



LTXXXXXX  
Medco  
100 Parsons Pond Drive  
Franklin Lakes, NJ 07417  
[www.medco.com/rph](http://www.medco.com/rph)

December 2011

Dear Provider:

As a participant in the **Medco Medicare Prescription Plan**® (PDP), and in support of a number of our Plan Sponsors' Medicare Part D plans, PDPs, and MA-PDs, Medco offers the attached year-end communications in preparation for 2012.

Enclosed please find the following:

1. Medicare Part D Sponsors (including PDP, Employer PDP, and MA-PD sponsors)—2 pages
2. Sponsors offering Secondary coverage—1 page
3. Employer Group Waiver Plan Sponsors—2 pages
4. Exhibit 02 letter—2 pages
5. Medco NCPDP vD.Ø Multi-Ingredient Compound Claim Processing—1 page
6. Unique BIN/PCN combination—1 page
7. Data Quality—2 pages
8. Non Matched NDC Reminder—1 page
9. 2012 Formulary Website Reminder—3 pages
10. Medicare Part D Prompt Pay Payment Schedule—1 page
11. Fraud, Waste, and Abuse (FWA) Compliance—1 page

If you have any questions, please feel free to contact the Pharmacy Services Help Desk toll-free at 1 800 922-1557 or make the inquiry through the website, [www.medco.com/rph](http://www.medco.com/rph).

Sincerely,

Medco

**Medco manages the prescription drug benefit for many of your customers' employers or health plans.**



Medco  
 100 Parsons Pond Drive  
 Franklin Lakes, NJ 07417  
 www.medco.com/rph

## 2012 Medicare Part D Medco's PDP, Employer PDP, MA-PD, and PDP Sponsors

<b>Announcement:</b>	Medco is supporting the Medicare Part D prescription drug benefit for several of our clients who will be offering a Medicare Part D prescription drug plan to Medicare-eligible beneficiaries as either a PDP or an MA-PD.
<b>Action requested:</b>	<p>Effective January 1, 2012, process claims for Medicare beneficiaries of the clients listed below using the newly issued ID card containing the member's <b>new Rx Group number, new non-SSN member identifier, the Rx BIN number, and PCN</b>, all of which are <b>mandatory fields</b> needed for successful claims processing.</p> <p>For the clients listed below, <b>except as noted</b>, Pharmacy must submit claims to Medco through the TelePAID<sup>®</sup> System using:</p> <ul style="list-style-type: none"> <li>• <b>The Rx BIN # 610014 except as noted below</b></li> <li>• <b>The PCN MEDDPRIME except as noted below</b></li> <li>• <b>The Rx Group number as listed below</b></li> <li>• <b>The Member's ID number (format listed below)</b></li> </ul>
<b>Note:</b>	Sample ID cards will be available at <a href="http://www.medco.com/rph">www.medco.com/rph</a> for many of the plans listed below.
<b>For claim adjudication or general questions:</b>	Contact the Pharmacy Services Help Desk toll-free at 1 800 922-1557 (except as noted below) or visit the Pharmacist Resource Center at <a href="http://www.medco.com/rph">www.medco.com/rph</a> .

### NEW using Rx BIN 610014

Plan Name	Type	Rx Group #	ID# Format	Estimated # of Lives	Geographic Region
AvMed	PDP	MDAVMED	11 characters	27,000	FL
Mercy Health Plan	MA-PD	CVTYMED	11 characters	Not available at time of printing	Nationwide
Mercy Health Plan (Part B only)	Part B	CVTYMEB* (PCN is NOT required)	11 characters	Not available at time of printing	Nationwide

