



Kentucky Pharmacists Association Quick Reference Tips for Working with MCOs


For Claims with US Script/Kentucky Spirit Health Plan

Important Member Adjudication Notice—Please Read Before Contacting Pharmacy Help Desk

- Pharmacies should process claims for Kentucky Medicaid members enrolled in Kentucky Spirit Health Plan through: **US Script, Inc. (BIN # 008019, PCN: KSHP)**
- Please be aware that the old Medicaid ID number is the new Kentucky Spirit Health Plan member ID number.
- For adjudication issues, including members with no ID card or no Medicaid ID number, please submit the claim using the member's SSN as the member ID number before contacting the pharmacy help desk.
- If the member does not know his/her SSN, you may also refer to the state's member eligibility lookup at <https://home.kymm.com> if you have a login to that system.
- If you have additional questions regarding pharmacy benefits processing for Kentucky Spirit Health Plan members, please contact the pharmacy help desk at the number below.

Pharmacy Help Desk: 1-877-285-8489

Sample ID Card

	Rx: US Script BIN:008019
Name: Jane Doe	
Medicaid ID#: XXXXXXXXXXXX	
Effective Date: XX/XX/XXXX	
PCP Name: John Doe	
PCP #: XXX-XXX-XXXX	
If you have an emergency, call 911 or go to the nearest ER. If you are not sure if you need to go to the ER, call your PCP or NurseWise. NurseWise is open 24/7.	

For Claims with WellCare of Kentucky

Pharmacy Services (877) 389-9457 (Select #4 for Provider, wait and Select #3 for Pharmacy.

Have patient name and DOB available. Note: do not select "0" to "check eligibility"—that is for Medical, not for Pharmacy). Including after-hours and weekends (CatalystRx)

Pharmacists can enter the Kentucky Medicaid Number or the WellCare of KY ID Number to submit a claim. Additionally, a website is available (KYMMS.com) that many pharmacists use to obtain both the number and managed care plan to which the member has been assigned. Claims are submitted to CatalystRx.

Group Number 476257

BIN 603286

PCN 01410000



Kentucky Pharmacists Association

For Claims with CoventryCares of Kentucky

Coventry Pharmacy Call Center 877-215-4100

Pharmacists can enter the Kentucky Medicaid Number or the Coventry Cares ID Number to submit a claim. Additionally, a website is available (KYMMIS.com) that many pharmacists use to obtain both the number and managed care plan to which the member has been assigned.

Claims are submitted to Medco

Group Number CVTYMCD

BIN 610014

PCN Not Required

For problematic claims, the following path is recommended for pharmacists to follow if the CoventryCares of Kentucky ID is not available:

1. Submit the claim with the Kentucky Medicaid ID.
2. If rejected, check the state website (no hold time) to confirm eligibility.
3. Call Medco (800-922-1557).

CONTACT INFORMATION FOR MCO DIRECTORS OF PHARMACY:

WellCare of Kentucky: Alan Daniels, R.Ph., Director, State Pharmacy

Telephone: (502) 438-4552. Email: Alan.Daniels@wellcare.com

CoventryCares of Kentucky: Ted A. Cummings, R.Ph., Regional Clinical Pharmacy Director,

Telephone: (502) 719-8611. Email: TACummings@cvtty.com

Kentucky Spirit Health Plan: Thomas (Tom) Kaye, R.Ph., Director of Pharmacy, Kentucky Spirit

Health Plan, Telephone: (859) 226-4807. Email: TKAYE@Centene.com

QUICK REFERENCE— Prior Authorization Process/Forms (ALSO posted on KPhA's Website Under Medicaid Updates)

CoventryCares/Medco

<http://www.kphanet.org/Portals/112/KY%20Medicaid/Coventry%20Prior%20Authorization%20Request%20Form.pdf>

KY Spirit Health Plan/US Script

http://www.kphanet.org/Portals/112/KY%20Medicaid/KSHP-KY%20PDL%20US%20Script%20Medication%20PA%20Request%20Form_072211.pdf

WellCare of Kentucky/Catalyst Rx

<http://www.kphanet.org/Portals/112/KY%20Medicaid/WellCare%20Prior%20Authorization%20Request%20Form.pdf>



Kentucky Pharmacists Association

QUICK REFERENCE—MCO Drug Formularies (ALSO posted on KPhA's Website Under Medicaid Updates)

Formularies are listed by each of the new MCOs for its health plan as follows:

CoventryCares of KY

http://chcmedicaid-kentucky.coventryhealthcare.com/web/groups/public/@cvty_medicaid_kentucky/documents/webcontent/c063033.pdf

KY Spirit Health Plan

http://chcmedicaid- http://www.kentuckyspirithealth.com/files/2011/06/Kentucky-Spirit-Health-Plan-Provider-PDL-2011_091211_FINAL.pdf

WellCare of KY

<http://kentucky.wellcare.com/WCAssets/kentucky/assets/WellCare KY Medicaid PDL tagged approved090111.pdf>

QUICK REFERENCE—TIPS from the MCOs

Medco Announcement - CoventryCares of KY Issues Temporary Coverage Override Process

Effective immediately and to assist members with the transition, CoventryCares of KY announced that it will allow for a Temporary Coverage Override (TCO) for certain nonformulary medications and certain drugs requiring prior authorization. The TCO override will permit a one-time claim for up to a maximum of a 30-day supply within the first 90 days from the plan effective date (through January 29, 2012) when the drug is eligible and communicated through the TelePAID® System. The claim will reject and require the use of the PA/MC code to override as communicated through the POS message, depending on whether it is a v5.1 claim or a vD.0 claim. For additional information, pharmacists should contact the Pharmacy Services Help Desk toll-free at 1 800 922-1557 or visit the Pharmacist Resource Center at www.medco.com/rph.

Clarifications from WellCare Regarding MAC Pricing Appeals and PA Messages

According to WellCare of Kentucky, claims that are hitting the system for this MCO that will eventually require a PA (after the 90 day transition period) are receiving the returned message, "Transition Fill: 31 day supply allowed." Since the WellCare transition policy usually only allows a single 31 day supply before requiring PA, the message was not changed. Alan Daniels, WellCare of Kentucky's Director, State Pharmacy asked that we share this clarification.

The [MAC Pricing Appeal Request Form for Catalyst](#) has been posted. Pharmacists are encouraged to test the appeals process by completing the form and submitting along with invoices indicating net cost on those items where there are significant differences between paid amount and cost.

KPhA Collecting Information on MCO Reimbursement Rates—EXAMPLES NEEDED:

KPhA is aware of some reimbursement concerns, but has heard only from a few pharmacists. We need to collect as many examples as possible. Send examples to rmcfalls@kphanet.org.