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Division of Medical Assistance Programs

Authorized Signature

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Issue Date: 10/21/2008

Topic: Medical Benefits

Subject: Provider announcement: Pharmacy benefit manager conversion

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

**Message:**

DMAP will send the following announcement in outgoing remittance advices to pharmacies in the weeks of 10/20 and 10/27. This announcement tells pharmacies:

- How to process claims during the pharmacy benefit manager (PBM) conversion
- How to verify eligibility for new OHP clients
- The new BIN and Processing Control numbers pharmacies will need to use to process OHP claims.

*If you have any questions about this information, contact:*

**Contact(s):** Ralph Magrish, Pharmacy Program Manager

**E-mail:** [DMAP.Rxquestions@state.or.us](mailto:DMAP.Rxquestions@state.or.us)

# Important Information

## Pharmacy Benefit Manager Conversion

### Attention Pharmacies - Please read carefully.

This notice details upcoming changes affecting:

- How to process claims during the pharmacy benefit manager conversion.
- How to verify eligibility for OHP clients.
- The BIN and Processing Control Numbers pharmacies use to process OHP claims.

As part of the new MMIS, Electronic Data Systems (EDS) will take over for First Health as the pharmacy benefit manager (PBM), or claims processor, for the Oregon Health Plan (OHP) on Saturday, December 6.

### PBM conversion: Nov. 28 - Dec. 8

From November 28 to December 8, new OHP clients will appear as “not eligible,” because the pharmacy point of sale (POS) system will not be updated during the PBM conversion. This will only affect an estimated 15 clients per day for the entire state. New clients will be added to the POS system on December 9.

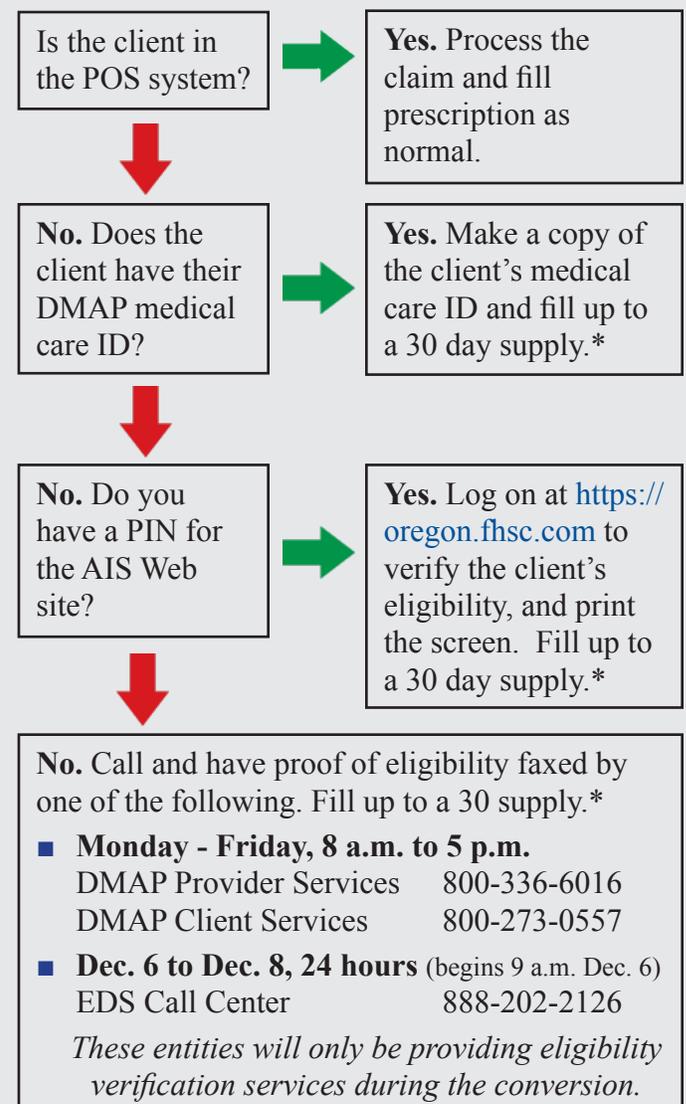
### Verifying eligibility for guarantee of payment during conversion

If pharmacies can verify and provide proof of the new client’s eligibility, DMAP will guarantee payment for pharmacies to fill up to a 30-day supply, or the full Schedule II prescription, for new clients who are not in the POS system from November 28 to December 8. Pharmacies can use one of the following methods to verify eligibility:

- DMAP Medical Care ID
- First Health’s AIS Web site:  
<https://oregon.fhsc.com>
- Faxed proof of eligibility (see flow chart)

**Please note:** The guarantee of payment does NOT apply to clients who are *only* eligible for the CAWEM benefit package. CAWEM does not cover prescriptions.

### Processing claims during the PBM conversion: Nov. 28 - Dec. 8



\*Or the full Schedule II prescription. Remember to keep proof of eligibility for guarantee of payment. **Hold the claim and bill on December 9.** For technical issues, call the First Health Help Desk at 800-344-9180 until 9 p.m. on December 5.

## After Hours Verification: AIS Web site

Until the EDS call center comes online December 6, the AIS Web site will be the only way to verify eligibility after hours if a new client does not have their DMAP medical care ID. The site includes the client's ID number and date of birth, the date of service and the dates eligibility begins and ends.

**Sign up today!** Pharmacies have to sign up in advance to get a PIN number, and **the last day to request a PIN is November 14**. To register, visit the First Health Web site at <https://oregon.fhsc.com>. It takes three to four days to receive your PIN number through the mail.

## Resolve problem claims now

Any outstanding claims in the current PBM system need to be resolved before the new system is installed. To avoid complications and further delays in payment, submit all outstanding claims now. Claims more than one year old must be sent to DMAP Provider Services. Be sure to include the following:

- Timely filing claim
- Letter explaining the problem
- Paper Remittance Advice (RA) or Pharmacy Billing Ledger

Send to:

Oregon Department Of Human Services  
DMAP Provider Services  
500 Summer St. NE, E44  
Salem, OR 97301-1079

## Last free MMIS pharmacy training

**Sunday, November 2, 1 to 5 p.m., Salem**

The Oregon Board of Pharmacy has approved this training for four hours of continuing education credit for pharmacists and technicians licensed in the State of Oregon.

Call DMAP Training at 503-945-6549 or register online at <https://dhslearn.hr.state.or.us>. Search for course # C00688.

## New BIN and processor control numbers

Starting December 6, pharmacies will need to enter these new identification numbers for OHP fee-for-service claims.

- **ANSI BIN #:** 014203
- **Processor Control #:** ORDHSFFS

These numbers will connect to the new EDS PBM. Pharmacies will no longer need a group name.

## NPIs will be required

Starting December 6, the prescriber field will require a prescriber National Provider Identifier (NPI). Pharmacy NPIs\* and default provider numbers, such as 999999, will no longer be accepted.

Pharmacies can look up NPIs at the following Web site:

<https://nppes.cms.hhs.gov>

\*Pharmacy NPIs will still be accepted when dispensing vaccinations and other instances specified by DMAP.

## Early refills

In order to ease the workload of pharmacies during the PBM conversion, early refill edits will be suspended from November 14 through December 8. Please help existing customers avoid inconveniences by encouraging early refills before the conversion.

## Questions?

- If you have any questions about this notice, please call the Provider Services Unit at 800-336-6016, Monday through Friday, 8 a.m. to 5 p.m.
- Pharmacy related questions can also be e-mailed to [DMAP.Rxquestions@state.or.us](mailto:DMAP.Rxquestions@state.or.us).



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