

# URGENT CHANGE NOTICE



**This update applies to:**  
All Network Pharmacies

**States:**  
Georgia

**Line of Business:**  
Medicaid

**Customer Care for  
Plan Members:**  
1-800-704-1484  
TDD/TTY: 1-800-255-0056

**Prior Authorization:**  
Phone (no change):  
1-866-399-0928  
Fax (NEW number):  
1-877-386-4695

**Plan Website:**  
[psphgeorgia.com](http://psphgeorgia.com)

**Pharmacy Inquiries:**  
If you have questions, call the Pharmacy Help Desk number provided in the claim response or **1-800-518-5973 (NEW number)** if one is not provided.

**Payer Sheets:**  
For additional claim processing information, refer to the RxAdvance Payer Sheets (NCPDP Payer Sheets) at <http://www.rxadvance.com/wp-content/uploads/2018/07/RxAdvance-Payer-Sheet.pdf>

## Peach State Health Plan

Effective **August 1, 2019**, Envolve Pharmacy Solutions will transition Peach State Health Plan claims processing to RxAdvance.

**Please update your fax system and your Prior Authorization systems to reflect the change in information.**

### Prior Authorization

- **Fax: 1-877-386-4695 (New number)**
- Phone: 1-866-399-0928 (No change)
- CoverMyMeds.com information will not change

### Peach State Health Plan Medicaid Claims Information

|              |                  |
|--------------|------------------|
| <b>RXBIN</b> | <b>020545</b>    |
| <b>RXPCN</b> | <b>RXA379</b>    |
| <b>RXGRP</b> | <b>RXGMCGA01</b> |

### MAC Appeal Process

For questions about MAC pricing, or to request a MAC Appeal, please visit the RxAdvance provider portal at <https://pharmacyproviders.rxadvance.com/>

### 340B

If you are currently contracted with Envolve Pharmacy Solutions as a 340B covered entity, to ensure continuity of 340B claims processing, please contact RxAdvance pharmacy contracting team through [pharmacynetworkcontracting@rxadvance.com](mailto:pharmacynetworkcontracting@rxadvance.com) or **1-800-518-5973 (NEW number)**

### Pharmacy Help Desk

- **1-800-518-5973 (NEW number)**
- Reserved for Pharmacies to call about claims issues.



Envolve Pharmacy Solutions  
Pharmacy Help Desk: 1-800-518-5973

Name: JOHN Q. SAMPLE  
DOB: 2015-12-22  
PCP:  
SOUTHSIDE MEDICAL CENTER - SPALDING COU  
Phone: (678) 888-8888  
Address: 458 Elm Avenue  
Eastman, GA 31023

Medicaid ID: 0123456789  
RXBIN: 020545  
RXPCN: RXA379  
RXGROUP: RXGMCGA01  
After Hours Phone:

If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Peach State Health Plan for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or the Nurse Advice Line toll-free at 1-800-704-1484 (TDD/TTY 1-800-255-0056). The Nurse Advice Line is open 24 hours a day.

#### IMPORTANT MEMBER TELEPHONE NUMBERS

Some services may be limited and need a doctor's order. Some need prior approval. If you have questions, call us at 1-800-704-1484 or TDD/TTY 1-800-255-0056.

Algunos servicios pueden estar limitados y necesitan prescripción médica. Algunos servicios requieren autorización previa. Si tiene alguna pregunta, llámenos al 1-800-704-1484 o a la línea TDD/TTY al 1-800-255-0056.

Member Services/ Vision Services/ Dental Services/ Nurse Advice Line / Prescription Drugs  
1-800-704-1484 TDD/TTY: 1-800-255-0056

#### FOR PROVIDERS

Eligibility: 1-800-704-1484; Behavioral Claims: 1-800-847-0633  
Medical Claims: Peach State Health Plan PO Box 3030/ Farmington, MO 63640-3812;  
Dental Claims: P.O. Box 22085/Tampa, FL 33622, 1-844-464-5632;  
Vision Claims: P.O. Box 7548/Rocky Mount, NC 27804; Pharmacy Help Desk: 1.800.518.5973  
Provider/claims information via the web: [pshp.com](http://pshp.com)

Note: Unless you are exempt from co-payments as listed on the front of this card, you may have a small co-payment when you get certain kinds of care. You are not responsible for paying for covered services. No one can deny you a covered service if you can't pay for it.

Do you need help understanding this? If you do call Peach State's Member Service Department at the number listed above. To get this information in large font or to have this information read to you over the phone, please call Member Services.

### Pharmacy Testing:

RxAdvance provides pharmacies the opportunity to submit test claims prior to the transition. The testing window will be from July 15, 2019 to July 26, 2019. Please contact our Pharmacy Help Desk at 800-518-5973 or email [pharmacysupport@rxadvance.com](mailto:pharmacysupport@rxadvance.com) to schedule a time for testing.