

South Carolina  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
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August 18, 2008

# MEDICAID BULLETIN

HMO  
PHARM

08-10  
08-04

**TO: Pharmacy Services Providers and Managed Care Organizations**

**SUBJECT: Medicaid Managed Care Pharmacy Services Contact Information**

The South Carolina Department of Health and Human Services (DHHS) has developed a grid (attached) that supplies contact information for Pharmacy Services providers for use in those instances where a Medicaid Managed Care member does not have his/her Managed Care membership card and is in need of pharmacy services. The grid contains the following information for all contracted Medicaid Managed Care organizations (MCOs): BIN and PCN numbers, pharmacy and eligibility helpdesk telephone numbers and instructions on using each MCO's override process. In addition, there are instructions on how to determine if a member is currently enrolled in a MCO, even if they do not present a MCO membership card or Medicaid card when services are rendered. Furthermore, by September 1, 2008, the First Health Services Point-of-Sale (POS) system will specify the MCO plan name and BIN number in the message field for Managed Care members. This additional information should aid in providing pharmacy services to this growing portion of our Medicaid population.

For questions regarding this Medicaid bulletin, please contact Department of Managed Care staff at (803) 898-4614 or Department of Pharmacy Services staff at (803) 898-2876. Thank you for your continued support and participation in the South Carolina Medicaid program.

/s/

Emma Forkner  
Director

EF/mgab

Attachment

**Note: To receive Medicaid bulletins by email, please send an email to [bulletin@scdhhs.gov](mailto:bulletin@scdhhs.gov) indicating your email address and contact information.  
To sign up for Electronic Funds Transfer of your Medicaid payment, please go to the following link for instructions: <http://www.scdhhs.gov/dhhsnew/serviceproviders/eft.asp>.**