



MEMORANDUM

To: Prescribers/Physicians
Pharmacy Providers

From: Dixit Shah, Deputy Director, Pharmacy Services

Subject: 2024-2025 RSV Season Clinical and Service Prior-Authorizations

Date: October 1, 2024

This memorandum is to update providers of the Maryland Medicaid Office of Pharmacy Services (OPS) on the coverage of Palivizumab (Synagis®) in high-risk infants for passive immunoprophylaxis against Respiratory Syncytial Virus (RSV) known as a lower respiratory tract infection.

For the 2024-2025 RSV Season, OPS will utilize the July 2014 American Academy of Pediatrics (AAP) guidelines, and [Updated Guidance from AAP on November 17, 2022](#) for the determination of RSV immunoprophylaxis approval. However, the determination has been adjusted based on updated guidance regarding the co-administration of [Nirsevimab](#) (Beyfortus®) Pharmacy claims will be denied if a participant has received Nirsevimab in the same RSV season.

The Prescriber shall fax the following forms and documents to OPS at (866) 440-9345 to expedite the prior-authorization process: **(Incomplete forms will be returned)**

1. The OPS [Synagis Prior Authorization \(PA\) Form](#);
2. The OPS [Synagis Service Prior-Authorization form: For Pharmacy Use Only](#) and
3. The patient's hospital discharge summary, which includes information about the gestational age, medical diagnosis, drug history, and prior Synagis administrations are given in the hospital before discharge.

The OPS clinical pharmacist will review the submitted information and the decision will be communicated to the prescriber and pharmacy if contact information is provided. When Maryland OPS approves Synagis:

The Prescriber shall:

1. Contact pharmacy regarding ordering and delivery of Synagis to the prescriber's office; and
2. Complete the [Synagis Service Prior-Authorization Form](#) monthly and fax it to 1-866-440-9345.

The Pharmacy Provider shall:

1. Submit the Synagis claim electronically to the OPS Point-of-Sale (POS) claims processor to obtain a system denial; and
2. Call 1-833-325-0105 to obtain the necessary POS edit overrides for online claim adjudication.

The Program will review requests for prior authorization of Synagis during the RSV Season. Synagis may be billed after October 1, 2024, and the first Synagis dose should not be administered to patients before November 1, 2024.

Once the participant is approved, the medication will be covered for the number of doses needed for the RSV season as per AAP guidelines. Should the prescriber feel that an infant who has been denied Synagis has extenuating co-morbidity and severe risks for complications due to RSV, a recommendation letter by the child’s pulmonologist or cardiologist should be faxed to the OPS for reconsideration on a case-by-case basis.

Pharmacy providers are responsible to verify the participant’s eligibility each month by calling the Eligibility Verification Automated System (EVS) at 1-866-710-1447 (24 hours/7 days) or visit <http://www.emdhealthchoice.org> before submitting their requests for a refill. Requests for Synagis prior authorization for participants who are enrolled in a Managed Care Organization (MCO) should be directed to the respective MCO. Below is a list of telephone numbers for the MCO prior authorizations:

TOLL-FREE PHONE NUMBERS FOR MANAGED CARE ORGANIZATIONS

Managed Care Organization/Customer Service	Pharmacy Benefit Managers’ Phone Number
Aetna	1-844-345-2797 (Pharmacy) 1-866-827-2710 (Physician)
Carefirst Community Health Plan Maryland (Carefirst CHPMD)	1-800-421-2342 (Pharmacy) 1-800-730-8530 (Physician)
Jai Medical Systems	1-800-213-5640 (Pharmacy) 1-888-524-1999 (Physician)
Kaiser Permanente	1-800-788-2949 (Pharmacy) 1-800-777-7902 (Physician)
Maryland Physicians Care	1-800-364-6331 (Pharmacy) 1-800-258-8250 (Physician)
MedStar Family Choice	1-800-345-5413 (Pharmacy) 1-888-404-3549 (Physician)
Priority Partners	1-800-364-6331 (Pharmacy) 1-888-819-1043 (Physician)
United Healthcare	1-877-305-8952 (Pharmacy) 1-877-842-3210 (Physician)
Wellpoint	1-833-205-6003 (Pharmacy) 1-833-707-0867 (Physician)

For additional information, concerning prior-authorizations of Synagis, please go to OPS Prior Authorizations web link at: <https://health.maryland.gov/mmcp/pap/pages/Pharmacy-Program-Forms.aspx>