



Apple Health Pharmacy Services

Amy Irwin, Pharmacy Operations Manager &
Charity Harris, Pharmacy Authorization Coordinator
Clinical Quality and Care Transformation
August 3rd, 2018

Pharmacy Services Vision

Everyone has access to affordable, evidence-based cures.



Pharmacy Services Mission

We collaborate with other purchasers of prescription drugs to explore innovative and integrative ways to facilitate statewide prescription drug purchasing strategies to design and deliver high quality, evidence-based pharmacy benefits to Washington residents.

What You Should Know About Pharmacy Claims

Pharmacy Claims Are Billed in Real Time

What does that mean?

Before a pharmacy provides a medication to a client they bill the claim through their pharmacy point-of-sale system and receive a response showing: the claim will be paid OR a rejection message.

What You Should Know if the Pharmacy Claim Rejects

A rejection message does not = a denial

These are used to provide next steps to the pharmacy.

Examples:

- PA required call 1-800-562-3022
- Non Preferred. Preferred: All generics in class
- Max daily dose limit of 2
- client not eligible



Who Requests Authorization?

The provider (pharmacy or prescriber) should contact Apple Health to request authorization.

Authorization phone line is open

Monday – Friday 8am-4:45pm

Clients should call the Medical Assistance Customer Service Center (MACSC) 1-800-562-3022 if they have questions.

What if the Medication is Needed Outside of Business Hours?

Emergency Fill Policy

If the dispensing pharmacist decides the client has an urgent medical need:

- Determine the quantity necessary to meet the client's urgent medical need (up to a 34 day supply);
- Dispense the medication to the client;
- Contact the Agency within 7 days or before filling the medication again (whichever is sooner).

What if a Client Wants to Pay Cash?

Pharmacies may not accept cash payment from an
Apple Health clients

Only Exception is when the provider has verified the client meets the requirements outlined in **WAC 182-502-0160**.

Questions?

More Information:

<https://www.hca.wa.gov>

Contact us:

AppleHealthPharmacyPolicy@hca.wa.gov