



November 1, 2012

Department of Medical Assistance Services



Commonwealth of Virginia

http://dmasva.dmas.virginia.gov/Content_pgs/mc-home.aspx

www.dmasva.dmas.virginia.gov

<https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/ProviderServices>

Pharmacy Resource Guide

IMPORTANT: This is a reference guide for pharmacy providers and not for distribution to Medicaid or FAMIS enrollees. The Information contained in this guide is subject to change without notice

Table of Contents

Verifying Eligibility for MCO Medicaid and FAMIS Members.....	3
The Department of Medical Assistance Services (DMAS)	4
Medallion II and FAMIS Benefits	4
FAMIS Cost Sharing	4
Medallion II/FAMIS MCO Participation by Locality....	Error! Bookmark not defined.
MCO Pharmacy Information	Error! Bookmark not defined.
Amerigroup Pharmacy Information	10
Anthem Pharmacy Information.....	11
CareNet Pharmacy Information	12
MajestaCare Pharmacy Information	13
Optima Pharmacy Information	14
Virginia Premier Pharmacy Information.....	15
Virginia Medicaid Permanent Plastic ID Card	16
Pharmacy Preauthorization Services Contact Information.....	17

Verifying Eligibility for MCO Medicaid and FAMIS Members

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal, effective October 31, 2011 at <http://dmas.kepro.org/>.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX www.hdx.com Telephone: 1 (610) 219-2322	Emdeon www.emdeon.com Telephone: 1 (877) 363-3666
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“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

MCO Pharmacy Preauthorization Services Contact Information

See page 15 for phone number listing

The Department of Medical Assistance Services (DMAS) administers the Medicaid and FAMIS Plus programs, in accordance with Title XIX of the Social Security Act (FAMIS Plus is Virginia Medicaid’s designation for its covered children). DMAS also administers the Virginia Children’s Health Insurance Program (CHIP), known as FAMIS (Family Access to Medical Insurance Security) under Title XXI of the Social Security Act. Medicaid and FAMIS programs are financed by Federal and State funds, administered by the State according to Federal and State guidelines, and are monitored closely by DMAS staff and the Centers for Medicare and Medicaid Services (CMS).

Medallion II and FAMIS Benefits

The MCO shall be responsible for covering all medically necessary drugs for its members that by Federal and State law requires a prescription. The MCO shall cover prescription drugs prescribed by providers licensed and/or certified as having authority to prescribe the drug. The MCO is not required to cover Drug Efficacy Study Implementation (DESI) drugs.

The MCO shall cover atypical antipsychotic medications developed for the treatment of schizophrenia. The MCO shall ensure appropriate access to the most effect means to treat, except where indicated for the safety of the patient. The MCO shall not cover prescriptions for erectile dysfunction.

The MCO shall cover therapeutic drugs even when they are prescribed as a result of non-covered or carved-out services.

For drugs prescribed for an “emergency medical condition” the MCO must pay for at least a 72 hours supply of the drug to allow the MCO time to make a decision.

More information on pharmacy management can be found at http://dmasva.dmas.virginia.gov/Content_atchs/mc/mc-mdl2_cnrct710.pdf.

FAMIS Cost Sharing

Prescription Drugs	Cost Sharing (see ID Card)
Retail, up to 34 day supply	\$2 - \$5 per prescription
Retail 35 – 90 day supply	\$4 - \$10 per prescription
Mail service up to 90 day supply	\$4 - \$10 per prescription

(If a generic is available, member pays co-payment plus 100% of the difference between the allowable of the generic drug and the brand drug.)

No cost sharing will be charged to American Indians and Alaska Natives

Note: There are no co-payments for members enrolled in Medicaid MCOs. Co-pays are administered under FAMIS.

