

# Practical Solutions for Pharmacists

Obstacle	Solution
Medication is not in drug plan's formulary	Preferred drug(s) should be stated
Prior Authorization is required	Prior Authorization phone number should be given
Patient is awaiting prior authorization	A temporary supply of medication should be authorized
Pharmacist does not know whether prior authorization process is complete	Fax should be transmitted to pharmacy upon completion
Pharmacist is not clear on whether drug plan will cover drug	Language should be clear and accurate as to whether the drug is not covered or not preferred
Claim is reject due to plan limits	Message should state exact plan limitations
Drug plan is sending monotonous DUR messages	CMS facilitated workgroup should develop consensus on appropriate messages
Pharmacist must call help desk	All rejected claims should include message containing help desk phone number
Help desk is closed	Pharmacy Help desk should be required to have weekend hours