

Guidance Document for the PCSA Medication Report

This process is to be used by County Public Children Services Agencies (PCSAs) to request that a managed care organization¹ (MCO) provide the PCSA Medication Report. A PCSA can request appropriate records from an MCO at any time – this report does not change that process. The goal of this process and report is to remove barriers and promote the wellbeing of each child in custody by listing pre-determined classifications of medications in an organized format for PCSAs.

Report Contents:

The report will be sent in Excel document format. The data fields in the PCSA Medication Report are as follows:

Member Account ID	Prescriber Primary Phone Number
Member Full Name	Prescriber Fax
Member Birth Date	Prescriber Address Line1
RX Number	Prescriber Address Line2
Claim Fill Date	Prescriber City Name
Drug Name	Prescriber State Abbreviation Code
Drug Class	Pharmacy Name
Route of Administration	Pharmacy Primary Phone Number
Days Supply Quantity	Pharmacy Fax Number
Unit Quantity	Pharmacy Address Line1
Refill Number	Pharmacy Address Line2
Refills Remaining	Pharmacy City Name
Prescriber First Name	Pharmacy State Abbreviation Cod
Prescriber Last Name	

Guiding Principles of the Report:

The PCSA Medication Report for youth in custody can be requested from any MCO per the following guidelines:

1. PCSAs can submit to any MCO, at any time, up to 20 separate documented requests for the PCSA Medication Report per email request. Directions on how PCSAs can request these reports and how MCOs should return these reports are listed below.
2. MCOs will report the medications in the appropriate medication categories (specified in this document below) for a time frame that is one year prior to the date the report is requested.
3. MCOs will report all data fields available to the MCO. There might be instances where a data field was missing on the claim submitted for a medication. When this happens, the information cannot be included on the report. PCSAs should contact the MCO if they have questions about missing information on the reports.
4. The MCO will return the completed report to the requesting PCSA within three business days.
5. If an MCO receives a large volume of requests at the same time from multiple counties, they will outreach to the appropriate PCSAs to let them know that there could be a delay in the three

¹ This process is not applicable to MyCare Ohio plans (MCOPs).

- c) Named via the following format: YYYYMMDD_AB1234

Date of request

Member initials (First Initial, Last Initial)

Last four digits of Medicaid ID number (if multiple, PCSA to pick one)

- For example, if the request was sent 04/01/2023 for Joey Smith Medicaid ID 08900001234 from Vinton County PCSA, the file name for the request document would be "20230401_JS1234"

4. The MCO will search their files for the demographics provided and determine past or multiple IDs for the youth along with the historical claims file provided to the MCO.
5. The MCO will provide the report in an Excel format for the following medication categories:
 - a) Anaphylaxis (Epipens for allergic reactions)
 - b) Antianxiety (Benzodiazepines & Non-benzodiazepines)
 - c) Antidepressants
 - d) Anticonvulsants
 - e) Antipsychotics
 - f) ADHD Agents (stimulants and non-stimulants)
 - g) Diabetes (insulin, non-insulin, & hypoglycemia)
 - h) Inhaled Asthma-related agents (include nebulizer solutions)
 - i) Opioids
 - j) Neuropathic Pain
6. The MCO will return one Excel file (report) per youth to the PCSA email address provided in the request within three business days. The MCO response will:
 - a) Have the following subject line: "PCSA Medication Report Return"
 - b) Have the following naming convention for the Excel file:

Member initials (First Initial, Last Initial)

Last four digits of Medicaid ID number (if multiple, PCSA to pick one)

Date of request

 - For example, if the report was sent back to the PCSA on 4/4/2023 for Joey Smith Medicaid ID 08900001234 from Vinton County PCSA, the report file name would be named "JS1234_04042023"
 - c) For a youth that does not have any claims for medication categories included in the PCSA Medication Report, the MCO will either note this information on the return spreadsheet or in the body of the return

Time Sensitive and Urgent Needs:

The PCSA always has the option to contact the MCO 24/7, 365 days a year to request urgent information for a youth in PCSA custody via phone. If a PCSA utilizes the phone numbers below, the information can only be provided verbally.

MCO-specific, 24-hour, 365-day support for a verbal list of current medications and other pertinent information by calling the following:

MCO	Phone Line
AmeriHealth	1-833-764-7700
Anthem	1-844-430-0341 (TTY 711)
Buckeye	1-866-246-4358, and after hours they can select the Nursewise prompt
CareSource	24-Hour Nurse Advice Line: 1-866-206-0554 (TTY: 1-800-750-0750 or 711)
Humana	24-Hour Nurse Advice Line 866-376-4827
Molina	English: 1-888-275-8750 Spanish: 1-866-648-3537 Deaf and Hard of Hearing: 1-866-735-2929
United Healthcare	Nurse Line (24 / 7 access) at 1-800-542-8630