Medallion II/FAMIS MCO Participation by Region

Effective November 1, 2012

CENTRAL VIRGINIA REGION

LOCALITIES	FIPS	Amerigroup Community Care	Anthem HealthKeepers Plus	Coventry Health Care of Virginia	MajestaCare	Optima Family Care	Virginia Premier Health Plan
ACCOMACK	001		X			X	X
AMELIA	007		X	X		X	X
BRUNSWICK	025		X			X	X
CAROLINE	033		X	X		X	
CHARLES CITY	036		X	X		X	X
CHESTERFIELD	041		X	X		X	X
COLONIAL HEIGHTS	570		X	X		X	X
CUMBERLAND	049		X	X		X	X
DINWIDDIE	053		X	X		X	X
EMPORIA	595		X			X	X
ESSEX	057		X	X		X	
FRANKLIN CITY	620		X			X	X
FREDERICKSBURG	630		X				X
GOOCHLAND	075		X	X		X	X
GREENSVILLE	081		X			X	X
HANOVER	085		X	X		X	X
HENRICO	087		X	X		X	X
HOPEWELL	670		X	X		X	X
KING & QUEEN	097		X	X		X	
KING GEORGE	099		X				X
KING WILLIAM	101		X	X		X	X
LANCASTER	103		X	X		X	
LUNENBURG	111		X	X		X	X
MATHEWS	115		X	X		X	
MECKLENBURG	117		X	X		X	X
MIDDLESEX	119		X	X		X	
NEW KENT	127		X	X		X	X
NORTHAMPTON	131		X			X	X
NORTHUMBERLAND	133		X	X		X	
NOTTOWAY	135		X	X		X	X
PETERSBURG	730		X	X		X	X
POWHATAN	145		X	X		X	X
PRINCE EDWARD	147		X			X	X
PRINCE GEORGE	149		X	X		X	X
RICHMOND CITY	760		X	X		X	X
RICHMOND COUNTY	159		X	X		X	
SOUTHAMPTON	175		X			X	X
SPOTSYLVANIA	177		X				X
STAFFORD	179		X				X
SURRY	181		X	X		X	X
SUSSEX	183		X	X		X	X
WESTMORELAND	193		X	X		X	X

TIDEWATER REGION

LOCALITIES	FIPS	Amerigroup Community Care	Anthem HealthKeepers Plus	Coventry Health Care of Virginia	MajestaCare	Optima Family Care	Virginia Premier Health Plan
CHESAPEAKE	550		X			X	X
GLOUCESTER	073		X			X	
HAMPTON	650		X			X	X
ISLE OF WIGHT	093		X			X	X
JAMES CITY COUNTY	095		X			X	
NEWPORT NEWS	700		X			X	X
NORFOLK	710		X			X	X
POQUOSON	735		X			X	
PORTSMOUTH	740		X			X	X
SUFFOLK	800		X			X	X
VIRGINIA BEACH	810		X			X	X
WILLIAMSBURG	830		X			X	
YORK	199		X			X	

NORTHERN AND WINCHESTER REGION

LOCALITIES	FIPS	Amerigroup Community Care	Anthem HealthKeepers Plus	Coventry Health Care of Virginia	MajestaCare	Optima Family Care	Virginia Premier Health Plan
ALEXANDRIA	510	X	X				
ARLINGTON	013	X	X				
CLARKE	043	X	X				X
CULPEPER	047	X	X				
FAIRFAX CITY	600	X	X				
FAIRFAX COUNTY	059	X	X				
FALLS CHURCH	610	X	X				
FAUQUIER	061	X	X				
FREDERICK	069	X	X				X
LOUDOUN	107	X	X				
MANASSAS CITY	683	X	X				
MANASSAS PARK	685	X	X				
PAGE	139	X	X			X	X
PRINCE WILLIAM	153	X	X				
SHENANDOAH	171	X	X				X
RAPPAHANNOCK	157	X	X				
WARREN	187	X	X				
WINCHESTER	840	X	X				X

WESTERN REGION

LOCALITIES	FIPS	Amerigroup Community Care	Anthem HealthKeepers Plus	Coventry Health Care of Virginia	MajestaCare	Optima Family Care	Virginia Premier Health Plan
ALBEMARLE	003		X			X	X
AMHERST	009		X	X		X	X
APPOMATTOX	011		X	X		X	X
AUGUSTA	015					X	X
BUCKINGHAM	029		X			X	X
CAMPBELL	031		X	X		X	X
CHARLOTTE	037					X	X

WESTERN REGION (cont.)

