

Enhancing Patient Access: Minimizing Denials and Streamlining Appeals

Oklahoma Complete Health uses the Oklahoma Health Care Authority's (OHCA) formulary and drug criteria. Many specialty meds can be processed as a retail pharmacy claim or medical/buy-and-bill claim.

The formulary (preferred drug list) is posted on [our website and is updated monthly](#).

Best Practices



If medication is tier 2 or above and patient has not failed the required number of lower tiered medications, consider changing the medication to a lower tier or submit a prior authorization.



Submit prior authorization for retail pharmacy claims via [Cover My Meds](#). Ensure that every bullet in OHCA's criteria is addressed before submitting. You may attach OHCA's medication specific [PA forms](#) in your CMM submission. You can also find the [fax form at OklahomaCompleteHealth.com](#).



For medpharm/buy & bill claim, submit prior authorization forms on the [Availity website](#). Be sure to check if [CPT code](#) requires authorization. Ensure that every bullet in OHCA's criteria is addressed before submitting. There is also [fax form](#) on the Oklahoma Complete Health website to submit by fax. Please make sure to attach OHCA's medication specific PA forms in your submission.



All pharmacy prior authorizations are reviewed and determined within 24 hours. If an authorization was denied due to lack of information previously provided, then a redetermination can be processed. Providers should submit a new request in Cover My Meds or [fax 1-844-235-5092](#) with additional, clinically relevant information. Please reference the denial Tracking ID number or include a copy of the denial notice with the submission. If no additional clinical information can be submitted for redetermination and medication cannot be changed to a lower tier, and provider still disagrees denial, then an appeal or peer to peer can be initiated as directed on denial letter.

WE ARE HERE TO HELP.

Visit the pharmacy provider webpage at oklahomacompletehealth.com/providers/pharmacy.html
For rejection troubleshooting and override requests, please call our pharmacy helpdesks (open 24/7)

SoonerSelect
1-833-750-3660

Children's Specialty Program
1-833-750-3682

For pharmacy escalations, please email oklahoma_complete_health_pharmacy@centene.com.