### EXISTING using Rx BIN 610014

Plan Name	Type	Rx Group #	ID# Format	Estimated # of Lives	Geographic Region
Medco Medicare Prescription Plan PDP	PDP	RXMEDD1	12-digit numeric	<b>532,000</b>	Nationwide
AlohaCare — Advantage (HMO)	MA-PD	ALOHACR	15-digit alphanumeric starting with MEM	560	HI
AlohaCare — Advantage Plus (HMO)	MA-PD	ALOHACR	15-digit alphanumeric starting with MEM	560	HI
BCBSMI	MA-PD, PDP & PPO	BCBSMAN	9-digit numeric (exclude 3 leading alpha characters)	150,000	MI
BCBS North Carolina	PDP	NCPARTD	11-digit alphanumeric	58,000	NC – Primary Region
Blue Care Network	MA-PD	BCNRXPD	11-digit numeric	25,000	MI – Primary region
Blue Cross Blue Shield of North Carolina	MA-PD	NCPARTD	11-digit alphanumeric	59,000	NC
BlueCross BlueShield of Western New York & BlueShield of Northeastern New York	MA-PD	HNMED	9-digit non-SSN numeric	45,000	NY
Care Improvement Plus	MA-PD	CARERX01	9-digit numeric	115,000	TX, AR, MO, GA, SC, MD, WI, IL, IA, IN, NM, NY
Carilion Clinic Medicare Health Plan	MA-PD	CCMR	9-digit alphanumeric	3,200	VA
Comprehensive Care Management	MA-PD	CCMCRX1	5-digit numeric	225	NY
Comprehensive Care Management	PACE	CCMCRX1	5-digit numeric	2,500	NY
Coventry Health Care	PDP	CVTYMED	11-digit numeric	1,642,000	Nationwide
Coventry Health Care	MA-PD	CVTYMED	11-digit numeric	194,787	Nationwide
EMI Health	PDP	EMIAPDP	11-digit numeric	1,550	UT, ID
First United American Medicare Part D	PDP	PDP13697	10-digit alphanumeric	6,500	Nationwide

## 2012 Medicare Part D Medco's PDP, Employer PDP, MA-PD, and PDP Sponsors (Continued)

### EXISTING using Rx BIN 610014 (cont'd)

Plan Name	Type	Rx Group #	ID# Format	Estimated # of lives	Geographic Region
Hawaii Medical Services Association (HMSA)	1876 Cost, PDP, MA-PD	HMSA65	13-alphanumeric	40,000	HI
Health Plan SecureCare	MA-PD	THPMEDI	9-digit alphanumeric starting with H	14,000	OH, WV
Highmark FreedomBlue	MA-PD	SPBLUE1	Primarily 12 numeric digits; some have 13 alphanumeric digits ending in A or B	160,029	PA
Highmark HHIC FreedomBlue PPO	MA-PD	SPBLUE1	Primarily 12 numeric digits; some have 13 alphanumeric digits ending in A or B	17,805	WV
Highmark Security Blue	MA-PD	SPBLUE3	Primarily 12 numeric digits; some have 13 alphanumeric digits ending in A or B	131,368	PA
Highmark Senior Resources (Blue Rx)	PDP	SPBLUE2	Primarily 12 numeric digits; some have 13 alphanumeric digits ending in A or B	58,910	PA, WV
Jackson Health Plan	MA-PD	JMHSRXS	11-digit numeric	1,500	FL
MVP Gold/Gold Anywhere	MA-PD	MVPMEDD	NEW 9-digit non-SSN numeric; from A12345678 to 812345678	83,000	NY, VT
Oklahoma Med D	Employer PDP	OKLARX1	11-digit alphanumeric	35,000	Mostly Oklahoma
Preferred Care Partners	MA-PD	PCPMAPD	11 alphanumeric characters; only enter first 9 digits, omit final "00"	44,000	Florida
SecureChoice	MA-PD	THPMEDI	9-digit alphanumeric starting with H	TBD	OH, WV
UBC-St. Louis	Employer PDP	STLCMEDD	14 digit numeric	3,900	Midwest
United American Medicare Part D	PDP	PDP13697	10-digit alphanumeric	211,000	Nationwide
Vista (Coventry)	MA-PD	CVTYMED	11-digit numeric	35,000	FL
Universal Health Care	MA-PD	UNIVERS	alphanumeric, minimum of 11 bytes, begins with two alpha followed by 9 numbers	50,000	AZ, FL, GA, SC, LA, MS, MD, NV, OH, PA, TX, UT, VA, NC, IL, OK, DC, MO, NY
Wisconsin Physicians Service	PDP	WPSPDP	9-digit numeric	30,000	WI



