

Patient Review and Coordination Program

➔ What is the Patient Review and Coordination (PRC) Program?

The PRC Program may assign clients to a primary care provider (PCP), pharmacy, controlled substances prescriber, hospital, or other provider for at least 24 months.

- The PRC Program focuses on the health and safety of the client.
- It is a requirement of all Medicaid programs to control overutilization and inappropriate use of medical services of clients.
- The Washington Administrative Code (WAC) covering PRC is 182-501-0135 and can be found at <http://apps.leg.wa.gov/wac/>.

➔ How will I know if a client is in the program?

The assigned providers will receive a copy of the client's letter.

ProviderOne checks eligibility and includes the client's assigned providers. To find out more about this service, review the **ProviderOne Billing and Resource Guide** chapter "Client Eligibility" at http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html.

- The Medical Eligibility Verification (MEV) system shows the client's assigned providers.
- Swipe the client services card using a magnetic card reader. See Appendix A of the **ProviderOne Billing and Resource Guide** for details.

➔ What is my role in the PRC Program?

- Coordinate care with the client's assigned PCP.
- Manage the client's prescriptions.
- Never accept cash from clients for covered prescriptions.
- Educate the client on the appropriate use of medications.
- Alert the client's PCP, narcotic prescriber, or PRC staff of misuse or potential problems with the client's prescriptions.

➔ Do I only fill prescriptions from assigned providers?

No, you may fill prescriptions from all providers. For example:

- A client's assigned PCP can refer them to other providers, or
- A client may receive emergency prescriptions from the ER.

Questions may be directed to the assigned PCP or prescriber's office.

➔ What happens if a client goes to a non-assigned pharmacy?

- The Point of Sale (POS) system will reject the claim.
- The PRC edit takes precedence over all other edits.
- Prescriptions can't be overridden in the POS system by a non-assigned pharmacy.
- The client should be referred back to the assigned pharmacy.

➔ What happens if a client needs an emergency fill at a non-assigned pharmacy?

- Pharmacists may, at their discretion, fill all medications except scheduled drugs. Scheduled drugs require verification of medical necessity with the prescriber.
- All Health Care Authority pharmacy policies remain in effect.
- You must call the PRC referral line the next business day to request an override.

➔ What if I need to end my participation with an assigned client?

- You can end your participation with your assigned PRC client at any time.
- You must give your PRC client a 30-day written notice.
- You must notify us so we can help the client find another pharmacy.

➔ Is billing the same for PRC clients?

Yes. See <http://hrsa.dshs.wa.gov/BI.html> for billing instructions.

➔ How do I contact PRC?

Patient Review and Coordination Program

PO Box 45530

Olympia, Washington 98504-5530

Phone: 1-800-562-3022, 1-5606

(Monday - Friday, 7:30 a.m. - 4 p.m.)

FAX: 360-725-1969

<http://hrsa.dshs.wa.gov/PRR>