

BROADCAST DMAS-18

DATE: September 26, 2017

TO: Local directors and Medicaid staff

FROM: Cindy Olson, Director, Eligibility and Enrollment Services Division, Department of Medical Assistance Services

SUBJECT: Change in Pharmacy Claims Process for New and Reinstated Enrollees

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The purpose of this broadcast is to alert local departments of social services (LDSS) to a change in the pharmacy claims process for new and reinstated enrollees. **Effective October 1, 2017, enrollees receiving Medicaid pharmacy benefits will NOT be able to get prescriptions filled on the same day that their eligibility is activated.** The change is due to the transition to a new pharmacy claims processor. It will take at least 24 hours for the new pharmacy claims processor to receive eligibility information.

Please inform enrollees or their authorized representatives who contact your agency regarding pharmacy services that they will need to wait at least one day before taking a prescription to the pharmacy to be filled to ensure that their enrollment information is in the pharmacy subsystem.