



## Patient Review and Coordination Program The Pharmacy

### Q— What is the Patient Review and Coordination (PRC) Program?

The PRC Program may assign members to a primary care provider (PCP), pharmacy, controlled substances prescriber, hospital, or other provider for at least two years.

- The PRC program focuses on the health and safety of the member.
- It is a requirement of all Medicaid programs to control over utilization and inappropriate use of medical services of members.
- The Washington Administrative Code (WAC) covering PRC is 388-501-0135 and can be found at <http://apps.leg.wa.gov/wac/>.
- Members who have been in the PRC Program have shown a 33% decrease in emergency room use, a 37% decrease in physician visits, and a 24% decrease in the number of prescriptions.

### Q— How will I know if member is in the program?

The assigned providers will receive a copy of the member's letter. You can also check:

- The member's CUP medical card. The words **RESTRICTED ACCESS—CONTACT CUP** will be printed on the card.
- The CUP website will indicate that a member is on the PRC program. You may visit [www.cuphealth.com](http://www.cuphealth.com) to view eligibility and view the assigned providers.

### Q— What is my role in the PRC Program?

- Coordinate care with the PCP.
- Manage the client's prescriptions.
- Never accept cash for covered prescriptions from members.
- Educate the member on the appropriate use of medications.
- Alert the member's PCP, controlled substance prescriber or PRC staff at CUP of misuse or potential problems with the member's prescriptions.

### Q— Do I only fill prescriptions from assigned providers?

No, you may fill prescriptions from all providers. Although controlled substances need to be prescribed by the member's assigned controlled substance prescriber.



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**Q— What happens if a client goes to a non-assigned pharmacy?**

- The pharmacy processor will reject the claim with a POS message of INVALID PHARMACY, MEMBER CALL 360-891-1520.
- Prescriptions can't be overridden by anyone other than CUP.
- The member should be referred back to the assigned pharmacy.

**Q— What happens if a client needs an emergency fill at a non-assigned pharmacy?**

- Contact CUP pharmacy manager at 360-514-7077 for override and verification of emergency. This number can be used 24 hours a day.
- Pharmacists may, at their discretion, fill all medications but must attempt to contact CUP for an override.

**Q— What if I need to end my participation with an assigned client?**

- You can end your participation with you assigned PRC member at any time.
- You must give your PRC member a 30 day written notice.
- You must notify us so we can help the member find another pharmacy. Please fax us a copy of the written notice that you sent to the PRC member. Fax to 360-449-8916 attn PRC.

**Q— How do I contact PRC Program Staff?**

### **Patient Review and Coordination Program**

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Fax -(360) 449-8916  
<http://www.cuphealth.com/provider/prr.aspx>