

About the Program

Medication SOS is a drug information request service intended for use by medical professionals providing services to Virginia Medicaid beneficiaries. The information provided to medical professionals from this service is intended to mitigate and facilitate timely resolution of barriers to medication therapy access resulting from managed care policies.

Program Goals

Help medical providers navigate prescription drug coverage for Medicaid.



Help determine alternative medications providers can prescribe if the preferred medication is not covered.



Reduce delays in patients on Medicaid from getting their medications.



Services Provided

Medical providers can submit a query through the Medication SOS form online.

Type of request:

Benefit determination:

- If medical providers are initiating a new treatment and are looking for a list of covered treatment options to choose from based on the Medicaid providers formulary list of medications.

Benefit navigation:

- Provide guidance on how to do prior authorization and handle other prescription drug claim issues.

*The dedicated NSC team will research the answer to the provider queries and will provide a response within 2 business days.



SCAN ME