

This update applies to:
All retail pharmacies

States:
Arizona

Line of Business:
Medicaid

Pharmacy Help Desk:
855-548-5646 (MCP)
855-319-6295 (MMIC)

Payer Sheets: For additional claim processing information, refer to the CVS/caremark Payer Sheets at www.caremark.com/pharminfo > NCPDP Payer Sheets.

Dose Optimization

Mercy Care Plan (MCP)

Mercy Maricopa Integrated Care (MMIC)

RXBIN: 610591
RXPCN: ADV
RXGRPs: RX8805 (MCP) or RX8822 (MMIC)

Effective October 1, 2015, the Plan Sponsors listed above will implement the dose optimization program. The intent of the dose optimization program is to reduce the number of medication doses a member takes by offering the choice of switching to a single daily dose at a higher strength. If a member is taking a drug that qualifies for potential dose optimization the claim will reject with the following message:

Reject 19 <<M/I DAYS SUPPLY>>
<<USE HIGHER STRENGTH, 1 PER DAY QUESTIONS CALL X-XXX-XXX-XXXX>>

Please reprocess the claim using the higher strength/reduced quantity after contacting the prescriber as needed and informing the patient. **In order to ensure your patient receives the needed medication and is not turned away at the pharmacy, the Pharmacy Help Desk number that appears in the reject message should be contacted if you need assistance with an override.**