



Navitus Pharmacy News

NAVITUS HEALTH SOLUTIONS • PHARMACY SERVICES • FALL 2014 • ISSUE #24

SUBMITTING CLAIMS WITH CORRECT QUANTITIES*

It is important to submit the correct drug quantity on claims. Every year, over seven million transcription errors occur nationwide. Entering the incorrect medication quantity increases health care costs and reduces the positive impact of pharmacy benefit management safety programs.

The Asthma Management Program, developed and implemented by Navitus to improve the health of members and reduce costs, has been adversely affected by incorrect medication quantities submitted by pharmacies. Through this program, an Asthma Medication Ratio (AMR) is calculated for each member based on the number of controller and rescue medications he or she has received. If the member's AMR qualifies him or her for the program, letters are mailed to the prescriber(s) and the member. When incorrect quantities are submitted, some patients may be flagged incorrectly as program qualifiers, while others who could benefit from the program may be missed.

For example, the package size of a Proventil HFA inhaler is 6.7 grams, but it is not uncommon to see

claims for 67 grams. This means that if it is entered incorrectly by one decimal point, the quantity submitted is ten times the amount actually prescribed. Navitus conducts reviews and audits to identify these types of errors, but it is the pharmacy's responsibility to ensure it enters the correct quantities.

Fostering a more balanced workplace in the dispensing pharmacy may help to reduce these errors. By reducing distractions and creating a more organized flow throughout the pharmacy, staff will develop a routine and be less likely to make mistakes. Pharmacy staff should be conscientious of decimal places and take care to not mistakenly add extra zero's when entering prescriptions. Ensuring adequate staffing will also reduce stress levels and errors.

Pharmacy staff has the responsibility to enter all parts of the drug product correctly, including an accurate quantity. Pharmacists must be aware of factors leading to transcription errors and double-check all prescriptions to ensure that patients are receiving top-notch care.

NEW CLIENTS

All new clients use BIN# 610602 and PCN: NVT.

The following began processing with Navitus on August 1, 2014:

- Kodiak Island Borough School District (Alaska)
- Hill Country Memorial (Texas)
- Century Technology Group (Michigan)
- M&K Employee Services (Michigan)

The following began processing with Navitus on September 1, 2014:

- Eastern Shoshone Tribe (Wyoming)
- Leitz Tooling Systems, Inc. (Michigan)
- Digital Control Inc. (Washington)

The following begin processing with Navitus on October 1, 2014:

- Brooklyn Center ISD 286 (Minnesota)
- SP Holdings Inc. (Washington)
- CaptureRx (Cash Card) (Texas)
- Multicare Associates (Minnesota)

PHARMACY PROVIDER MANUAL*

Navitus has reorganized and updated the Pharmacy Provider Manual. A few of the updates worth noting include: a revised Table of Contents with additional information regarding Client-Specific Programs, Navitus Help Charts to aid in the calculation of proper days' supply, and State Regulatory Requirements.

Pharmacies can access the manual on our website: www.navitus.com. Log in with your NCPDP and NPI numbers and click on "Pharmacy Handbook" on the left-hand side of the page.

AUDIT CORNER*

The Navitus Audit Team is committed to supporting its network pharmacies in the fight against prescription fraud, waste and abuse. Navitus provides information on its website (www.navitus.com) for pharmacists, providers and members who have questions or want to raise issues of non-compliance. The website lists both the email address and a toll-free anonymous and confidential reporting hotline.

The Navitus fraud, waste and abuse hotline number is **855-673-6503**. Calls are routed directly to our Special Investigations Unit voicemail box for assessment and investigation of any reported issue. Examples of reportable fraud include forgery, suspicious claims, pharmacy and/or doctor shopping, identity theft, kickbacks and drug diversion. Pharmacies are encouraged to report any suspicious activity through this anonymous reporting tool.

For questions regarding auditing, please contact the Navitus Audit Team at 920-221-4100.

PRESCRIBERS WITH NO PRESCRIPTIVE AUTHORITY

Navitus has observed claims submitted with NPI numbers for healthcare professionals who do not have prescriptive authority. Pharmacies should ensure that the NPI submitted is for a prescriber with prescriptive authority.