LOCALITIES	FIPS	Amerigroup Community Care	Anthem HealthKeepers Plus	Coventry Health Care of Virginia	MajestaCare	Optima Family Care	Virginia Premier Health Plan
CHARLOTTESVILLE	540		X			X	X
DANVILLE	590					X	X
FLUVANNA	065		X			X	X
GREENE	079		X			X	X
HALIFAX	083		X			X	X
HARRISONBURG	660					X	X
LOUISA	109		X			X	X
LYNCHBURG	680		X	X		X	X
MADISON	113	X	X			X	
NELSON	125		X			X	X
ORANGE	137	X	X			X	
PITTSYLVANIA	143					X	X
ROCKINGHAM	165					X	X
STAUNTON	790					X	X
WAYNESBORO	820					X	X

ROANOKE/ALLEGHANY REGION

LOCALITIES	FIPS	Amerigroup Community Care	Anthem HealthKeepers Plus	Coventry Health Care of Virginia	MajestaCare	Optima Family Care	Virginia Premier Health Plan
ALLEGHANY	005	X	X	X	X	X	X
BATH	017	X	X	X	X	X	X
BEDFORD CITY	515	X	X	X	X	X	X
BEDFORD COUNTY	019	X	X	X	X	X	X
BOTETOURT	023	X	X	X	X	X	X
BUENA VISTA	530	X	X	X	X	X	X
COVINGTON	580	X	X	X	X	X	X
CRAIG	045	X	X	X	X	X	X
FLOYD	063	X	X	X	X	X	X
FRANKLIN COUNTY	067	X	X	X	X	X	X
HIGHLAND	091	X	X	X	X	X	X
HENRY	089	X	X	X	X	X	X
GILES	071	X	X	X	X	X	X
LEXINGTON	678	X	X	X	X	X	X
MARTINSVILLE	690	X	X	X	X	X	X
MONTGOMERY	121	X	X	X	X	X	X
PULASKI	155	X	X	X	X	X	X
PATRICK	141	X	X	X	X	X	X
RADFORD	750	X	X	X	X	X	X
ROANOKE COUNTY	161	X	X	X	X	X	X
ROANOKE CITY	770	X	X	X	X	X	X
ROCKBRIDGE	163	X	X	X	X	X	X
SALEM	775	X	X	X	X	X	X
WYTHE	197	X	X	X	X	X	X

FAR SOUTHWEST REGION

LOCALITIES	FIPS	Amerigroup Community Care	Anthem HealthKeepers Plus	Coventry Health Care of Virginia	MajestaCare	Optima Family Care	Virginia Premier Health Plan
BLAND	021	X	X	X	X	X	X
BRISTOL	520	X	X	X	X	X	X
BUCHANAN	027	X	X	X	X	X	X
CARROLL	035	X	X	X	X	X	X
DICKENSON	051	X	X	X	X	X	X
GALAX	640	X	X	X	X	X	X
GRAYSON	077	X	X	X	X	X	X
LEE	105	X	X	X	X	X	X
NORTON	720	X	X	X	X	X	X
RUSSELL	167	X	X	X	X	X	X
SCOTT	169	X	X	X	X	X	X
SMYTH	173	X	X	X	X	X	X
TAZEWELL	185	X	X	X	X	X	X
WASHINGTON	191	X	X	X	X	X	X
WISE	195	X	X	X	X	X	X

