



# Arkansas Department of Human Services

## Division of Medical Services

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### OFFICIAL NOTICE

**DMS-2003-Q-5**

**TO: Health Care Provider - Pharmacy**

**DATE:**

**SUBJECT: ProDUR Early Refill Alert For Controlled Prescription Drugs**

Effective for claims with dates of service on or after November 1, 2003, pharmacies will no longer be able to electronically override Early Refill ProDUR alerts when submitting claims for *controlled substances*. The Early Refill alert will continue to be sent with a claim rejection to the pharmacy when a recipient requests a refill of a drug before 75% of the supply should have been used, as calculated from the days' supply on the claim for the previous dispensing of the drug. The pharmacy provider will receive an edit message at the point of sale to alert the provider that the drug is being requested early.

A provider who determines the early refill for a controlled substance to be a medical necessity may call the Medicaid Prescription Drug Help Desk at 1-800-707-3854 to explain the reason for the early refill and request a manual override. The Help Desk staff will initiate a review of the recipient's drug profile. If medical necessity for the Early Refill override is confirmed, the Help Desk staff will enter a manual override enabling a one-time early refill and will notify the pharmacy.

The Arkansas Medicaid Pharmacy Program reimburses for up to a 31-day supply of a medication per month for recipients with prescription drug benefits. The Prospective Drug Utilization Review (ProDUR), which is required by OBRA 1990, is currently administered through point-of-sale software edits that allow recipients to fill or refill the same medication after 75% of the days' supply has been consumed. Pharmacies will continue to be able to electronically override the Early Refill alert, exercising their professional judgment, on all claims other than those for controlled substances.

Pharmacy Providers are encouraged to verify that the days' supply has been entered accurately for all prescriptions. Submission of precise days' supply information is critical to correctly administer early refill screening, as well as other ProDUR screening.

If you need this material in an alternative format, such as large print, please contact our Americans with Disabilities Act Coordinator at (501) 682-6789 or 1-877-708-8191. Both telephone numbers are voice and TDD.

**If you have questions regarding this notice, please contact the EDS Provider Assistance Center at In-State WATS 1-800-457-4454, or locally and Out-of-State at (501) 376-2211.**

Thank you for your participation in the Arkansas Medicaid Program.

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Roy Jeffus, Interim Director

*Arkansas Medicaid provider manuals (including update transmittals), official notices and remittance advice (RA) messages are available for downloading from the Arkansas Medicaid website: [www.medicaid.state.ar.us](http://www.medicaid.state.ar.us).*