moves forward with Prescribing Provider Only submissions, we look to improve the time turn around service level for Rx PA requests submitted by you. IEHP encourages our Providers to utilize our online formulary search tool, and use e-prescribing software to get the most up-to-date formulary information.

If you have any questions or concerns, please contact the IEHP Provider Relations Team at (909) 890-2054.

Enclosure: Frequently Asked Questions

¹ Title 28, CCR Section 1300.67.241 and California Department of Managed Health Care (DMHC)

² Chapter 18 Prescription Drug Benefit Manual – The Center of Medicare and Medicaid (CMS)



Frequently Asked Questions (FAQs)

1. What does this mean for you?

Pharmacies will **no longer** be able to submit Prescription Drug Prior Authorizations (Rx PA) for IEHP members by web, phone, or fax. All submissions for Rx PA for IEHP members **must be submitted by prescribing providers only**.

2. Where can Prescribing Providers access the Prescription Drug Prior Authorization Request (Rx PA) Forms or Coverage Determination Forms?

Providers can access an electronic copy on our Provider website in the Pharmaceutical Services section at www.iehp.org under **Pharmaceutical Services → Pharmacy Forms and Manuals**.

3. How can Prescribing Providers submit the Rx PA or Coverage Determination Forms to IEHP?

For Medi-Cal / Healthy Kids Members:

Prescribing Providers can fax, mail, or call IEHP Pharmaceutical Services toll free at 888-860-1297 or fax to 909-890-2058. A new web portal will be available for the Prescribing Providers to submit Rx PA requests soon.

For Medicare Members:

Prescriber can call us at: 1-877-273-IEHP (4347), 8am-8pm (PST), 7 days a week, including holidays.
TTY: 1-800-718-4347
Fax us at: 1-909-890-2058
Write us at: IEHP DualChoice, P.O. Box 1800, Rancho Cucamonga, CA 91729-1800

4. Where can Prescribing Providers view the IEHP formulary?

The Formulary page is available on our Provider website in the Pharmaceutical Services section at www.iehp.org under IEHP Pharmaceutical Services → Formulary and click on “Formulary search tool” under IEHP Medi-Cal or Medicare Formulary Information.

Alternatively, the 2015 Medicare Formularies are available via the links below:

The 2015 Formulary for IEHP DualChoice Cal MediConnect members is available at:
<https://ww3.iehp.org/en/members/plans/cal-mediconnect/prescription-drugs/drugs-covered/?dev=txt>

The 2015 Formulary for IEHP Medicare DualChoice (HMO SNP) members is available at:
<https://ww3.iehp.org/en/members/plans/medicare-dualchoice-2014/part-d/medicare-prescriptions-covered/>



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5. What about any Pharmacy faxed Rx PA or Pharmacy Phoned Rx PA that is received before February 2nd and/or March 2nd effective dates and are awaiting a decision by IEHP?

IEHP will review any prescription drug prior authorization submission received before 2/2/2015 for IEHP Medicare DualChoice (HMO SNP) and IEHP DualChoice Cal MediConnect Members and 3/2/2015 for Medi-Cal / Healthy Kids Members. Any PA received on or after the effective dates, will be redirected back to the Pharmacy for Prescribing Provider Rx PA submission.

6. What if an IEHP Member needs a Vacation Override, has lost their Medication, or requires a change of dosage (or early refill due to change of dosage)? Do I need to submit Rx PA for the Member?

No, Pharmacy Providers may handle these “administrative rejections” at point-of-sales, Pharmacy Providers may call IEHP for a phone override in these instances; an override will be allowed for requests with valid reasons and with clean history; Pharmacists must document and keep a history of this type of request by the Member.

7. What if an IEHP Member needs an Early Refill that is not related to change of dosage?

Pharmacy Providers will no longer be able to fax or call IEHP for a Rx PA in these instances; Prescribers will be advised if the early refill request is related to inappropriate drug use.

8. What if IEHP members have additional concerns or questions about the PA process?

Members can always contact IEHP Member Services to discuss their benefits and coverage at 1-800-440-IEHP (4347) for Medi-Cal/Healthy Kids and 1-877-273-IEHP (4347) for Medicare.

9. How can Prescribing Providers support the new PA process?

When a prescriber receives a Rx PA request from a pharmacy, the prescriber can go to the IEHP website for online formulary alternatives as reference for any changes in Rx PA requests and provide medical justification to any Rx PA request.

10. Will this change delay patient care, since prescribers will now be submitting the Rx PA request instead of the Pharmacy?

No, IEHP is committed to provide notification for Rx PA submitted by Prescribing Providers within the timeframe required under each program. The current process delays the turnaround time due to inadequate information submitted by Pharmacy Providers.