



State of New Jersey  
Department of Human Services  
Division of Medical Assistance & Health Services

# NEWSLETTER

Volume 10 No.

November 2000

**TO:** Providers of Pharmaceutical Services - **For Action**  
Physicians, Certified Nurse Practitioners/Clinical Nurse Specialists,  
Independent Clinics, and Health Maintenance Organizations - **For  
Information Only**

**SUBJECT:** **Business Hours at First Health Services Corporation**

**EFFECTIVE:** Immediately

**PURPOSE:** To notify providers of pharmaceutical services of expanded  
business hours at the First Health Services Corporation

**BACKGROUND:** The Division of Medical Assistance and Health Services (DMAHS) and the Department of Health and Senior Services (DHSS) utilize an outside contractor, First Health Services, to respond to requests for prior authorization (PA) from providers of pharmaceutical services and to outreach physicians regarding the medical necessity for certain prescription drugs. Current business hours at First Health Services are 8:00 A.M. to 5:00 P.M. Monday through Friday with on-call service available when First Health Services is closed. During routine business hours, on-site staff is available to respond to PA requests.

**ACTION:** **Effective immediately**, routine business hours at First Health Services have been expanded to 7:00 A.M. through 7:00 P.M. on Monday; 8:00 A.M. to 7:00 P.M. on Tuesday through Friday; and 9:00 A.M. to 1:00 P.M. on Saturday. During these expanded business hours, on-site staff will be available at First Health Services to respond to PA requests. On-call service will continue to be available when First Health Services is closed.

As a reminder, First Health Services may be reached during routine business hours at 1-877-888-2939 and at 1-888-852-9031 for on-call service.

If you have any questions regarding this Newsletter, please contact the Chief, Pharmaceutical Services, DMAHS, at (609) 588-2724.

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