



Health Partners Plans

Opioid Prior Authorization Process Frequently Asked Questions (FAQ)

Please note, this information applies to Health Partners (Medicaid) and KidzPartners (CHIP)

Q: With no more than one opioid prior authorization per year, what if the patient has an allergic reaction or intolerance to the medication and we need to submit another prior authorization for a different medication?

A: A second request will require a prior authorization and the allergic reaction or intolerance should be noted in the request.

Q: Where can I find a copy of the webinar?

A: Find a copy online at hpplans.com/provwebinars under “Recent webinar presentations” or request a copy by emailing providereducation@hpplans.com.

Q: Why is prior authorization requirement just for Medicaid?

A: This is a Department of Human Services (DHS) mandate at this time, which refers to our Health Partners (Medicaid) product only. CMS has not provided these specific requirements at this time for our Health Partners Medicare product line.

Q: Where can we refer patients who need opioid addiction treatment that accept HPP patients?

A: Please refer to the list below:

- **Philadelphia County**
 - **The Wedge Recovery Centers**
Multiple sites in Philadelphia County
 - **Temple University**
Multiple sites in Philadelphia County
 - **Pathways to Housing PA**
5201 Old York Road, Philadelphia, PA 19141
 - **Penn Presbyterian Medical Center**
51 North 39th Street Suite W241, Philadelphia, PA 19104
 - **Public Health Management Corporation**
1500 Market Street, Suite 1500, Philadelphia, PA 19102
 - **Thomas Jefferson Narcotic Addiction Treatment/Maternal Addiction Treatment**
833 Chestnut Street Suite 210, Philadelphia, PA 19107
- **Bucks County**
 - **Family Service Association of Bucks County**
4 Cornerstone Drive, Langhorne, PA 19047
 - **Penn Foundation, Behavioral Health Services**
807 Lawn Avenue, Sellersville, PA 18960
- **Delaware County**
 - **Crozer-Keystone Health System, Community Hospital**
2600 West Ninth Street, Chester, PA 19013

- **AIDS Care Group/Sharon Hill Medical**
Multiple sites in Delaware County
- **Montgomery County**
 - **Montgomery County Recovery Center**
316 DeKalb Street, Norristown, PA 19401
 - **Community Health & Dental Care**
700 Heritage Drive, Pottstown, PA 19464

Q: Prior authorization states that patients age 18-21 years require a secondary person to be “witness” to discussions. Can you explain what this means?

A: For patients age 18-21, the requirement is for documentation that the recipient and guardian have been counseled regarding the risk of addiction, abuse, and misuse. Guardian applies only to those under 18 years of age.

Q: For members who have been on methadone, are there any issues or prior authorization requirements for a higher dose?

A: Higher dosing will require prior authorization after January 1, 2018, if the prescription meets the following:

- If it's for greater than 14 days
- If it's for more than 30mg/day
- If it's filled for a second time

Q: If a patient switches to a new doctor's office, would they need a new prior authorization for the same medication that they were on and approved for? Or, is it considered a new prescription because this patient is seeing a new physician?

A: In this case, it is not considered a new prescription and will continue to pay at the pharmacy for the duration of the authorization. A physician can call the HPP Pharmacy Hotline to revoke the authorization at **1-866-841-7659**.

Q: Are these stipulations NPI driven?

A: Prior authorizations are driven based on member id and the specific drug prescribed. Providers are mandated to check the PDMP (Prescription Drug Monitoring Program) prior to prescribing each opioid prescription.

Q: Which lab does HPP contract with for submitting urine drug screenings for members?

A: We contract with Quest Lab.

Q: How did HPP communicate to patients/members about this requirement and where can we find a list of patients we expect to fall into these guidelines?

A: HPP sent letters 33 days prior to each implementation phase to members that were going to be impacted by this change. On November 29, HPP also sent letters to all members who received an opioid prescription in the past three months. This ensures all members receive a communication prior to final implementation on January 1, 2018. The list of impacted members can be shared with prescribers upon request to the Pharmacy Hotline at **1-866-841-7659**. The list is based off of prescriber NPI.

Q: Does this apply to tramadol too?

A: Yes.

Q: Can you clarify how to prescribe naloxone?

A: Please see below:

- Injection: 1 dose IM or SubQ into the thigh, may repeat every two to three minutes.
- Nasal Spray: 1 spray intra-nasally into one nostril. Use new nasal spray for subsequent doses and administer into alternating nostrils. May repeat every two to three minutes.

Q: Does this apply to Tylenol No. 3 with Codeine?

A: Yes, children cannot receive any codeine product.

Q: Is promethazine included?

A: Promethazine by itself is not impacted, but with codeine or any controlled substances, it requires a prior authorization.

Q: For renewals of prior authorizations for updated psychosocial documentation and evaluations to be completed, is the PCP sufficient or do we need documentation of Behavioral Health Intervention (BHI)?

A: The PCP is sufficient.

Q: How long is the prior-authorization good for?

A: Pharmacy authorizations will be for up to three months, or for the duration of a taper plan if submitted.

Q: We are a perinatal COE and have run into issues when we've needed to increase buprenorphine doses (higher than 16mg), which is common during the third trimester. Are there any exceptions in place for pregnant patients to fast track the prior authorization or to eliminate the prior authorization for doses higher than 16mg?

A: If a prescriber calls the pharmacy hotline to explain an increase in dose, we can put an authorization in the system at that time for the duration of the pregnancy. Our pharmacy hotline number is **1-866-841-7659**.