## 2012 Medco Medicare Part D Sponsors Offering Secondary Coverage for Their Beneficiaries

<b>Announcement:</b>	<p>Medco is supporting the Medicare Part D prescription drug benefit for our clients offering a secondary wrap for their Medicare-eligible beneficiaries. The secondary wrap benefit is offered to the client's retiree, Medicare-eligible membership only. This cannot be offered to people outside the client's population.</p> <p>Effective January 1, 2012, process claims for clients listed below using the newly issued ID card containing the member's new identifier, Rx Group number, and the appropriate Rx BIN number and PCN combination, which are all fields needed for successful claims processing for the <u>secondary benefit</u>.</p> <p>For the clients listed below, Pharmacy must submit claims to Medco through the <i>TelePAID</i><sup>®</sup> System using:</p> <ul style="list-style-type: none"><li>• <b>The Rx BIN # 610031</b></li><li>• <b>The PCN as listed below</b></li><li>• <b>The COB Segment or Copay-Only Feature as listed below</b></li></ul> <p>The list will be updated as additional clients elect to offer a secondary benefit for their Medicare-eligible retiree membership.</p>
<b>For more information:</b>	Contact the Pharmacy Services Help Desk toll-free at 1 800 922-1557 or visit the Pharmacist Resource Center at <a href="http://www.medco.com/rph">www.medco.com/rph</a> .

<b>Sponsors Offering Secondary Coverage via the Copay-Only Feature</b>	<b>Rx BIN / PCN combination</b>
California Schools VEBA	610031/MEDDCOPAY
Carpenters Trust of Western WA	610031/MEDDCOPAY
Chevron	610031/MEDDCOPAY
DuPont	610031/MEDDCOPAY
UBC St. Louis	610031/MEDDCOPAY
Western Teamsters Welfare Trust	610031/MEDDCOPAY



## 2012 Medicare Part D Employer Group Waiver Prescription Drug Plan Sponsors

<b>Announcement:</b>	<p>Medco is continuing to support the Medicare Part D prescription drug benefit for our clients, offering an enhanced PDP for their Medicare-eligible members.</p> <p>The enhanced PDP benefit is offered to the client's Medicare-eligible, retiree membership only. An enhanced PDP benefit provides richer coverage to members than a standard PDP offering. The benefits are provided on behalf of the employer or union sponsoring the coverage.</p> <p>Process claims for the Medicare eligibles of the clients listed below by using the billing information as provided below for successful claims processing.</p> <p>Pharmacy must submit claims to Medco through the <i>TelePAID</i>® System using:</p> <ul style="list-style-type: none"> <li>• <b>The Rx BIN # 610014</b></li> <li>• <b>The PCN MEDDPRIME</b></li> <li>• <b>The Rx Group number as listed below</b></li> <li>• <b>The Member's ID number (format listed below)</b></li> </ul>
<b>Note:</b>	<p>Medco anticipates members will have their newly issued ID cards, but to assist members and pharmacy in the event that not every member has the new ID card, Medco is supplying members of the enhanced PDP Sponsors listed below with an "Exhibit 02, Acknowledge Receipt of Completed Enrollment Election" letter until their permanent ID card has been sent.</p> <p>The "Exhibit 02, Acknowledge Receipt of Completed Enrollment Election" letter will contain the necessary billing information (Member ID number, Rx Group number, Rx BIN, and PCN) for pharmacy to successfully process a claim to Medco through the <i>TelePAID</i> System. The <i>TelePAID</i> System response message will contain the appropriate member's co-payment responsibility. Please accept the letter until member presents with his/her permanent ID card.</p> <p>A sample copy of the letter is attached for your reference. The letter will be co-branded with Medco's logo and the client's logo and will include the Medco Customer Service number specific for each client listed below.</p>
<b>For claim adjudication or general questions:</b>	Contact the Pharmacy Services Help Desk toll-free at 1 800 922-1557 or visit the Pharmacist Resource Center at <a href="http://www.medco.com/rph">www.medco.com/rph</a> .