Amerigroup Pharmacy Information

Effective date:	July 1, 2012												
Rx numbers:	RXGRP: RX4294 RXBIN: 004336 RXPCN: ADV												
Announcement:	Effective July 1, 2012, use the Caremark RXBIN 004336 for all primary claims.												
Action requested:	<ul style="list-style-type: none"> Transmit the first nine digits of the member number as the patient's identification number Transmit the last two digits of the member number as 00 for the dependent suffix code Include date of birth, sex, prescriber identification and National Provider Identifier (NPI) number 												
Member ID card:	<p>Amerigroup members will carry the card illustrated below. If the member does not have a card, please call Amerigroup at 1-800-454-3730 for eligibility verification.</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="border: 1px solid black; padding: 5px; width: 45%;">  <p style="font-size: small;">Effective Date: MDYEFF Date of Birth: MDYDOB Subscriber #: MEMBERID</p> <p>AMERIGROUP VIRGINIA, INC. MEDICAID/FAMIS PLUS</p> <p>Member Name: MBRNAME Medical Number: MBRALTKEY Primary Care Provider (PCP): PCPNAME PCP Telephone #: PCPPHONE Vision: 1-800-428-8789 Dental: Smiles For Children - 1-888-912-3456 Pharmacy: 1-800-600-4441 TDD/TTY #: 1-800-855-2880 Member Services/Nurse HelpLine and Behavioral Health: 1-800-600-4441</p>  </div> <div style="border: 1px solid black; padding: 5px; width: 45%;">  <p style="font-size: small;">Effective Date: MDYEFF Date of Birth: MDYDOB Subscriber #: MEMBERID</p> <p>AMERIGROUP VIRGINIA, INC. FAMIS PROGRAM</p> <p>Member Name: MBRNAME FAMIS Number: MBRALTKEY Primary Care Provider (PCP): PCPNAME PCP Telephone #: PCPPHONE Vision: 1-800-428-8789 Dental Coverage: Smiles For Children - 1-888-912-3456 Copays: Inpatient Hospital: \$0 Emergency Room Visits: \$0 Outpatient Hospital or Doctor: \$0 Vision: \$0 Pharmacy: \$0 (up to 34-day supply) \$0 (35 to 90-day supply) Member Services/Nurse HelpLine and Behavioral Health: 1-800-600-4441</p>  </div> </div>												
Note:	Always ask to see the member's ID card. The member's Amerigroup and Rx Group number must be submitted through Caremark for proper claims processing.												
For more information:	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">For questions related to</th> <th style="text-align: center; border-bottom: 1px solid black;">Call</th> <th style="text-align: right; border-bottom: 1px solid black;">Options</th> </tr> </thead> <tbody> <tr> <td>Eligibility</td> <td style="text-align: center;">1-800-454-3730</td> <td style="text-align: right;">Follow prompts</td> </tr> <tr> <td>Prior authorization requests</td> <td style="text-align: center;">1-800-454-3730</td> <td style="text-align: right;">Follow prompts</td> </tr> <tr> <td>Pharmacy help desk</td> <td style="text-align: center;">1-800-364-6331 (Caremark)</td> <td style="text-align: right;">Follow prompts</td> </tr> </tbody> </table>	For questions related to	Call	Options	Eligibility	1-800-454-3730	Follow prompts	Prior authorization requests	1-800-454-3730	Follow prompts	Pharmacy help desk	1-800-364-6331 (Caremark)	Follow prompts
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Eligibility	1-800-454-3730	Follow prompts											
Prior authorization requests	1-800-454-3730	Follow prompts											
Pharmacy help desk	1-800-364-6331 (Caremark)	Follow prompts											
	For nonclinical or technical questions, please call the Caremark help desk at 1-800-364-6331.												

