

Pharmacy Guide for WellCare's Georgia Medicaid Providers

Drug Evaluation Review

WellCare's Drug Evaluation Review (DER) process is designed to minimize adverse drug events, ensure appropriate utilization and clinical monitoring, and maintain the highest level of pharmaceutical care for our members.

A DER is needed for any of the following:

- Medications not listed on the Preferred Drug List (PDL)
- Quantity limits and therapy limits
- Potentially high-risk medications, i.e., duplication of therapy
- Drugs with high abuse potential
- Prescriptions that exceed \$500 (some exceptions apply)
- Prescriptions processed by non-network pharmacies
- Prescriptions that exceed Plan limitations
- Injectables and infused drugs
- Compounded drugs

1-866-269-5251
Monday–Friday
8am–9pm Eastern
georgia.wellcare.com

Obtaining a DER

Complete a DER form found in the Forms section of the WellCare Georgia Medicaid Provider (Physician/Allied/Ancillary) Handbook and online at <http://georgia.wellcare.com> in the Provider area under Resources.

Fax the form to **1-866-455-6558**. Our standard is to respond to requests within 72 hours.

If the DER meets the approved Pharmacy & Therapeutics Committee (P&T) protocols and guidelines, the pharmacy technician will contact the provider and/or pharmacy with the DER approval.

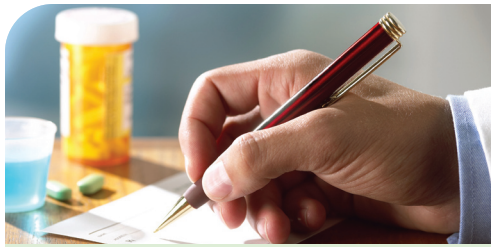
If the DER is not a candidate for approval based on approved P&T protocols and guidelines, it is initially reviewed by a clinical pharmacist and secondly reviewed by the Medical Director for final determination.

For those requests that are not approved, a follow-up Drug Utilization Review (DUR) form is faxed to the provider stating why the DER was not approved and listing the preferred drugs that are available as alternatives.

To request an administrative review of a DER decision, fax your request to the Appeals and Grievance Department at **1-866-201-0657**.

From there, the request will follow the process for Administrative Review found in the Provider Handbook.





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After-Hours Prescription Requests

If a member needs a prescription that requires a DER during weekends or after hours, a three-day emergency supply will be authorized at a network pharmacy. This does not include excluded drugs as defined in the Provider Handbook.

WellCare's Pharmacy Call Center is available to assist providers Monday through Friday from 8am to 9pm Eastern. During weekends and after normal business hours, Walgreen's Health Initiatives (WHI) is accessible to health care providers requiring pharmaceutical services and can provide therapeutic options available on the PDL, as well as emergency three-day prescription overrides. The after-hours contact number is 1-866-269-5251.

Please see the WellCare Provider Handbook for additional information.

Emergency Prescription Fills

Situations requiring emergency prescription fills include:

- When the member leaves a hospital emergency room (ER) with a prescription from a non-network physician.
- When the member needs a pharmaceutical product immediately to prevent a life-threatening situation.
- When a member is discharged from an institution (rehab facility, long-term care facility, etc.) and requires a prescription which, if not obtained, may cause a hospitalization.

During normal business hours on the next business day, the retail pharmacist who completed the emergency fill should contact WellCare's Pharmacy Call Center at 1-866-269-5251 for a resolution.

The retail pharmacist should state what was dispensed and indicate that the physician was not available after hours or during the weekend to resolve the drug-coverage issue.

The WellCare Pharmacy Department will then authorize the three-day supply.

The WellCare clinical pharmacist then analyzes whether a 30-day supply should be given until contact is made with the physician to discuss an alternative drug of choice with optimal indication for the disease state.

If the drug is manufactured in a form that is unable to be dispensed in a three-day supply (external cream, ophthalmic solution, patches, etc.), authorization will be given for the full amount.

