



June 24, 2022

Web Announcement 2816

Attention All Providers and Pharmacies:

Pharmacy Systems Unavailable During Pharmacy Benefits Management (PBM) Transition

Providers and Pharmacies are encouraged to review the table below with important times and events leading to the Pharmacy Benefits Management (PBM) transition to Magellan Medicaid Administration (MMA):

June 30, 2022	7:50 PM	<p>Optum’s Clinical Call Center, Prior Authorization (PA) and Fax lines will shut down. Optum Technical Call Center remains open for emergency fill requests only.</p> <ul style="list-style-type: none"> • Technical Call Center: 1-866-244-8554 • Optum Clinical Call Center: 1-855-455-3311 • PA Fax line: 1-855-455-3303 <p>CoverMyMeds/Surescripts will shut down for electronic PA requests.</p>
	9:50 PM	<p>Optum Technical Call Center for emergency fill requests will shut down. All Optum PBM systems are shut down.</p>
	10:00 PM	<p>MMA Call Center and fax line are live for basic questions. Any faxes received will be held and processed on 7/1/2022.</p> <p>MMA Call Center: 1-800-695-5526 MMA PA Fax line: 1-844-347-3202</p>
July 1, 2022	12:00 AM	<p>SureScripts is live for electronic PA submission.</p>
	5:00 AM	<p>MMA PBM systems are live.</p> <p>Pharmacies may submit claims for drugs dispensed during system inoperability. MMA’s Call Center is live for general pharmacy support, medication dispensing, and access issues.</p>
	7:00 AM	<p>CoverMyMeds is live for electronic PA submission.</p>

** All times reflect Pacific Time (PT)*

Any PA request not finalized prior to the shutdown will be rejected by Optum. Providers will need to resubmit any rejected PAs to MMA for review once system is operational.