DC Medicaid Pharmacy Program Frequently Asked Questions

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This FAQ provides general information for DC Medicaid beneficiaries, pharmacy providers, and prescribers about pharmacy benefits, coverage, enrollment, claims, and prior authorization. For case-specific questions, please contact the appropriate helpdesk or support line listed below.

Disclaimer

This FAQ is for general informational purposes only and does not replace official DC Medicaid policy, federal or District requirements, provider manuals, or written guidance from the Department of Health Care Finance (DHCF). Coverage, reimbursement, prior authorization, and claim requirements may change. Beneficiaries, pharmacy providers, and prescribers should refer to official program resources or contact the appropriate support line for case-specific assistance.

For Beneficiaries

How can I check my DC Medicaid eligibility?

For eligibility assistance, contact the Economic Security Administration or the DC Technical Helpdesk using the contact information section at the end of this FAQ.

Why are some medications not covered?

Some medications may be covered only under certain conditions or at certain pharmacy locations. Coverage may also depend on federal and DC Medicaid pharmacy policy. For assistance with a specific medication, use the contact information section at the end of this FAQ.

Examples of medications that may be excluded from Medicaid pharmacy coverage include:

- Drug Efficacy Study Implementation (DESI) drugs
- Anti-obesity drugs
- Drugs for cosmetic purposes (unless determined to be medically necessary)
- Erectile dysfunction drugs
- Drugs that do not have a signed federal rebate agreement on file with CMS

For Pharmacy Providers

How do I enroll or renew my enrollment as a DC Medicaid pharmacy provider?

DC Medicaid works with Maximus to support initial enrollment and re-enrollment applications for pharmacy providers. See the contact information section at the end of this FAQ for enrollment support.

Who should I contact about Remittance Advice or payment questions?

For questions about Remittance Advice (RA), payments, Electronic Data Interchange, or web portal support, contact Gainwell Technologies using the contact information section at the end of this FAQ.

Where can pharmacy providers find updates about policies, initiatives, and Point-of-Sale changes?

DHCF shares Medicaid Fee-for-Service pharmacy benefit updates through a quarterly newsletter, Pharmacy Provider Forums, and posted provider resources. Pharmacy Provider Forum presentations are available at https://www.dc-pbm.com/provider/documents#mh-content.

Where can I find the Payer Specifications?

Payer Specifications are available on the DC PBM website listed in the contact information section.

How do pharmacies submit pricing disputes?

Pharmacies should submit the appropriate request based on the type of pricing inquiry.

- Maximum Allowable Cost (MAC) Disputes
  - MAC Weekly Price Updates
  - MAC Price Research Request Form
- National Average Drug Acquisition Cost (NADAC) Disputes
  - To dispute NADAC pricing, pharmacies can complete a Request for Medicaid Reimbursement Review Form to be submitted to Centers for Medicare & Medicaid Services (CMS). CMS will determine whether to adjust prices in the next weekly NADAC price file release, if necessary.
- Federal Upper Limit (FUL) Disputes
  - For questions or concerns related to the FUL program or associated pricing data, please email FUL@cms.hhs.gov.

Why is a coordination of benefits claim denying for a Medicare Part D member?

Under federal guidelines, the District Medicaid program does not process coordination of benefits (COB) for Medicare Part D claims in the same way as other COB claims. The claim must be submitted to Medicare Part D for payment first. Some over-the-counter drugs that are not covered by Medicare Part D but are routinely covered by Medicaid may be reimbursed.

Please refer to section 3 of the Provider Manual for the OTC list.

Are paper pharmacy claims allowed?

No. Pharmacy claims should be submitted through Point-of-Sale (POS).

Is the Software Vendor Certification ID required?

Yes. The Software Vendor Certification ID is required.

Where can I find the Pharmacy Provider Manuals?

Pharmacy Provider Manuals are available on the DC PBM website listed in the contact information section. Select the Provider tab and navigate to Frequently Requested Documents.

For Prescribers

How can I confirm whether a recipient has active coverage?

Prescribers may contact the DC Clinical Line using the contact information section at the end of this FAQ.

How can I find out whether a medication is covered by the DC Medicaid pharmacy benefit?

For formulary information, including the Preferred Drug List, refer to the PDL under Provider Documents. If the medication is not listed, contact the DC Clinical Line using the contact information section.

Coming soon: DC will implement a drug lookup tool that will allow requestors to search by NDC or drug name.

Which drugs require prior authorization?

Certain medications listed on the Preferred Drug List as non-preferred require prior authorization. Prior authorization forms are available through the Forms link in Provider Navigation.

When prior authorization is required, claim rejection code 75, “PA Required,” may appear. For additional assistance, use the contact information section.

How long is a prior authorization valid?

The authorization period depends on the medication. For additional assistance, use the contact information section.

Contact Information

For questions, please use the contact information below based on the type of assistance needed.

Need	Contact	Phone / Email / Website
Eligibility assistance	Economic Security Administration	202-639-4030
Beneficiary technical assistance	DC Technical Helpdesk	1-800-272-9679
Clinical, formulary, or prior authorization assistance	DC Clinical Line	1-800-273-4962
Provider enrollment and re-enrollment	Maximus	1-844-218-9700; Monday–Friday, 8:00 a.m.–5:00 p.m. ET; www.dcpdms.com
Portal registration and training	Contact Center	(866) 752-9233; Monday–Friday, 8:00 a.m.–5:00 p.m. EST
Technical assistance for providers	DC Medicaid Helpdesk	dcedi@gainwelltechnologies.com
Remittance Advice or payment questions	Gainwell Technologies	Provider Inquiry Line: 1-866-407-2005
Electronic Data Interchange / Web Portal	Gainwell Technologies	866-752-9233; dcedi@gainwelltechnologies.com
Pharmacy provider resources	DC PBM Website	www.dc-pbm.com
General DHCF information	DHCF Website	https://medicaid.dc.gov/