



TEXAS HEALTH AND HUMAN SERVICES COMMISSION

ALBERT HAWKINS
EXECUTIVE COMMISSIONER

September 11, 2008

Dear Pharmacy Provider,

In anticipation of the arrival of Hurricane Ike, many individuals enrolled in Texas Medicaid, Children's Health Insurance Program (CHIP), Children with Special Health Care Needs (CSHCN) and the Kidney Health Care (KHC) program are preparing for the arrival of the hurricane or evacuating threatened areas. These recipients may be in need of essential medications. The Texas Vendor Drug Program (VDP) is providing tools and asking for your assistance as a pharmacy provider to ensure that all recipients are able to access necessary medications.

Emergency Claim Submission for Early Refills

One of the more common problems that occur when individuals evacuate is forgotten medications. This requires an evacuee to obtain an early refill from a pharmacy in their temporary location. HHSC is implementing an emergency procedure for you to follow if a prescription claim rejects because of a "refill-too-soon" edit – reject code "88 - Early Refill*".

If an eligible recipient needs an early-refill of a prescription due to Hurricane Ike, we are requesting that pharmacies re-submit the claim with the following information to override the error:

- "ER" in "Reason for Service Code" (Field 439-E4).
- "ØØ" in "Professional Service Code" (Field 44Ø-E5) or any other approved value as found in the Texas VDP Payer Sheets.
- "1B" in "Result of Service Code" (Field 441-E6) or any other approved value as found in the Texas VDP Payer Sheets.

This emergency override procedure will be operational from 8:00am Friday, September 12, until 9:00am Monday, September 22, 2008. The procedure will be extended if necessary. All emergency procedures and updates will also be posted to the VDP website at: www.txvendordrug.com.

** Note: follow standard procedures to override other DUR reject codes.*

Sign Up for E-Mail Updates

We encourage all pharmacy providers to sign-up to receive this and other e-mail updates about all VDP program changes, including emergency procedures. Visit the VDP website, at www.hhsc.state.tx.us, and click on the “Sign Up For E-mail Updates” logo.

Eligibility Verification

Pharmacy providers may encounter an influx of unfamiliar VDP clients. You are encouraged to use the National Council for Prescription Drug Programs (NCPDP) Eligibility Verification Transaction (E1) to see eligibility data for individuals enrolled in Medicaid, CHIP, CSHCN, or KHC. If a provider does not know the individual’s Cardholder ID, they can submit the client’s social security number preceded by an S (e.g., “S123456798”) to receive the client’s Cardholder ID on the returned response. When pharmacies submit the Cardholder ID, they receive the following information:

- The most current or last effective eligibility period (pertaining to the date submitted).
- The client’s prescription limitations, if any.
- Whether or not the client had periods of prior eligibility.
- Whether or not the recipient is enrolled in a secondary program (such as CSHCN).

Payer sheets for the E1 transaction are available on the Vendor Drug website at www.txvendordrug.com/forms.html. If you have questions about how to submit an E1 transaction from your store, please contact your software provider.

72 Hour Emergency PA Override

Providers are reminded to submit a claim for a 72-hour prescription emergency override if they encounter a prior authorization reject and are unable to contact the prescriber.

We appreciate the valuable service provided by all contracted pharmacies and thank you for your assistance in helping the citizens of Texas during this emergency situation. If you still have questions about submitting claims for this Hurricane emergency, you may also call the Pharmacy Resolution Desk: 1-800-435-4165, Mon.-Fri., 8:30 AM to 5:15 PM CST.

Thank you,

Andy Vasquez,
Deputy Director,
Medicaid/CHIP Vendor Drug Program