



To: Prescribing Providers
From: ProCare Rx
Date: June 17, 2019
Subject: Change in Rules for Initiating Opioid Treatment

Effective immediately, any fills for the initial fill of an opioid (initial fill is defined as there being no fills for an opioid in the previous 90 calendar days) are limited to no more than a 7 day supply. Prior authorization would be required before an exception could be made for a longer than 7 day supply.

Providers can contact ProCare's Prior-Authorization Department at 800-555-8513 for assistance with PA requests or questions regarding clinical guidelines. Our PA Department is available Monday through Friday from 8:30 am-5:30 pm EST. For assistance with PA requests during non-business hours please contact our 24 hour customer service department at 800-213-5640.