

## BROADCAST DMAS 92

DATE: March 17, 2022

TO: Local directors, Foster Care staff, and Medicaid staff

FROM: Cindy Olson, Director, Eligibility and Enrollment Services Division, Department of Medical Assistance Services

SUBJECT: Access to Medicaid pharmacy services for children/youth from March 30, 2022 – April 3, 2022

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The purpose of this broadcast is to alert local departments of social services (LDSS) to the upcoming Pharmacy System outage from March 30, 2022-April 3, 2022, as DMAS transitions to the new Medicaid Enterprise System (MES) and the possible impact on pharmacy services for newly-enrolled foster care children.

Because pharmacy claims process in near-real time, a member newly enrolled into foster care may encounter issues with filling prescriptions between March 30 and April 3 without further action by the pharmacy. The system will send an error message to the pharmacy informing them to call the pharmacy benefits manager, Magellan, to resolve the issue.

- If the Magellan help desk can find a member ID number in the last eligibility file sent to them, they will provide it to the pharmacy.
- If Magellan cannot find a valid member ID number but the foster parent/LDSS verifies with a card or a letter from the LDSS verifying the child's eligibility, Magellan will issue a "pseudo" ID number to enable the claim to be paid.
- If the foster parent/LDSS does not have a card or letter but states the child has eligibility, the pharmacy will be acting in good faith, and Magellan will give the pseudo ID number for claims processing. An ID number reconciliation process will occur after the new pharmacy system goes live.

During the outage, please ensure that foster parents have the Notice of Action letter with the Medicaid member ID number or a valid Medicaid card. If you are contacted by a pharmacy seeking verification of eligibility, please verify the member's eligibility.