



POS Downtime ALERT! Fee-For-Service Clients Only

In preparation for Delaware Medicaid Enterprise System (DMES) POS claim submission processing system, the current claims processing system for fee-for-service clients will not be available from midnight on Thursday 12/22/2016 through Wednesday 12/28/2016.

Please help your clients plan ahead for prescriptions they will need filled between these dates.

NOTE: Managed care members **will NOT** be affected by this outage, so if a client has Highmark Health Options or UnitedHealthcare Community Plan, this communication does not apply to them. In the event claims for either MCO deny, contact the respective phone lines.

In the event that you have a fee-for-service client prescription during this outage, the following steps should be taken:

- **For eligibility verification:**

- For existing members—check the eligibility on the DMAP website.
- For new members—call 1-800-999-3371, option 0, option 1 to verify eligibility.
- Medicaid eligibility is monthly, so clients having already filled a medication in December through DMMA are eligible the whole month.

- **If the prescription is:**

- A refill, dispense the necessary amount after verifying eligibility and compliance.
- A new prescription for non-preferred drugs, please refer to the online Preferred Drug List.
- A product in a non-breakable container, dispense the full prescription.
- A Class II and less than 10 days, dispense entire prescription after checking the Prescription Monitoring Program.

- **For prescription co-pay, calculations can be performed based off our co-payment rules:**

- DPAP clients - their co-pays are up to 25% of the Medicaid-allowed amount or \$5.00, whichever is greater.
- For traditional Medicaid and Delaware Cancer Treatment Program, co-pays range from \$0.50 to \$3.00 based on the cost of the prescription. The following are exceptions to the above co-pay guidelines:
 - Children (under the age of 21) - they will always have a \$0 co-pay.
 - Pregnant women and up to 90 days after delivery.
 - CRDP clients - they will always have a \$0 co-pay.
- For assistance with calculating the co-payment, call the HPE Pharmacy Help Desk at 1-800-999-3371, option 0, option 1 for further clarification.