### New Employer Group Waiver Plan (EGWP) –Medco Medicare Prescription Plan (PDP)

Employer Group Waiver Plan (EGWP)	Rx Group #	ID# format	Estimated # of Lives	Geographic Region
Ashland Inc.	ASHLAND	12-digit numeric	4,000	Nationwide
Boeing	BOEINGD	12-digit numeric	40,000	Nationwide
Bridgestone Americas	BSAIRX	12-digit numeric	5,091	Nationwide
Carpenter of NYC (UBC)	NYCDRX1	12-digit numeric	9,000	Nationwide, mostly New York
Carpenters H&W Trust Fund for California	CHWTFCA	15-digit alphanumeric	4,500	Nationwide, mostly California
Chicago Teachers Pension Fund	CTPFRX	12-digit numeric	12,000	Nationwide, mostly Chicago, IL area
City of Bridgeport	BRIDGEX	12-digit numeric	1,400	Nationwide, mostly in Connecticut
City of Milwaukee	COMKERX	12-digit numeric	5,000	Nationwide, Mostly in Wisconsin
Cytec	CYTECRX	12-digit numeric	3,002	Nationwide
Duke	DUKEUUMB	10 digit numeric	3,800	Nationwide, mostly North Carolina
EMI	AS802RX	11-digit numeric, starting with 2477	900	Nationwide, mostly in Salt Lake City, Utah
Harvard University	RXMEDEX	12-digit numeric	4,489	Nationwide, mostly Boston Mass area

**2012 Medicare Part D  
Employer Group Waiver Prescription Drug Plan Sponsors  
(Continued)**

**New Employer Group Waiver Plan (EGWP) - Continued**

Employer Group Waiver Plan (EGWP)	Rx Group #	ID# format	Estimated # of Lives	Geographic Region
Michigan Public Schools Employee Retirement System	MPSESRX	12-digit numeric	135,000	MI
Nashville Electric Services	NESUMBRX	12-digit numeric	1,800	Nationwide
PSC – CUNY Welfare Fund	PSCCRX	12 –digit numeric	6,000	Nationwide, mostly in NY
State of Louisiana, Office of Group Benefits	STLAMEDDRXUMB	12-digit numeric	43,000	LA
State of New Jersey	STNJEGWP	12-digit numeric	138,000	Nationwide, with a concentration in NJ/NY/PA
The Nelson Trust	NELSON2	12-digit numeric	4,900	Nationwide, mostly Pacific Northwest
TRW Automotive	TRWAMRX	12-digit numeric	1,700	Nationwide, mostly in Michigan

**Existing**

Employer Group Waiver Plan (EGWP)	Rx Group #	ID# format	Estimated # of Lives	Geographic Region
1199SEIU	1199EGWP	Not available at time of printing		
Alcatel-Lucent	ALUEPDP	12-digit alphanumeric	34,000	Nationwide
Bertelsmann	BERTMRX	12-digit alphanumeric	1,500	Nationwide
California Schools VEBA	SCSMEDD	9-digit numeric	1,500	Nationwide, mostly California
Carpenters Trust of Western Washington (CTWW)	CTWWMEDD	11-digit alphanumeric	2,100	Nationwide, mostly West Coast
Chevron	CMD3896	12-digit alphanumeric	45,000	Nationwide, mostly TX
Christian Church (CCHCBT)	CWHCMRX	12-digit alphanumeric	1,400	Nationwide
City of Hammond	HAMNDRX	12-digit alphanumeric	300	Nationwide, mostly Indiana
Commonwealth of Virginia (COVA)	CWHVAMD	9-digit alphanumeric	26,000	Nationwide, mostly VA
City of Meriden	MRDNUMB	Not available at time of printing		
Insurance Trust for Delta Retirees	DALRCRX	12-digit alphanumeric	18,000	Nationwide
District 1199J	1199JPD	12-digit alphanumeric	1,600	Nationwide, mostly NJ
DuPont	DUPTMED	12-digit alphanumeric	66,000	Nationwide
GuideStone Insurance Plans	ABSBC02	12-digit alphanumeric	1,000	Nationwide, mostly Texas
Lumbermens Mutual Group	LUMBERUMB	14-digit alphanumeric	600	Nationwide
Medco Retirees	MHSMEDD	12-digit alphanumeric	250	Nationwide
Mount Sinai	MTSIUMBR	12-digit numeric	600	Nationwide
New Jersey Carpenters Health Fund (NJCHF)	NJCFMDD	12-digit numeric	3,200	Nationwide, mostly New Jersey
New Mexico Retiree Health Care Authority (NMRHCA)	NMRHCAMD	12-digit alphanumeric	21,000	Nationwide, mostly NM
Public Employees Health Program of Utah (PEHP)	PEHPPDP	12-digit alphanumeric	7,700	Nationwide, mostly UT
Seniors Choice	G1001	10-digit alphanumeric	3,400	Nationwide
SISC	SISCMEDD	12-digit alphanumeric	1,550	Nationwide, mostly CA
Tennessee Valley Authority (TVA)	TVADRUGMD	12-digit alphanumeric	12,200	Nationwide, mostly TN
The Bledsoe Health Trust	BLEDSE2	12-digit alphanumeric	5,000	Nationwide, mostly OR, WA, and CA
Western Teamsters Welfare Trust (WTWT)	WTMEDD	12-digit alphanumeric	2,900	Nationwide, mostly West Coast
Whirlpool	WHRLPLRX	12-digit numeric	2,700	Nationwide

