

## Questions to consider when troubleshooting medical formula coverage and access

### 1. Who do I contact re: MaineCare prior authorization of medical formula?

- Medical formula request that are to be covered by MaineCare should be faxed to 1-888-879-6938.
- The prior authorization line for the pharmacy side of MaineCare is 1-888-445-0497. When requesting prior authorization of a formula through MaineCare, you will be asked to provide the participant's MaineCare ID and DOB.
- Document the prior authorization number, dates and quantity in the participant record.
- If you have an urgent request, call the prior authorization line to see if they are able to accelerate the approval process.

### 2. How long will it take the pharmacy to get the formula in?

- Some pharmacies do not keep formula in stock and only order when they have a request.
- Other pharmacies, typically larger ones, may have some immediately available or receive daily deliveries. You will need to ask the pharmacy when the formula will be available.

### 3. Does the pharmacy have a script for the formula from the HCP?

- The WIC form is not usually accepted by pharmacies as a "script." The HCP needs to send a script to the pharmacy for the formula.

### 4. Has the pharmacy called MaineCare to verify the prior authorization?

- MaineCare notifies the pharmacy that was indicated on the prescription form. There is a slight delay in this notification process. If the family is trying to fill the formula request shortly after the approval, the pharmacy needs to call the MaineCare prior authorization line to request the PA. This also needs to happen if the family is using a different pharmacy than the one indicated on the Rx form.

### 5. Does the pharmacy only distribute formula in full cases?

- Some pharmacies will not break cases when distributing formula. Issuance to participants must be in full cases in these situations.
- If MaineCare is the payer, ask MaineCare to adjust the authorized amount to allow distribution of full cases.
- If WIC is the payer, issue in full cases. You may front load the issuance in the first month and provide less in the second and third month. For example, PurAmino comes 6 cans/case. The infant needs 10 cans/month. That is 30 cans over 3 months. Provide 2 cases the first month, 2 cases in the second month and 1 case in the third month. Explain this issuance pattern to the family.



## Questions to consider when troubleshooting medical formula coverage and access

### 6. Is the right NDC approved by MaineCare?

- Sometimes, manufacturers update their formula NDCs. MaineCare does not always receive these updates. Ask MaineCare which NDC is approved. Compare it to the current NDC of the product. Ask the pharmacy what NDC they have available to order. If there is a mismatch between the pharmacy and MaineCare, ask MaineCare to approve the NDC that the pharmacy can order.

### 7. Is the pharmacy ordering the current item number?

- A manufacturer (Mead Johnson, Abbott, Nutricia) or supplier (McKesson, Cardinal) may change their item order number. The pharmacy may be ordering an item number that is no longer available. Provide the current item number to the pharmacy. The supplier order number does not always match the manufacturer's order number. You may need to enlist the help of the formula representative to assist.

### 8. Has the NDC or item number changed recently for this formula?

- Similar situation as above. If the NDC or item number changed recently, provide the updated number to the pharmacy.

### 9. Is MaineCare reimbursement of the formula low and thus, the pharmacy will not dispense to client?

- MaineCare may approve a formula for coverage but a pharmacy may refuse to dispense if the reimbursement from MaineCare is too low. An example of this occurred with an amino acid-based formula prescription at a pharmacy in Aroostook County. MaineCare reimbursement was less than the wholesale cost that the pharmacy paid. The pharmacy was losing money on this product. Staff can offer a direct bill to a WIC-authorized pharmacy (which is paid at the retail amount, thus ensuring no financial loss to the pharmacy), **or** can direct order formula for the family. Notify MaineCare of the low reimbursement. Request the pharmacy to contact MaineCare as well.