A **best practice** is to double check the name and associated identifiers of the prescriber on the computer screen versus the prescription.

HYDROCODONE COMBINATION PRODUCTS TO MOVE FROM SCHEDULE III TO SCHEDULE II

Effective October 6, 2014, the Drug Enforcement Agency (DEA) ruled that Hydrocodone combination products will move from Schedule III to Schedule II. (For further detail, reference 21 CFR 1308).

TEXAS MEDICAID STAR AND CHIP PERINATE ADULT COVERAGE OF INFLUENZA VACCINE FOR THE 2014 - 2015 SEASON*

Effective September 1, 2014, the managed care organizations listed below will cover the influenza vaccine for their members at participating Navitus Texas Network Pharmacies.

Pharmacies participating in the vaccine service network may process the influenza vaccine at the point of service for STAR members ages 18 and older and CHIP Perinate mothers ages 18 and older.

Important Items:

- The pharmacist administering the flu vaccine does not have to be enrolled with TMHP or VDP, but must follow the Texas State Board of Pharmacy rules related to certification to immunize and vaccinate (Texas Administrative Code, Title 22, Part 15, §295.15).
- Pharmacies must bill using the pharmacy's NPI
- Pharmacies must be enrolled with VDP and participating in the Navitus pharmacy network
- Pharmacies must submit a claim that includes the following information:
 - Professional Service Code (Field 440-E5) with the value "MA" (Medication Administration) in the DUR/PPS segment for the service
 - Appropriate NDC for the vaccine in Product/Service ID (Field 407-D7)
 - Value "7" in the Submission Clarification Code (Field 420-DK)
- Pharmacies are encouraged to collect the administering pharmacist's NPI. It is recommended that the same billing method be used as has been defined for Medicare Part D vaccine administration billing.

Covered Benefits

IM Injection and Nasal Spray	IM Injection Only
Community First Health Plan	Cook Children's Health Plan
Community Health Choice	Driscoll Children's Health Plan
FirstCare Health Plan	El Paso First Health Plans
Parkland Community Health Plan	Seton Health Plan
Sendero Health Plan	
Texas Children's Health Plan	

For questions regarding your pharmacy's contract status, please contact Navitus Provider Services at providerrelations@navitus.com. If your pharmacy is affiliated with a Pharmacy Services Administration Organization (PSAO), please contact your representative at the PSAO regarding your participation status for this vaccine service.

PROVIDER SERVICES TEAM

Contact the appropriate Provider Services Team by phone at **608-729-1577** or by email at the addresses below:

Remittances — remittanceinquiry@navitus.com

Credentials — credentials@navitus.com

Contracting, Processing or Pricing Inquiries — providerrelations@navitus.com

NAVITUS TEXAS MEDICAID STAR AND CHIP FORMULARIES IN EPOCRATES*

As required by the September 1, 2013 Texas Managed Medicaid Uniform Managed Care Contract (UMCC) revisions, Navitus must educate network providers on how to access HHSC's formularies and the Medicaid PDL on HHSC's website. In addition, Navitus must allow network providers access to the formularies and Medicaid PDL through a free, point-of-care Web-based application, which can be accessed on smart phones, tablets or similar technology. The application must also identify preferred/non-preferred drugs, clinical edits, and any preferred drugs that can be substituted for non-preferred drugs. Consequently, Navitus is required to update this information on a weekly basis to remain compliant.

In adherence to these revised contract requirements, Navitus has sponsored the Epocrates functionality for all ten Texas Medicaid MCO's. When logging into Epocrates, network providers have to access both the STAR and CHIP formularies, along with indications of a preferred status, and if a clinical edit applies. Unlike HHSC, Epocrates does not base its medication list by NDC; therefore, Navitus monitors the daily changes from HHSC and enters them online in Epocrates each week. The updates are loaded by Epocrates the following week and anyone with a free login can access the information accordingly.