Medco Health Solutions, Inc.  
P.O. Box 4558  
Scranton, PA 18505

October 20, 2011



## Medco Medicare Prescription Plan® (PDP)

0000000-00-00014  
123456789123//6032//4071//AFFID1234567//IN01 1046//E0212  
JOHN Q. SAMPLE  
100 IN01 1046 DRIVE  
ANYCITY, ST 99999-9229

<p><b>Medco Medicare Prescription Plan® (PDP)</b></p> <p><b>ID No: 412122316216</b> <b>Issuer: 80840</b> <b>RxGrp: RXMEDD1</b> <b>RxBin: 610014</b> <b>RxPCN: MEDDPRIME</b></p> <p>MedicareRx Prescription Drug Coverage</p>
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Value plan option

Dear JOHN Q. SAMPLE:

Thank you for enrolling in **Medco Medicare Prescription Plan® (PDP)**. **Medco Medicare Prescription Plan (PDP)** is a prescription drug plan that is approved by Medicare. Your enrollment will be effective on 05/01/2012.

### How will this coverage work?

As of 05/01/2012, you should begin using **Medco Medicare Prescription Plan (PDP)** network pharmacies to fill your prescriptions. If you use an out-of-network pharmacy and there is not an emergency, **Medco Medicare Prescription Plan (PDP)** may not pay for your prescriptions. This letter is proof of your **Medco Medicare Prescription Plan (PDP)** coverage. You should show this letter at the pharmacy until you get your Member ID card from us.

### How much is my premium?

Medicare must approve all enrollments and calculate your premium amount. When Medicare approves your enrollment into **Medco Medicare Prescription Plan (PDP)**, we will send you a letter to confirm your enrollment in **Medco Medicare Prescription Plan (PDP)**. You will get a separate letter from **Medco Medicare Prescription Plan (PDP)** once Medicare calculates your premium. You should not wait to get these confirmation letters before you begin using **Medco Medicare Prescription Plan (PDP)** network pharmacies on 05/01/2012. If Medicare rejects your enrollment, **Medco Medicare Prescription Plan (PDP)** will bill you for any prescriptions you received through us.

### Will *Medco Medicare Prescription Plan (PDP)* bill me directly for my premiums or will my premiums be deducted from my Social Security/Railroad Retirement Board check?

Your enrollment form included the options for paying your plan premium. If you chose to have your **Medco Medicare Prescription Plan (PDP)** premium withheld from your Social Security or Railroad Retirement Board benefit check, we may have to send you a bill for your first month or two of enrollment if the deduction doesn't start right away or doesn't start at all. If you didn't choose this option, we will bill you for your monthly premiums. Generally you must stay with the premium payment option you choose for the rest of the year. If you have any questions about how to pay your plan premium, please contact us at **1-866-544-2979**, Monday through Friday, 8:00 a.m. to 9:30 p.m., eastern time. Customer Service is available in English and other languages. TTY/TDD users should call **1-866-544-2982**. Members who fail to pay the monthly premium may be disenrolled from **Medco Medicare Prescription Plan (PDP)**.

