

Important Information Related to the New MDH Pharmacy Point-of-Sale Electronic Claims Management System (POSECMS)!

The Maryland Department of Health, Office of Pharmacy Services is replacing the current Medicaid Pharmacy Program (MPP) POSECMS with a new cloud-based solution that improves the quality of pharmacy service delivery, supports cost containment strategies, and drives claims processing continuity for MPP providers and participants. The new system **will not** change the current claims processing requirements for pharmacy providers.

The go live date for the new system will be Sunday, Oct. 30, 2022. This implementation impacts both the Fee-for-Service (FFS) participants, as well as the participants of Managed Care Organizations (MCOs). To implement the new POSECMS successfully, a scheduled outage will occur starting at 9 p.m. on Saturday, Oct. 29 and continuing through 3 p.m. on Sunday, Oct. 30. During the outage, all current applications (including claim processing, phone Help Desk support, and fax services) will not be available.

In preparation for the planned outage for Fee-for-Service (FFS) participants, MPP will allow a one-time early refill of up to a 30-day supply of the participant's medication (or up to a 90-day supply for maintenance medication), before the participant uses 85% of their medication. This change will be effective on Monday, Oct. 24. To request an early refill, pharmacies should contact Conduent at 1-800-932-3918.

In the event that any participant presents a new prescription during the system outage and their pharmacist determines that it is an emergency, MPP will allow for up to a 72-hour emergency supply of the medication after the pharmacy verifies the participant's eligibility using the Maryland Eligibility Verification Automated System (EVS) ([Maryland EVS Website](#) or 1-866-710-1447). For instructions on how to submit these claims for processing, pharmacies should contact Conduent at 1-800-932-3918 after the new POSECMS system is in operation.

The information above does not apply to Maryland AIDS Drug Assistance Program (MADAP), Breast and Cervical Cancer Diagnosis and Treatment (BCCDT), and Kidney Disease Program (KDP) programs. For pharmacy providers that service participants of these programs, please reprocess claims after 3 p.m. on Sunday, Oct. 30. If you do not receive a paid claim by Monday, Oct. 31, please contact the following:

- MADAP Client Service line at 410-767-6535 and speak to a pharmacy specialist for support.
- BCCDT Client Service line at 410-767-6787 and speak to a pharmacy specialist for support.
- KDP Client Service line at 410-767-5000 and speak to a pharmacy specialist for support.

MPP also encourages the MCOs and their PBMs to allow for the same early refill and emergency supply provisions.

Note: Participant Call Center number change

Effective Sunday, Oct. 30, the Maryland Medicaid Provider (for State specific inquiries) and Member Services will have a new number, which is 1-833-325-0105. This number replaces the current Pharmacy Hotline at 1-800-492-5231, Option # 3.