

TEXAS MEDICAID PHARMACIST GUIDE TO

# Dispensing 72-hour Emergency Prescriptions

*Prescription Claim Rejected For Lack Of Prior Authorization*

Pharmacy attempts to contact  
prescribing provider

Prescribing provider  
can't be contacted

Medication needed  
without delay

Pharmacy submits  
claim for 72-hour  
emergency supply

Pharmacy dispenses  
72-hour supply

Prescribing provider  
contacted

Prescribing provider  
contacts prior  
authorization  
call center to obtain  
prior authorization

Prescription approved

Pharmacy dispenses  
full prescription

**Pharmacy  
Benefit Access  
Help Desk**

**800-435-4165**

FOR PHARMACY PROVIDERS USE ONLY —  
DO NOT GIVE THIS NUMBER TO MEDICAID OR CHIP CLIENTS



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**Follow these steps when a medication is needed without delay and prior authorization is not available. Pharmacies will be paid for 72-hour emergency prescription claims.**

**Enter "8" in  
Prior Authorization Code Type**

*(Field EV 461-EU)*

**Enter "801" in  
Prior Authorization Number Submitted**

*(Field EV 462-EV)*

**Enter "3" in Days Supply**

*(Field 405-D5)*

**"Quantity Dispensed"**  
should equal the  
amount for a  
three-day supply  
*(Field 442-E7)*

If a three-day supply  
cannot be dispensed  
*(inhaler, eye drops,  
creams)*, enter the  
quantity dispensed  
but note that it is a  
three-day supply

**Dispense prescription**

**Contact prescribing  
physician for  
follow-up approval**

19D0811



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