## What is Extra Help?

People with limited incomes may qualify for Extra Help to pay for their prescription drug costs. If you qualify, Medicare could pay for 75% or more of your drug costs, including monthly prescription drug premiums, annual deductibles, and co-insurance. Additionally, those who qualify won't have a coverage gap or a late enrollment penalty. Many people qualify for these savings and don't even know it. For more information about this Extra Help, contact your local Social Security office, or call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778. You can also apply for Extra Help online at [www.socialsecurity.gov/prescriptionhelp](http://www.socialsecurity.gov/prescriptionhelp).

## What if I have other health coverage?

If you have other health coverage, such as from an employer or union, joining **Medco Medicare Prescription Plan (PDP)** may change how your current coverage works. Read the communications your other health coverage sends you. If you have questions, visit their website or contact the office listed in their communications. If there is no information on whom to contact, your benefits administrator or the office that answers questions about your coverage can help. If you have other prescription drug coverage, such as through an employer plan, you shouldn't cancel your other coverage yet. Keep your other coverage until you receive the confirmation letter from us.

## What if I have Medigap (Medicare Supplemental Insurance) coverage?

If you have a Medigap (Medicare Supplement Insurance) policy that includes prescription drug coverage, you must contact your Medigap issuer to let them know that you have joined a Medicare prescription drug plan. Your Medigap issuer will remove the prescription drug coverage portion of your policy and adjust your premium. Call your Medigap issuer for details.

## When can I make changes to my Medicare prescription drug coverage?

Medicare limits when you can make changes to your coverage. **From October 15 through December 7 each year**, you can enroll in a new Medicare prescription drug plan or Medicare health plan for the following year. You may not enroll in a new plan during other times of the year unless you meet certain special exceptions, such as if you move out of **Medco Medicare Prescription Plan (PDP)**'s service area, want to join a plan in your area with a 5-star rating, or you qualify for Extra Help with your prescription drug costs.

If you qualify for Extra Help with your prescription drug costs you may enroll in, or disenroll from, a plan at any time. If you lose this Extra Help during the year, your opportunity to make a change continues for two months after you are notified that you no longer qualify for Extra Help.

If you have questions about how or when to disenroll from **Medco Medicare Prescription Plan (PDP)**, please call our Customer Service department.

## Where can I fill my prescriptions?

Please remember that you should use **Medco Medicare Prescription Plan (PDP)** network pharmacies to fill your prescriptions beginning on 05/01/2012. If you use an out-of-network pharmacy, except in an emergency, **Medco Medicare Prescription Plan (PDP)** may not pay for your prescriptions. You can find network pharmacies in your area by looking in your Pharmacy Directory or by calling Customer Service at the numbers below. You can also visit the **Medco Medicare Prescription Plan (PDP)** website at [www.medco.com](http://www.medco.com).

## What if I have more questions?

If you have any questions, please contact Customer Service at **1-800-758-4574**; New York State residents: call **1-800-758-4570**. Customer Service is available 24 hours a day, 7 days a week. Customer Service is available in English and other languages. TTY/TDD users should call **1-800-716-3231**.

Thank you.