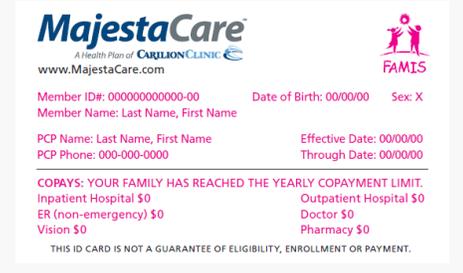
Anthem Pharmacy Information

Effective date:	July 1, 2012								
Rx numbers:	RXGRP: WLAA RXBIN: 003858 RXPCN: A4								
Announcement:	Effective July 1, 2012, the Anthem Pharmacy Management will administer the prescription drug benefit for the Anthem HealthKeepers Plus program.								
Action requested:	<p>Effective July 1, 2012, the Anthem Pharmacy Management will administer the prescription drug benefit for the Anthem HealthKeepers Plus program.</p> <p>Pharmacies must submit claims to Anthem Pharmacy Management through the Express Scripts Inc (ESI) claim System using:</p> <ul style="list-style-type: none"> - Rx Bin number: 003858 - New Rx Group number: WLAA - Member identifier: 11 numeric digits - PCN number: A4 								
Member ID card:	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 45%;">  <p style="font-size: small;">Anthem HealthKeepers Plus Offered by HealthKeepers, Inc.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">David Smith Identification Number YTD123456780</td> <td style="width: 50%; border-bottom: 1px solid black;">PCP Name Jane Smith PCP Phone 999-999-9999 Medicaid ID 987654321</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Group Number HKP00200 BC/BS Plan 423/923 Rx Bin Number 003858 PCN A4 Rx Group WLAA</td> <td></td> </tr> </table> <p style="text-align: right; font-size: x-small;">Rx</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;">  <p style="font-size: small;">Anthem HealthKeepers Plus Offered by HealthKeepers, Inc.</p> <div style="text-align: right; font-size: x-small;">  </div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">David Smith Identification Number YTD123456780</td> <td style="width: 50%; border-bottom: 1px solid black;">PCP Name Jane Smith PCP Phone 999-999-9999 Medicaid ID 987654321</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Group Number HKP00200 BC/BS Plan 423/923 Rx Bin Number 003858 PCN A4 Rx Group WLAA</td> <td style="border-bottom: 1px solid black;">PCP/Specialist \$5/\$5 Outpatient \$5 Inpatient \$25 Emergency \$5 Rx \$5/\$10</td> </tr> </table> <p style="text-align: right; font-size: x-small;">Rx</p> </div> </div>	David Smith Identification Number YTD123456780	PCP Name Jane Smith PCP Phone 999-999-9999 Medicaid ID 987654321	Group Number HKP00200 BC/BS Plan 423/923 Rx Bin Number 003858 PCN A4 Rx Group WLAA		David Smith Identification Number YTD123456780	PCP Name Jane Smith PCP Phone 999-999-9999 Medicaid ID 987654321	Group Number HKP00200 BC/BS Plan 423/923 Rx Bin Number 003858 PCN A4 Rx Group WLAA	PCP/Specialist \$5/\$5 Outpatient \$5 Inpatient \$25 Emergency \$5 Rx \$5/\$10
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Note:	Always ask to see the member's ID card. The member's Anthem HealthKeepers Plus and Rx Group number must be submitted through the ESI System for proper claims processing.								
For more information:	Providers should FAX forms to 1-800-601-4829 Retail Pharmacy Services help desk 800-662-0210 Prior Authorization 1-800-338-6180								

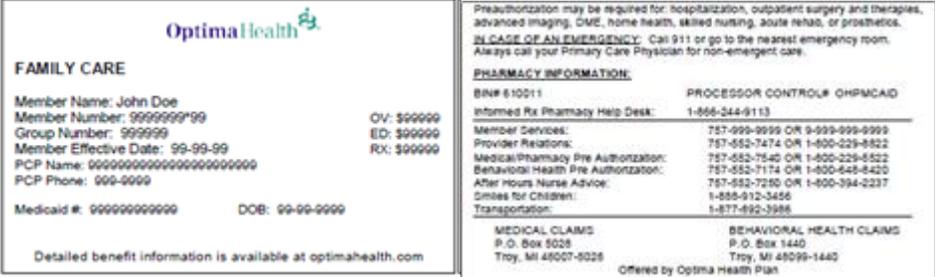
Coventry Health Care of Virginia Pharmacy Information

Effective date:	July 1, 2012
Rx numbers:	RXGRP: CVTYMCD RXBIN: 610014 RXPCN: ADV
Announcement:	Effective July 1, 2012, Medco will administer the prescription drug benefit for the CareNet Medicaid program.
Action requested:	<p>Effective July 1, 2012, process claims for CareNet members using the newly issued member ID card.</p> <p>Pharmacies must submit claims to Medco through the TelePAID® System using:</p> <ul style="list-style-type: none"> - Rx Bin number: 610014 - New Rx Group number: CVTYMCD - Member identifier: 10 numeric digits <p>See sample ID card below.</p>
Member ID card:	
Note:	Always ask to see the member's ID card. The member's CareNet and Rx Group number must be submitted through the TelePAID System for proper claims processing.
For more information:	Contact the Pharmacy Services Help Desk toll-free at 1-800-922-1557 or visit the Pharmacist Resource Center at www.medco.com/rph .

