

October 2014 Hospice Clarification

September 29, 2014

Dear Valued Provider,

On July 29, 2014 Prime sent out a communication regarding the change in processing for Medicare Covered Persons who are in hospice care due to new guidance from the Center for Medicare & Medicaid Services (CMS). This communication provides further clarification for assisting Part D Covered Persons when these hospice-related claims reject at Point of Sale.

Effective August 1, 2014 Prime Therapeutics began applying reject codes on certain categories of drugs for Medicare Covered Person(s) receiving hospice care. The drugs fall into the following four categories: (1) analgesics, (2) antinauseants (antiemetics), (3) laxatives, and (4) antianxiety drugs. If the pharmacy receives a rejection on a drug within the four categories, then the pharmacy should continue to look to the hospice care provider for payment. The hospice provider may determine that the drugs are not related to the terminal illness and may provide that information to Prime as previously communicated.

Prime encourages the pharmacy to explain to the Covered Person(s) or their family why the claim has rejected. The explanation should include the fact that hospice care, and all medications related to that care are covered under Medicare Part A and are the responsibility of the hospice provider. Medications not related to the terminal illness and/or related conditions are covered under Medicare Part D. If a Covered Persons' records show that they are receiving hospice care and their prescription is for a medication that is within the four categories above, then it will not be covered under Part D. This medication is covered under their Part A benefit and should be paid by their hospice provider, unless the hospice provider informs Prime that the drug is not related to the terminal illness or related conditions.

It is possible that the Covered Person(s) may dispute the claim reject for one of two primary reasons. (1) They may state that they are no longer in hospice or never have been in hospice or (2) they may state that their prescription is not related to their hospice care. In these cases the pharmacy should assist the Covered Person(s) by faxing to the Pharmacy Help Desk any evidence or documentation the Covered Person(s) may have that shows the Covered Person(s) is not in hospice or that the prescription is not related to their hospice care. The Pharmacy should also call the Pharmacy Help Desk, even if only verbal statements are provided, to ensure all the proper steps are taken.

If the Covered Person(s) states that their prescription is not related to their hospice care but does not have documentation, the pharmacy should direct the Covered Person(s) to either contact their health plan to request a coverage determination or contact their hospice provider to assist in providing the information necessary to allow the claim to pay.

Please be sure to communicate this information to your pharmacies so they are aware of this important information for Medicare Covered Persons in hospice care. If you have any questions regarding processing claims, please call the Pharmacy Contact Center at 800.821.4795.

Sincerely,

Pharmacy Network Management
Prime Therapeutics