Effective Handling of Claim Rejections

If a Maryland Medicaid Pharmacy claim is denied with a message "PA required" please **do not tell recipients to call Medicaid**. Instead, please read the denial message carefully to determine whether your staff needs to notify the prescriber (e.g. for PA's related to non-preferred drugs), or whether they should call the Maryland Medicaid Pharmacy Program technical help line (800-932-3918). Pharmacies can call the technical assistance line to obtain information about days supply or quantity limits or for a PA (Prior Authorization) if you are experiencing supply problems for the drug.

When a "Product not covered" rejection comes from a HealthChoice managed care organization (MCO), such as Priority Partners, United Healthcare, Maryland Physicians Care, Amerigroup etc. it is reasonable to try redirecting those claims to Maryland Medicaid if they are for mental health and/or HIV/AIDS medications. However, if the medication is not a mental health or HIV/AIDS drug, then pharmacy staff or the prescriber must investigate the MCO's formulary or contact the MCO's PBM directly. Again, **please do not tell the patient to contact the Maryland Medicaid Pharmacy Program.**