

Florida Medicaid Prescription Drug Access **Help**line

Call today if Medicaid has denied
your prescription drug coverage.

1-800-436-6001

A service provided by Florida Legal Services, Inc.



The **Florida Medicaid Prescription Drug Access *Helpline*** provides Medicaid patients and their health care providers assistance with accessing necessary medications. Due to recent changes in the state Medicaid law, Medicaid patients and their providers are having more difficulties getting Medicaid coverage for medically necessary prescriptions. This toll-free ***Helpline*** offers timely information and assistance relating to new prior authorization requirements for getting coverage for medically necessary medications. Help is here. Call **1-800-436-6001**.

What assistance can the *Helpline* provide?

If Medicaid does not cover a medication prescribed by a health care provider, Medicaid patients have the right to appeal this decision. This includes the right to an immediate, temporary supply of medicine if Medicaid (or the Medicaid HMO) covered the same prescription the previous month, and the right to ongoing prescription coverage through the appeal process. The ***Helpline*** offers timely information, advice and assistance to patients who need help getting coverage for their Medicaid prescriptions, including pursuit of an appeal, if necessary.

When should a Medicaid patient call the *Helpline*?

Medicaid patients should call the ***Helpline*** when their pharmacy or health care provider advises that Medicaid will not cover a prescription, or when Medicaid is not responding to their doctor's request for coverage of a prescription.

When should a Medicaid provider call the *Helpline*?

Medicaid providers should call the ***Helpline*** if they need information about the new prior authorization requirements, when Medicaid denies a prescription drug prior authorization request or when Medicaid does not respond to the request within 24 hours.

Why is the *Helpline* needed for Medicaid patients and their health care providers?

Thousands of individuals with serious disabilities and illnesses rely on Florida's Medicaid program for their health care. Most do not have the means to pay for their medications if Medicaid coverage is denied or delayed. The ***Helpline*** is a source of advice and assistance for patients and health care providers working to ensure that Medicaid patients get the medications they need to prevent potentially life-threatening conditions and to stay alive.

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