



ADVISORY

No. 229

July 12, 2021

MDH Office of Pharmacy Services Call Center Helpline Return to Live Call Operations

Due to the end of the state of emergency, **effective 7/14/21**, the Maryland Department of Health (MDH) Office of Pharmacy Services Fee-for-Service Medicaid Helpline will resume answering live calls during our normal business hours Monday thru Friday, 8:00 a.m. to 5:00 p.m., excluding holidays. When callers dial 1-800-492- 5231, option # 3, they will be directed to a live agent during normal business hours or instructed to leave a voicemail if calling outside of normal business hours with their name, Medicaid ID number or Provider number, and contact information. The voicemail option will be available Monday through Friday after 5 PM and on weekends and holidays. Please be patient as voicemail calls will be returned within 1 business day.

Participants, Pharmacies, and Providers can also find useful information on our websites:

Formulary Information: <http://www.mmppi.com/>

Preferred Drug List: <https://mmcp.health.maryland.gov/pap/pages/Preferred-Drug-List.aspx>

Links to COVID-19 related updates: <https://mmcp.health.maryland.gov/Pages/COVID-19-ProviderUpdates.aspx>

In an effort to give timely notice to the pharmacy community concerning important pharmacy topics, the Maryland Department of Health (**MDH**) **Office of Pharmacy Services (OPS)** has developed the **Maryland Medicaid Pharmacy Program Advisory**.

To expedite information timely to the pharmacy and prescriber communities, an email network has been established which incorporates the email lists of the Maryland Pharmacists Association, EPIC, CARE, Long Term Care Consultants, headquarters of all chain drugstores and prescriber associations and organizations.

It is our hope that the information is disseminated to all interested parties. If you have not received this email through any of the previously noted parties or via MDH, please contact the OPS representative at 410-767-1455.