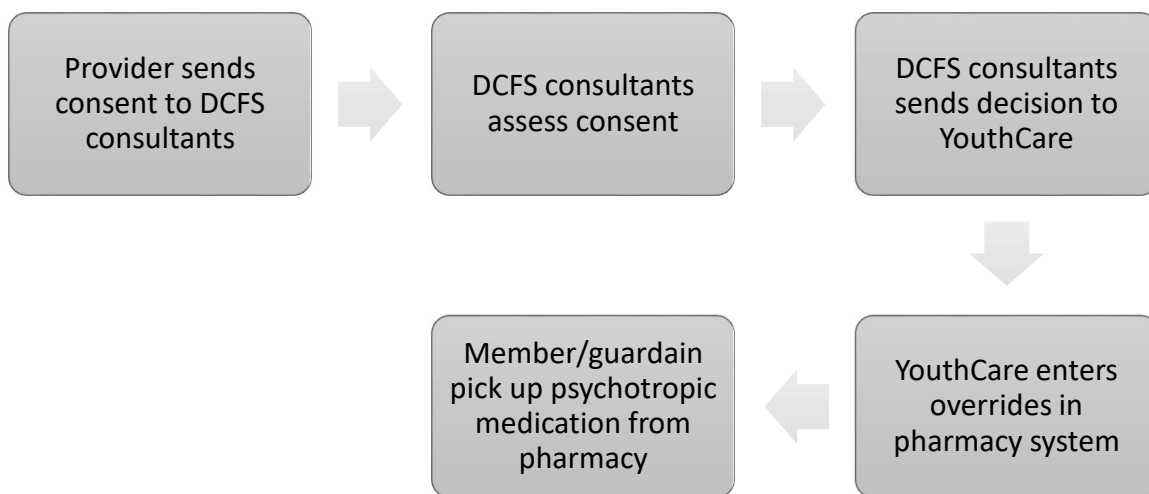


Psychotropic medication consent process

- DCFS Rule and Procedure 325 require psychotropic medications consent for DCFS children
- An efficient system for psychotropic medication consent process has been created
 - Pay claims at the point of sale *only* when consent is on file with YouthCare HealthChoice and DCFS
 - Provide customized reject messaging to pharmacists informing them of consent and/or prior authorization requirements
 - All non-psychotropic medications are reviewed via the standard review process
 - Prior authorizations received for psychotropic medications are returned to provider with consent information
- YouthCare receives files throughout the day from DCFS consultants containing approved and denied consents
 - Separate YouthCare prior authorization is **not** required
- YouthCare and Envolve Pharmacy Solutions teams enter approvals and denials directly into the PBM adjudication platform



- [Psychotropic Medication Request Form \(CFS 431-A\)](#) should be faxed to (312) 814-7015
- YouthCare's pharmacy help desk at Envolve Pharmacy Solutions (EPS) is equipped to provide 24/7 pharmacy support. The call center is able to:
 - Provide help with claims processing issues
 - Triage calls to YouthCare as appropriate
- Contacts
 - Envolve Pharmacy Solutions: **833-491-0418**
 - DCFS Consent Unit Hotline: **800-828-2179**