MajestaCare Pharmacy Information

Effective date:	July 1, 2012
Rx numbers:	RXGRP: VM3A RXBIN: 003858 RXPCN: A4
Announcement:	Effective July 1, 2012, Express Scripts will administer the prescription drug benefit for the MajestaCare Medallion II and FAMIS members.
Action requested:	Effective July 1, 2012 pharmacy claims for MajestaCare members (both Medallion II and FAMIS) are to be sent to: <div style="border: 1px solid black; padding: 5px; display: inline-block; text-align: center;">  <p> PHARMACY RxBIN 003858 RxPCN A4 RxGRP VM3A Pharmacist use only 1-800-824-0898 </p> </div>
Member ID card:	<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;">  </div> <div style="width: 48%;">  </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 48%;">  </div> <div style="width: 48%;">  </div> </div>
Note:	Always ask to see the member's ID Card. The member MajestaCare ID number and RX Group number must be submitted for proper claims processing.
For more information:	For additional information please Contact MajestaCare member services @ 1866-996-9140 Pharmacists can also call 1800-824-0898 Formulary and authorization forms can be found on our website

Optima Pharmacy Information

Effective date:	July 1, 2012
Rx numbers:	RXGRP: Optima Family Care (OFC) does not have a pharmacy group number. RXBIN: 610011 RXPCN: OHPMCAID
Announcement:	Effective July 1, 2012, Informed Rx Pharmacy (iRx) will administer the prescription drug benefit for the Optima Family Care (OFC).
Action requested:	Effective July 1, 2012, process claims for OFC members using the newly issued member ID card. Pharmacies must submit claims through the <i>iRx</i> using: <ul style="list-style-type: none">- Rx Bin number: 610011- Processor Control#: OHPMCAID- Member identifier: 9 numeric digits
Member ID card:	
Note:	Always ask to see the member's ID card.
For more information:	Contact the Pharmacy Services Help Desk toll-free at 1-866-244-9113 or visit the Pharmacist Resource Center at http://providers.optimahealth.com/pharmacy