00000000-00-0001401-01





## Medco NCPDP Version D.Ø Multi-Ingredient Compound Claim Processing

- All network pharmacies are contractually obligated to submit compounded prescription claims online via the *TelePAID* System. Providers will collect only the applicable co-payment or coinsurance as indicated through the *TelePAID* System.
- Compound prescription claims transmitted using vD.Ø must be submitted using the compound segment and will allow for the transmission of up to 25 individual ingredients to be submitted.
- Multi-ingredient compound claims and reversals must be submitted as a single transaction. Compound claims included in a multi-script transaction will cause the multi-claim transaction to reject.
- Multi-ingredient compound claims must be identified as a compound by submitting a Compound Code of “2” in the appropriate field.
- Each ingredient in the compound must be submitted with the NDC of the product used. The quantity of each specific ingredient, the cost of each individual ingredient and the basis of cost determination must also be submitted.
- It is important to submit the quantity dispensed to the member as the total metric quantity of the finished product (not a total of the individual ingredients).
- Submit the sum of all individual ingredient costs, as the Provider’s “Ingredient Cost Submitted” for the compounded prescription and also submit the Provider’s U&C price for the compounded prescription.
- For Plan Sponsors covering compound claims, if one ingredient submitted on a multi-ingredient compound claim is covered under the member’s plan benefit design, then all the ingredients will be paid at the contracted rate. Certain exceptions may apply according to the member’s plan benefit design.
- Medco will not reject individual ingredients in a compound unless the NDC submission represents an experimental drug, a recall drug, or it contains an invalid NDC. The NCPDP Submission Clarification Code of “8” to override the rejection of an individual ingredient will not be used.
- The new rejection codes below are associated with vD.Ø multi-ingredient compound processing:
  1. Compounds Not Covered = Reject “7Y”
  2. Duplicate Product ID (a duplicate product submitted) = Reject “9Z”
  3. Compound Requires at Least One Covered Ingredient (not all ingredients are covered) = Reject “8A”



## Unique BIN / PCN processing of Medicare Part D Claims Update: Effective February 1, 2012

<b>Plan Sponsor:</b>	All Medicare Part D Sponsors	<b>Geographic Region:</b>	Nationwide
<b>Effective Date:</b>	February 1, 2012	<b>Rx Group #:</b>	Various – as listed on the ID Card
<b>Information:</b>	<p><b>Effective February 1, 2012, Medco will begin enforcement of "4Rx" Data Validation.</b></p> <p>This validation will include a review of the BIN, PCN, Cardholder ID, and Rx Group ID submitted on the claim through the <i>TelePAID</i><sup>®</sup> System.</p> <p><b>In the event that the submitted member data does not match the information on file, the claim will be rejected using one or more of the following NCPDP Reject Codes:</b></p> <ul style="list-style-type: none"><li>NCPDP Reject 01 - Missing/Invalid BIN</li><li>NCPDP Reject 04 - Missing/Invalid PCN</li><li>NCPDP Reject 06 - Missing/Invalid Group</li><li>NCPDP Reject 07 - Missing/Invalid Cardholder ID</li></ul> <p>Note: In addition, claims that are submitted using the D.Ø standard, the "Coordination of Benefits Response Segment" will be returned containing the expected data elements to facilitate resubmission of the claim.</p>		
<b>Note:</b>	Always ask to see the member's ID card. The member's identifier, BIN, PCN, and Rx Group number must be submitted through the <i>TelePAID</i> System for proper claims processing.		
<b>Reminder:</b>	As set forth in the Department of Health and Human Services' final rule on HIPAA Electronic Transaction Standards (published in the January 16, 2009 Federal Register), the compliance date for transition to the HIPAA compliant NCPDP vD.Ø claim standard is January 1, 2012.		
<b>For more information:</b>	Contact the Pharmacy Services Help Desk toll-free at 1 800 922-1557 or visit the Pharmacist Resource Center at <a href="http://www.medco.com/rph">www.medco.com/rph</a> .		



## Claim Submission Data Quality

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All claims must be submitted accurately through Medco's *TelePAID*<sup>®</sup> System for the Eligible Person for whom the prescription was written by the Prescriber. Each claim must contain complete and accurate information for the member, prescriber, and drug.

### **1. Prescriber Identification**

Accurate data entry at the time of dispensing ensures the accurate identification of the Prescriber. The National Provider Identifier (NPI) is the preferred Prescriber Identifier for all claims submitted through the *TelePAID*<sup>®</sup> system.

- Submit correct NPI information from the prescription identifying the individual Prescriber for each claim. If the NPI is not available, the Prescribers' DEA or state license will be accepted, as permitted.
- Identifying an incorrect or invalid prescriber in the transmitted claim may result in a recoupment of the net amount paid.
- **DO NOT** submit the pharmacy's NPI number, DEA, or a pseudo prescriber DEA number in the Prescriber ID field.

