



Division of Medical Services
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MEMORANDUM (DMS-08)

To: Pharmacists and Prescribers

From: Division of Medical Services (DMS)

Date: March 23, 2020

Re: Prior Authorization Extensions during COVID-19 Outbreak

In response to the COVID-19 outbreak in Arkansas, DMS is granting prior authorization extensions when recipients are unable to get to the prescribing provider for a renewal due to social distancing and shelter-in-place measures. Please contact the Magellan Help Desk at 1-800-424-7895 to request a prior authorization extension with details why the extension is needed (i.e., why the prescription could not be filled via a telemedicine visit with the physician or APRN).

To ensure quality and consistency of care to Medicaid beneficiaries, DMS will coordinate with the Office of the Medicaid Inspector General (OMIG) to conduct retrospective reviews and audits prior authorization extensions granted during this time. Please keep all records of services as required by Medicaid billing rules.