

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

**Access to Care Issues: Coverage of Generic Fluticasone HFA Inhaler on
the Texas Medicaid Formulary**

Background:

Brand name Flovent HFA inhaler was discontinued by GlaxoSmithKline (GSK) on Jan. 1, 2024, with limited supply remaining on the market. The Glucocorticoids, Inhaled PDL drug class was reviewed at the Jan. 2025 Drug Utilization Review Board Meeting, and generic fluticasone HFA inhaler was recommended to be non-preferred by the DUR Board. For non-preferred drugs, providers may initiate the PDL prior authorization process to provide information or documentation supporting at least one of the PDL exception criteria for a Medicaid member's continual access to medically necessary medication.

Key Details:

The Vendor Drug Program and Office of Medical Director received numerous provider complaints with obtaining coverage of generic fluticasone HFA inhaler through the PDL prior authorization process for pediatric Medicaid members.

Currently, generic fluticasone HFA inhaler is available on the Texas Medicaid Formulary as a non-preferred drug and requires a PDL prior authorization. If a PDL exception criteria cannot be met through the automation process, providers may initiate a manual PA process to provide clinical information or documentation of medical necessity supporting at least one of the PDL exception criteria.

MCOs' prior authorization call centers must grant coverage of generic fluticasone HFA inhaler if the appropriate clinical information or documentation supporting at least one of the PDL exception criteria is provided by the provider. However, complaints from providers are indicating this is not occurring. MCOs' prior authorization call centers should have the proper level of available prior authorization staff to make appropriate clinical determinations and clinical exception requests by providers. MCOs should educate the prior authorization call center and prior authorization staff on handling incoming communication from providers within the 24-hour required timeframe.

Questions?

Please contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.