

## **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 organization<sup>1</sup> (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 Code
Prescriber Last Name	

[Excel document link to template for PCSA Medication Report](#)



PCSAs Sample MCP  
Report Excel Version (

### **Statewide Rollout of the Report:**

The report will be rolled out Statewide in three waves. The order and timing are listed below.

#### **Pilot Counties (Tested PCSA Process)**

1. Belmont
2. Cuyahoga
3. Franklin
4. Fairfield
5. Lucas
6. Trumbull

#### **Wave 1 = 17 Counties Selected from each OFC (Office of Families and Children) Region**

April 28<sup>th</sup> Introduction meeting; Pilot Counties and Wave 1 Counties able to submit requests for report

1. Adams
2. Allen
3. Ashtabula

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<sup>1</sup> This process is not applicable to MyCare Ohio plans (MCOPs).

- |               |                |   |
|---------------|----------------|---|
| 4. Columbiana | 9. Lorain      | 13. South Central JFS- Ross,<br>Vinton, Hocking |
| 5. Guernsey   | 10. Mahoning   | 14. Summit                                      |
| 6. Hamilton   | 11. Montgomery | 15. Williams                                    |
| 7. Knox       | 12. Scioto     |   |
| 8. Licking    |                |   |

**Wave 2 = 30 PCSAs (Remaining OFC Northwest and Southwest Regions)**

May 21<sup>st</sup> Introduction meeting; Pilot, Wave 1, and Wave 2 PCSAs able to submit requests for report

**Northwest OFC Region**

- |             |            |              |              |
|-------------|------------|--------------|--------------|
| 1. Auglaize | 5. Hancock | 9. Ottawa    | 13. Seneca   |
| 2. Defiance | 6. Henry   | 10. Paulding | 14. Van Wert |
| 3. Erie     | 7. Huron   | 11. Putnam   | 15. Wood     |
| 4. Fulton   | 8. Mercer  | 12. Sandusky | 16. Wyandot  |

**Southwest OFC Region**

- |               |              |              |            |
|---------------|--------------|--------------|------------|
| 17. Brown     | 21. Clermont | 25. Highland | 29. Shelby |
| 18. Butler    | 22. Clinton  | 26. Miami    | 30. Warren |
| 19. Clark     | 23. Darke    | 27. Pike     |            |
| 20. Champaign | 24. Greene   | 28. Preble   |            |

**Wave 3 = 35 PCSAs (Remaining OFC Central, Northeast, and Southeast Regions)**

June 11<sup>th</sup> Introduction meeting; ALL PCSAs able to submit for the report

**Central Region**

- |             |            |            |              |
|-------------|------------|------------|--------------|
| 1. Delaware | 4. Jackson | 7. Marion  | 10. Pickaway |
| 2. Fayette  | 5. Logan   | 8. Morrow  |              |
| 3. Hardin   | 6. Madison | 9. Madison |              |

**Northeast Region**

- |              |             |              |
|--------------|-------------|--------------|
| 11. Ashland  | 14. Lake    | 17. Richland |
| 12. Crawford | 15. Medina  | 18. Stark    |
| 13. Geauga   | 16. Portage | 19. Wayne    |

**Southeast Region:**

- |               |               |                |                |
|---------------|---------------|----------------|----------------|
| 20. Athens    | 24. Harrison  | 28. Meigs      | 32. Noble      |
| 21. Carroll   | 25. Holmes    | 29. Monroe     | 33. Perry      |
| 22. Cochocton | 26. Jefferson | 30. Morgan     | 34. Tuscarawas |
| 23. Gallia    | 27. Lawrence  | 31. Muskingham | 35. Washington |

**Guiding Principles:**

The process for requesting the PCSA Medication Report for the listed counties 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 business-day turn-around time. The MCO will work diligently to process the large volume as close as possible to the three business-day turn-around time.
6. A PCSA should not submit additional requests to the MCO until the PCSA has loaded their previous requests into their respective systems.
7. When a PCSA (e.g., a Metro Area PCSA) has a large volume of PCSA Medication Report requests that need to be processed for children in their custody, the PCSA should contact the appropriate MCO via the PCSA Medication Report Access Request Mailbox listed below. The MCO and PCSA will work together to establish a separate process and cadence to ensure that all requests can be processed.

**Directions for Requesting and Submitting the Report:**

The PCSA will contact the MCO to request the PCSA Medication Report for youth in their custody via the following process.

1. PCSAs will send an email to the appropriate MCO mailbox as follows:

**MCP Designated Mailboxes for the PCSA Medication Report**

MCPs	PCSA Medication Report Access Request Mailbox
Buckeye	<a href="mailto:Bhp_rph@centene.com">Bhp_rph@centene.com</a>
CareSource	<a href="mailto:PCSARquests@caresource.com">PCSARquests@caresource.com</a>
Molina	<a href="mailto:PCSA@molinahealthcare.com">PCSA@molinahealthcare.com</a>
Paramount	<a href="mailto:phcpharmhelpdesk@promedica.org">phcpharmhelpdesk@promedica.org</a>
UnitedHealthcare	<a href="mailto:pcsauhcohcs@uhc.com">pcsauhcohcs@uhc.com</a>

2. The PCSAs should use the following Subject Line format for the email:
 

**PCSA Medication Report request – County Name – Date of Request**

  - o For example, if the request was sent Friday 2/21/2021 for Joey Smith Medicaid ID 08900001234 from Vinton County PCSA on April 1<sup>st</sup> 2021, the subject line for the request document would be “PCSA Medication report request – Vinton – 04.01.2021”
3. The email from the county PCSA can include up to 20 separate requests for the PCSA Medication Report. Each individual document should be:
  - a) On county PCSA letterhead
  - b) Follow the template language below with yellow highlights filled in with appropriate information:
 

[Link for template document for Counties to use:](#)



Template for PCSAO  
Med Report Request (

Dear <MCO>

<County Name> County PCSA would like to request Pharmacy Records – Medication Class List Report for PCSAs for a youth in <County Name> County PCSA custody. The time frame for this request is from one year prior to today’s date to the present.

<Member name>

<Member DOB>

<Member Medicaid ID>

We request that this copy be received by email to the following address:

\_\_\_\_\_

- 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 2/21/2021 for Joey Smith Medicaid ID 08900001234 from Vinton County PCSA, the file name for the request document would be “20210221\_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 2/24/2021 for Joey Smith Medicaid ID 08900001234 from Vinton County PCSA, the report file name would be named “JS1234\_02242021”

- 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:

MCP	Phone Line
Buckeye	1-866-246-4358, and after hours they can select the Nursewise prompt
CareSource	24 Nurse Advice Line: 1-866-206-0554 (TTY: 1-800-750-0750 or 711)
Molina	English: (888) 275-8750 Spanish: (866) 648-3537 Deaf and Hard of Hearing: (866) 735-2929
Paramount	24/7 medical nurse line is 1-800-234-8773
United Healthcare	Nurseline (24 / 7 access) at 1-800-542-8630