TEXAS MEDICAID ADD/ADHD CLINICAL EDIT—EFFECTIVE 7/07/2014 *

Navitus has implemented the Texas Medicaid ADD/ADHD edit for the following participating health plans (STAR only):

- Cook Children's Health Plan
- Community First Health Plan
- Community Health Choice Health Plan
- Driscoll Children's Health Plan
- El Paso Health Plan
- FirstCare Health Plan
- Parkland Community Health Plan
- Sendero Health Plan
- Seton Health Plan
- Texas Children's Health Plan

A Prior Authorization (PA) from the prescriber is now required for STAR members receiving ADHD medications who fall into the following age categories:

- Greater than 18 years of age without a diagnosis on file

that meets approved criteria

- Less than 6 years of age requesting long-acting ADHD medications
- Less than 6 years of age requesting short-acting ADHD medications *see exception below
- Less than 3 years of age requesting long-acting and short-acting ADHD medications

**Exception - Amphetamine salts, dextroamphetamine, dexamethylphenidate, methylphenidate, Procentra, or Zenzedi are approved for use in ages 3-5 years.*

To reference the full clinical edit and formulary, go to the Texas Medicaid Preferred Drug List (PDL): <http://www.txvendordrug.com/pdl/>

Preferred drugs will be subject to the clinical edits, but non-preferred drugs will be subject to both PDL and clinical edits.

ACETAMINOPHEN DOSE RANGE (DR) SAFETY EDIT—DEPARTMENT OF EMPLOYEE TRUST FUNDS AND TEXAS MEDICAID AND CHIP CLIENTS*

On July 15, 2014, Navitus implemented a hard reject for when the calculated quantity per day supply of acetaminophen is greater than 4 grams. The Food and Drug Administration (FDA) recommends no greater than 4 grams per day of acetaminophen to prevent liver damage. This edit will check the total acetaminophen dose across all recently filled prescriptions with outstanding doses remaining. This applies to the Department of Employee Trust Funds' members and the Texas Medicaid and CHIP members.

Pharmacies will receive a Drug Utilization Review (DUR) reject 88, with a conflict code of DR indicating dose range. There will be an additional message in field 570-NS: "Contact Member Services." This hard reject will require a call to Customer Care for adjudication.

For questions regarding this edit, please contact Navitus Customer Care, toll-free at 1-866-333-2757.

COPAXONE PACKAGE SIZE CHANGE

Effective October 1, 2014, the standard billing unit for Copaxone 20mg (NDC 68546-0317-30, Teva) will change from 1 kit to 30 one-milliliter syringes for a 30-day supply.

For dates of service prior to 10/1/2014, the acceptable unit values are 1 or multiples of 1. For dates of service on or after 10/1/2014, the acceptable unit values will be 30 or multiples of 30.

FORMULARY CHANGES

The following **brand** changes take effect on October 1, 2014, and the **generic** changes took effect in Q2 2014 — all changes reflect most clients utilizing the Navitus formulary:

DRUG	TIER	REQUIRED EDITS
Breo Ellipta	2	None
Actemra SC injection	3 Specialty	PA, QL Not covered SelectPlus
Velphoro	3	Not covered SelectPlus
Valchlor	2	PA
omega-3 acid-ethyl ester	2	None
eszopiclone	1	QL
nevirapine	2	ST,QL
diclofenac 1.5 % solution	3	None
methoxsalen 10 mg	2	None

TEXAS MEDICAID AND CHIP PATIENTS:

Please utilize the formulary and PDL on the VDP website.

**Article is applicable to Texas Medicaid Plans and where not specified as such, will also apply to all plans.*

Pharmacy Help Desk Phone Numbers

Please refer to the member/policyholder's ID card for the appropriate Pharmacy Help Desk phone number. If the ID card is not available, refer to the Call Centers provided below. Please note that not all Call Centers have 24-hour availability.

Member/Policyholder	Call Center	Phone
Navitus Commercial	Navitus Customer Care	866-333-2757
Navitus MedicareRx (PDP)	Navitus MedicareRx (PDP) Customer Care	866-270-3877
Texas Medicaid/CHIP	Texas Medicaid/CHIP Customer Care	877-908-6023



Questions or Comments?

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Contact Navitus Health Solutions at 866-333-2757 or visit our website at www.navitus.com

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