

Questions and Answers regarding the July 1, 2010 Transition to Medco
(Questions in discussions at June 16 meeting with pharmacies at NMPHA)

General:

Q1. What is/was the mailing date for a plan Announcement to the network pharmacies?

A1. Announcement was e-mailed and mailed on June 16; and an updated Announcement (attached) was e-mailed June 24.

Q2. Will patients have new ID cards and did the plan Announcement display the ID cards for each plan?

A2. Yes, new ID cards were mailed to members on starting in mid-June. Yes, ID cards are displayed on the plan Announcement.

Q3. Will patient/Member ID numbers be the same and if not will the old ID number cross-reference to their prior ID number?

A3. Retiree plans (with new Medco RxGroup numbers of NMRHCARX, NMRHCAMD, and NMUNFDRX) and Risk Management Division (with a new Medco RxGroup number of SONMRXP) will have a new Medco-generated ID number.

However, the NM Public Schools Insurance Authority or NMPSIA (with a new Medco RxGroup number of NMPSIARX) will use the same ID number as was used with the prior PBM claims processor.

Q4. Can identification and eligibility information needed to process a claim be accessed online? Call to the Help Desk, IVRU, and web?

A4. Attached are two documents with information that is helpful to network pharmacies concerning the use of the IVRU at the Help Desk and also the Pharmacist Resource Center (www.medco.com/rph) web site to verify many questions relating to eligibility.

Q5. Will the new ID numbers tie to the member's Social Security Number?

A5: Pharmacies should submit all claims with the ID number that is displayed on the new ID card or verified with the member.

Q6. Have member files been transferred yet?

A6: Files relating to a new plan Sponsor are continuously received, loaded, and tested in phases during a transition to Medco. That process has been underway for weeks file transfers will occur right up to and beyond the installation date.

Vaccination Reimbursements:

Q1. Does Medco require a pharmacist (not pharmacy) NPI to process vaccine claims?

A1. Yes, the pharmacist's NPI number is required for the Prescriber Identifier for vaccine administration claim billing. Also the "How To" document describes the process and the Help Desk can assist when there is a question. The Help Desk number is 800.922.1557 toll free.

In addition, a passive network contract amendment was mailed to network provider pharmacies during the week of June 14 to define the reimbursement terms for vaccinations.

Q2. Did the "How-To" document regarding submissions of claims go out to contracted pharmacies?

A2: The document was mailed and e-mailed (where e-mail address known) on June 16. An additional copy is attached and is posted on the Pharmacist Resource Center (www.medco.com/rph) web site.

Help Desk:

Q1. Will the Help Desk have knowledge about the New Mexico plans transitioning on July 1. Will there be a dedicated line for pharmacies to call with staff that have information specific to the NM plans?

A1. The Help Desk is prepared and has scripting to respond to inquiries about the general benefit plan plus the immunization (vaccine) program. The standard Help Desk number (800.922.1577) should be used for inquiries about claim processing.

Patient Notification

Q1. Have plan change notifications and ID cards been mailed to members (covered beneficiaries)? If yes, when?

A1: New ID cards and plan information for beneficiaries were mailed in mid-June for the following plans (by Rx Group number): NMRHCARX, NMUNFDRX, NMRHCAMD, and NMPSIARX.

The new ID cards for the NM Risk Management Division plan (with Rx Group number = SONMRXP) were mailed later in June.

Formulary Changes

Q1: What will be the differences in the formularies?

A1 There will be some changes in the formulary which may change the co-payment tier for those patients with a new prescription order. Depending on the plan, some 'grandfathering' of non-preferred formulary drugs for some period of time to allow for patient and prescriber discussions concerning refilled prescriptions and the transition to a drug that is in a lower co-payment tier. Additional formulary information will be posted in July on the Pharmacist Resource Center (www.medco.com/rph) web site.