

**TO:** Local Departments of Social Services

**FROM:** Ann Clemency Kohler, Deputy Commissioner  
Office of Medicaid Management

**SUBJECT:** DSS Designated Responder for Managed Care/Pharmacy Carveout

**EFFECTIVE DATE:** Immediately

**CONTACT PERSON:** Sara Nelsen, Pharmacy Consultant  
518-486-3209

Pharmacy services will be carved out of managed care as of August 1, 1998. Patients of managed care organizations will then obtain prescriptions at the Medicaid enrolled outpatient pharmacies of their choice. To do this, patients will need their current Medical Benefits card. Some patients have not used this card since enrollment in their HMO. It is expected that Local Districts will receive calls from managed care patients who have lost their Medical Benefits card or who have old cards with improper sequence numbers. Properly sequenced cards are needed by pharmacies to fill prescriptions. It is necessary for Local Districts to appoint a designated responder to field these types of questions in a timely manner. Districts with larger populations and/or managed care populations might consider assigning a few people to this task.

NYSDOH is inaugurating a helpline to assist both patients and providers with this transition. To this end, it is necessary that the name and telephone number of the local district designated responder(s) be forwarded to the NYSDOH liaisons. These numbers will be included in a handbook used for helpline issues. They will also be distributed to local managed care organizations for posting.

Since implementation of the helpline is mid-July, immediate local district cooperation is both necessary and appreciated. Please reply no later than July 2nd.  
NYSDOH liaisons are:

Sara Nelsen or (518) 486-3209  
Marlene Dickson

Names and numbers of local district responders can be faxed to 518-486-7129, attention Sara or Marlene.