

Prime Audit Advisor

Your guide to pharmacy audit success

Billing of Compound Claims and Following Point of Sale Messaging

Prime Therapeutics (Prime) administers pharmacy benefits on behalf of many different plan sponsors. Each plan sponsor selects benefit plan designs, such as:

- specific drugs covered (formulary)
- specific ingredients covered
- other benefit design attributes
- cost-sharing
- days' supply limitations

Each formulary and benefit set-up determines claim coverage and may vary by member. As the claim is processed, the pharmacy receives system messaging on the status of the submission. Pharmacies are required to follow all system messaging.

Compound claims

Claims for compound drugs can pose a challenge for pharmacies because they include multiple ingredients. Pharmacies need to submit a list of all ingredients for compound claims, including ingredients that may not be covered. If you receive the system messaging:

"Product or service not covered"

for a compound claim, then one or more of the individual ingredient(s) are not covered. For the pharmacy to receive reimbursement for covered ingredients, the pharmacy should submit the compound claim with the 08 clarification code.

If you see one of the following system messages, please get prior authorization or call the phone number listed before dispensing the compound prescription to the member:

- *Drug requires prior authorization.*
- *This compound may require review. Please call customer service at 1-800-216-9920.*
- *Compounds dollar amount exceeds max, call pharmacy help desk at 1-866-590-3012. Maximum amount due of \$XXX.*
- *REQ REVIEW. CALL PHARMACY HELP DESK.*
- *Maximum amount due of \$XXX.*

Following point of sale messaging

Claim submissions, including resubmissions, must be entered according to the written prescription and point of sale (POS) messaging for your pharmacy to be in compliance with Prime's terms and conditions of pharmacy network participation.

This article is not intended to be an exhaustive list of requirements. Please see your Pharmacy Participation Agreement and the Prime Provider Manual for a full listing of requirements. The Prime Provider Manual is available online at: <http://www.primetherapeutics.com/pdf/ProviderManual.pdf>

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If you have ideas or suggestions for topics you would like to learn about please email us at pharmacyaudit@primetherapeutics.com.