

# Network Pharmacy Weekly



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### Express Scripts Medicare Part D Plans Earn Four-Star Rating

We are pleased that the 2015 Express Scripts Medicare® prescription drug plan (PDP) earned a four-star rating\* from the Centers for Medicare and Medicaid Services (CMS).

When selecting a Medicare Part D plan, beneficiaries should consider total value, rather than just the premium or copayments. Star ratings [help take the guesswork out](#) of choosing a high-quality plan.

Each year, CMS rates the relative quality of the private plans offered to Medicare beneficiaries on a scale of one to five, with five stars representing the highest quality\*\*. To determine the ratings, CMS conducts a thorough evaluation of the plan across broad categories such as customer service, patient safety and feedback from current users. The summary score provides an unbiased, overall measure of quality.

Medicare consumers need to be aware of star ratings when choosing a Part D plan. Star ratings are an important, objective measure and can give beneficiaries peace of mind with their selection. ■

*\*The state of New York (S5983) received 3.5 stars.*

*\*\*Medicare evaluates plans based on a 5-Star rating system. Ratings are calculated each year and may change from one year to the next. Medicare Star Ratings for plans can be found at <http://www.medicare.gov>.*

## Audit Update: Submitting Override Codes for Refill Too Soon

When a pharmacist submits a claim and receives NCPDP Reject Code 79 (Refill Too Soon), he/she should verify that the member actually needs the prescription filled early (e.g., for vacation supply or due to medication loss or spillage, etc.).

Once necessity is confirmed, the pharmacist may be able to override the rejection by entering one of the standard NCPDP Submission Clarification Codes indicated in the table below.

Submission Clarification Code	Pharmacy must annotate
03	Vacation supply refill
04	Lost or spilled medication
05	Therapy Change—Pharmacist is indicating the physician has determined a change in therapy is required; either that the medication was used faster than expected or a different dosage form is needed, etc.

**The pharmacist must annotate use of the override code on the hard copy prescription or in the pharmacy's computer system, including his/her initials, the date and time stamp, and the reason for submission of the override code.**

## Pharmacist Resource Center Update

Please note that during the weekend of October 18-19, 2014, Express Scripts made enhancements to the Pharmacist Resource Center (PRC). Users are now required to have Internet Explorer 7 or higher in order to access the PRC.

Express Scripts is not aware of any issues reported to date with other browsers such as Safari or Firefox.



## Medicare Part D Pharmacy Notice: 4Q 2014 REMINDER

The following is Express Scripts' 4<sup>th</sup> quarter 2014 reminder of the revised CMS requirements issued last year for distribution of CMS-10147 "Medicare Prescription Drug Coverage and Your Rights" (Standardized Pharmacy Notice).

All network pharmacies must provide Medicare Part D enrollees with a written copy of the "Medicare Prescription Drug Coverage and Your Rights" notice when the enrollee's prescription cannot be filled under the Part D benefit and the issue cannot be resolved. Express Scripts returns Reject Code 569 (Provide Notice: Medicare Prescription Drug Coverage and Your Rights) when the pharmacy should provide this notice to the beneficiary.

### 72-Hour Turn-around Time for Home Infusion and Long Term Care Pharmacies

Home Infusion	LTC Pharmacy
<p>The pharmacy may also choose to provide the notice in person with delivery of home infusion drugs or through an infusion nurse, as long as the next scheduled visit is within <b>72 hours of receipt of the transaction</b> code indicating the claim cannot be covered by Medicare Part D.</p>	<p>The pharmacy must fax or otherwise deliver the notice to the enrollee, the enrollee's representative, prescriber or an appropriate staff person at the LTC facility as expeditiously as enrollee's health condition requires, <b>but no later than 72 hours</b> from the pharmacy's receipt of the original transaction response.</p>

**Changes also include a modification of the standard NCPDP Reject Code 569 message removing the words "appeal rights." The new NCPDP standardized message for Reject Code 569 is "Provide Notice: Medicare Prescription Drug Coverage and Your Rights."**

Express Scripts will NOT return a Reject Code 569 (Provide Notice: Medicare Prescription Drug Coverage and Your Rights) and pharmacies will not need to provide the pharmacy notice to beneficiaries in the following situations:

- The claim rejects only because it does not contain all necessary data elements for adjudication;
- The drug in question is an over-the-counter (OTC) drug not covered by the enrollee's Part D plan;
- The prescription is written by a sanctioned prescriber who has been excluded from participation in the Medicare program;
- The drug is not listed on the participating CMS Manufacturer Labeler Code List;
- The drug is not listed on the Food and Drug Administration (FDA) Electronic List—NDC Structured Product Labeling Data Elements File (NSDE);
- The Part D Plan rejects the claim because of a "refill too soon/early refill" edit; or
- The drug in question is not covered by the Part D plan benefit, but is covered by a co-administered insured benefit managed by a single processor. In this scenario, the pharmacy submits a single claim transaction for the drug and the drug is covered by the co-administered insured benefit after being rejected by Part D and processed in accordance with the benefits offered by the supplemental payer.

Pharmacies may visit the website <http://www.cms.gov/Medicare/Appeals-and-Grievances/MedPrescriptDrugApplGriev/PlanNoticesAndDocuments.html> to obtain the current "Medicare Prescription Drug Coverage and Your Rights" notice and accompanying instructions for its use.

*If you need assistance processing a claim, contact the Express Scripts Pharmacy Services Help Desk at 800.824.0898 or 800.922.1557, or visit the Pharmacist Resource Center at [www.express-scripts.com/prc](http://www.express-scripts.com/prc).*