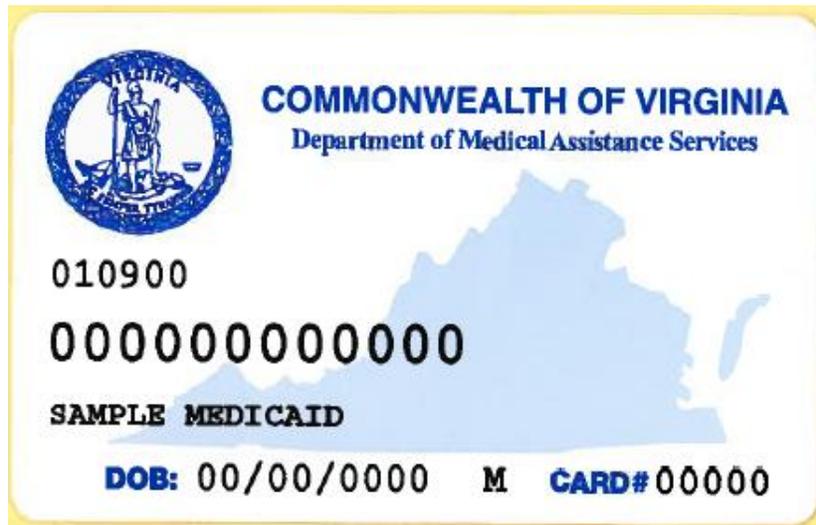
Virginia Premier Pharmacy Information

Effective date:	July 1, 2012
Rx numbers:	RXGRP: V7HA RXBIN: 009893 RXPCN: ROIRX
Announcement:	Effective July 1, 2012, ENVISION RxOptions will administer the prescription drug benefit for the Virginia Premier Medicaid program
Action requested:	<p>Pharmacies must submit claims to ENVISION RxOptions through the PharmScreens System using:</p> <p>Rx Bin number: 009893 PCN number: ROIRX Rx Group number: V7HA, not necessary for claim adjudication</p> <p>Formulary/Utilization Management (Prior Approvals, Step-edits, Quantity Limits) VPHP's PDL (Preferred Drug List) is a combination of open and closed therapeutic classes, and it can be found at our website: Medical Management>Preferred Drug Listing (PDL)">>Medical Management>Preferred Drug Listing (PDL)</p> <p>Specialty Drugs Referral and authorization forms for specialty drugs can be found at our website: Medical Management>Referral & Authorization Forms">>Medical Management>Referral & Authorization Forms</p>
Member ID card:	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Medallion II / FAMIS Plus</p>  </div> <div style="text-align: center;"> <p>FAMIS</p>  </div> </div>
Note:	Always ask to see the member's ID card. The member's Virginia Premier and Rx Group number must be submitted through the PharmScreens System for proper claims processing.
For more information:	<p>ENVISION's Member/Pharmacy/Medical toll-free helpline 855-872-0005</p> <p>VPHP's toll-free number 800-727-7536</p>

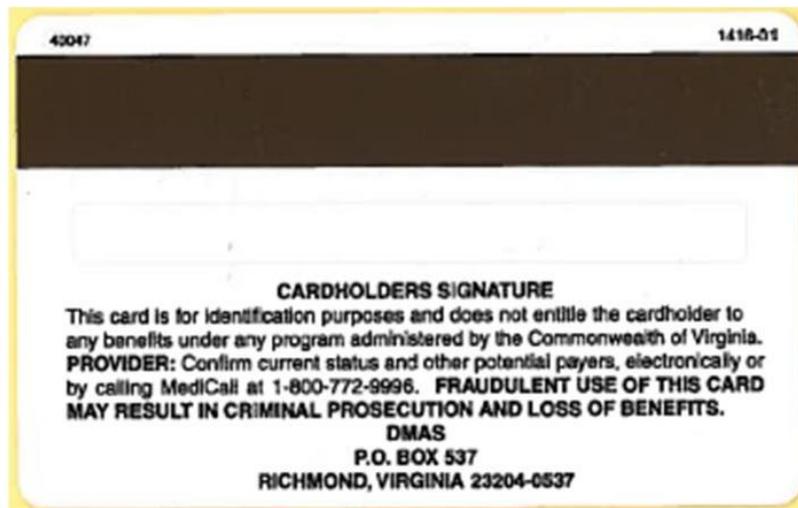
Virginia Medicaid Permanent Plastic ID Card

SAMPLE

FRONT



BACK



Providers will be able to identify members enrolled in an MCO by the member MCO ID card. If a Medicaid member seeks services through your pharmacy, you should always ask for their MCO member ID card or their plastic Medicaid card. **It is the pharmacist's responsibility to verify coverage.**

MCO Pharmacy Preauthorization Services Contact Information

Plan	Formulary	Prior Authorization
<i>Amerigroup Community Care</i>	Closed Formulary	Amerigroup Pharmacy Department Provider phone: 1-800-454-3730 Provider fax: 1-800-359-5781
<i>Anthem HealthKeepers Plus</i>	Closed formulary	Providers should FAX forms to 1-800-601-4829 Retail Pharmacy Services help desk 1-800-662-0210 Prior Authorization 1-800-338-6180
<i>Coventry Health Care of Virginia</i>	Closed Formulary	Pharmacy Services Help Desk 1-800-378-7040 Formulary Exception Requests Pharmacy Call Center Phone 1-877-215-4100 FAX 1-877-554-9137
<i>MajestaCare-A Health Plan of Carilion Clinic</i>	Closed Formulary	Phone: 866-996-9140 Pharmacy service authorization requests and medical records should be Faxed to: 855-321-9628. The pharmacy service authorization form is available on the website at: http://www.majestacare.com
<i>Optima Family Care</i>	Closed Formulary	Informed Rx Help Desk 1-866-244-9113 Pharmacy Department Fax 1-757-552-7516 1-800-750-9692
<i>Virginia Premier Health Plan, Inc.</i>	Formulary	EnvisionRxOptions ENVISION's Member/Pharmacy/Medical toll-free helpline: 855-872-0005 Physician PA fax line: 877-503-7231
<i>Fee-For-Service</i>	Formulary	Affiliated Computer Services (ACS) 1-800-932-6648 Fax: 1-800-932-6651 www.viriniamedicaidpharmacyservices.com