

GA Medicaid/PeachCare for Kids Outpatient Fee-for-Service Pharmacy Program

Important Phone Numbers		
Helpdesk	Phone #	Supports
Gainwell Technologies Provider Voice Response System	1-800-766-4456	• Member Eligibility • Provider Enrollment • Claim Status (non-pharmacy claims) • Payment Information (non-pharmacy claims) • Service Limits (non-pharmacy claims) • Prior Authorization Inquiries (non-pharmacy claims)
OptumRx Pharmacy Helpdesk	1-866-525-5826	GA Medicaid FFS/PeachCare for Kids Program: • Pharmacy claims processing inquiries • Pharmacy provider payment information
OptumRx Clinical and Prior Authorization (PA) Helpdesk	1-866-525-5827	GA Medicaid FFS/PeachCare for Kids Program: • Clinical PA requests • Non-PDL PA requests • Quantity Level Limit Inquiries and Overrides • DAW PA requests • Compound claim PA requests

Prior Authorization Online References		
PA Info	Website	Web Location
Preferred Drug List (PDL)	www.mmis.georgia.gov	Pharmacy → Other Documents (PDL lists by Drug Name and Drug Class)
Prior Authorization Process and Criteria	www.dch.georgia.gov/pharmacy	Prior Authorization Process and Criteria (Displays Drug/Drug Category by Alphabetical listing)
Prior Authorization Request Forms	www.dch.georgia.gov/pharmacy	Prior Authorization Process and Criteria (Displays Drug/Drug Category by Alphabetical listing) → PA Forms listed by drug when applicable
Quantity Level Limits (QLL)	www.mmis.georgia.gov	Pharmacy → Other Documents (QLL lists)
Completed PA forms may be faxed to OptumRx at # 1-888-491-9742 or noted otherwise		

Website	Web Location	Information
www.mmis.georgia.gov	Pharmacy → Pharmacy Notices	Banner Messages: Pharmacy provider banners are updated weekly.
	Pharmacy → Pricing List	Category = GMAC List: Full Georgia Maximum Allowable Cost List (GMAC) updated quarterly. Category = GEAC List: Georgia Estimated Acquisition Cost (GEAC) - List with current rates updated quarterly. Category = SSPR List: Select Specialty Pharmacy Rates (SSPR) - List with current rates updated quarterly.
	Pharmacy → Other Documents	OptumRx Payer Sheet: National Council for Prescription Drug Programs (NCPDP) Version D.0 payer sheet for B1, B2, and B3 transactions. Vaccine Coverage List – Outpatient Pharmacy: List of vaccines that are covered through the outpatient pharmacy program. Participating Labelers: Payment for pharmaceutical services is limited to those products of manufacturers who offer rebates to the states as required by the Omnibus Reconciliation Act of 1990. PDL: Monthly preferred drug lists (PDL) displayed by Drug Name and Therapeutic Category. Cough & Cold PDL: Preferred drug list (PDL) specific to Cough and Cold products. Coverage for these products applies to member's less than 21 years of age.
www.dch.georgia.gov/pharmacy	Preferred Drug Lists	PDL: Medicaid Fee for Service Outpatient Pharmacy Program represents the preferred and non-preferred drug products as well as drugs requiring prior approval, quantity level limits, and therapy limits.
	Drug Utilization Review Board	DURB: The Georgia Drug Utilization Review Board (DURB) was established under the authority of Section 1903(3) A of the Omnibus Budget Reconciliation Act of 1990 (OBRA). The Board reviews drug therapy, drug studies and utilization information, thus enabling the Department to identify the most cost-effective policies for its members.
	Prior Authorization Process and Criteria	PA Process and Criteria: The Georgia Department of Community Health establishes the guidelines for drugs requiring a Prior Authorization (PA) in the Georgia Medicaid Fee-for-Service/PeachCare for Kids® Outpatient Pharmacy Program.
	Medicaid Fee-for-Service RX FAQs	Medicaid FFS RX FAQs: This section contains answers to some of the most frequently asked questions regarding the Georgia Medicaid Fee-for-Service (FFS) Pharmacy Program.
	Pharmacy Links	Pharmacy Links: This section contains links to various resources specific to the Georgia Medicaid Fee-for-Service (FFS) Pharmacy Program.
https://ga-providerportal.optum.com	OptumRx GA Provider Portal	OptumRx GA Provider Portal: Requires registration with OptumRx. This site contains valuable resources for enrolled GA Medicaid providers that include weekly pharmacy banners, PA process guide, member information, PDLs, provider resources, and access to remittance summaries online.