If the claim rejects:

- **For a version 5.1 claim rejection, NCPDP Reject # 71: Prescriber Not Covered, Prescriber is on Federal Excluded List**
- **For a version D.0 claim rejection, NCPDP Reject # A1: ID SUBM ASSOC WITH SANCTIONED PRESCRIBER**

Verify that the prescriber information on the transmitted claim is the same as that on the prescription.

If appropriate, inform the member that the prescriber is ineligible and the prescription is not covered under the Medicare Part D program.

### **2. Member and Dependent Data**

Accurate data entry at the time of dispensing ensures the accurate identification of the Member/Eligible Person. **Ask the member for his/her current identification card.**

Submit accurately:

- Identification number (as listed on the ID card). It is important to confirm that the ID number that you are using is the most current active identifier.
- Rx Group number
- Date of birth
- Gender
- First name
- Last name
- Relationship code
- Person code

**The Provider can contact the Pharmacy Services Help Desk to verify eligibility by calling 1 800 922-1557 and selecting option 1 or by visiting the Pharmacist Resource Center website at [www.medco.com/rph](http://www.medco.com/rph).**

## Claim Submission Data Quality (Continued)

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### 3. Drug Data

It is the Provider's obligation to submit claims using accurate drug information, including the NDC of the package size used, quantity, prescriber directions, and days' supply of the product dispensed.

#### NDC

- When submitting a claim, the NDC number of the package size dispensed or the package size used should be transmitted on the claim. Provider must dispense from the most cost-effective NDC with the lowest net cost to the member and plan when appropriate.

#### Days' Supply

- **Provider must clarify** ambiguous dosage directions prior to dispensing.
  - A **"use as directed" dosage** should not be assigned an arbitrary days' supply.
  - **Provider must document** in a retrievable manner the clarification of the dosage/instructions.

### 4. Quantity Dispensed

The Quantity Dispensed transmitted via the *TelePAID*<sup>®</sup> system for all Medco claims must reflect the **exact quantity dispensed**, including metric decimal amounts. There are three standard billing units to describe drug products:

- Eaches "EA"- Examples of EA drug forms can include tablets, capsules, transdermal patches, non-filled syringes, and reconstitutable injectable vials.
- Milliliters, "ML"- Examples of ML drug forms that are measured by liquid volume can include liquids, suspensions, solutions, IV solutions, irrigations, nasal sprays, and oral inhalers.
- Grams, "GM" – Examples of GM drug forms measured by weight can include ointments, creams, balms, bulk powders, and inhalers.

Check the Pharmacy Services Manual for examples of exceptions to these designations.



## Reminder Medicare Part D Non-Matched NDC

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<b>Announcement:</b>	<p>The Centers for Medicare &amp; Medicaid Services (CMS) has posted the “Non-matched NDC list” with national drug codes (NDCs) provided by the Food and Drug Administration (FDA) that will not be eligible for reimbursement under Medicare Part D plans.</p> <p>Claims submitted through the <i>TelePAID</i><sup>®</sup> System for any Medco Medicare Part D member covered under Medco’s Medicare Part D Sponsors with an NDC that is listed on the “Non-matched NDC list” will reject with: <b>NCPDP Reject 54: “Non-matched Product/Service ID” with an additional message of “NDC not FDA listed” populated in field 526-FQ.</b></p>
<b>Action requested:</b>	<p>It is imperative that you review your available inventory to determine if adjustments in your drug purchasing are needed.</p> <p>Your assistance is needed in educating the manufacturers of products that you purchase whose NDCs are impacted by this exclusion, to take the necessary action to have their products approved and listed with the FDA.</p>
<b>Note:</b>	<p><b>Claims for NDCs listed on the Non-matched NDC list will reject. It is important to purchase and maintain adequate inventory of FDA-approved products covered under the Medicare Part D plan.</b></p> <p>For successful claim processing through the <i>TelePAID</i> System, transmit NDCs that are FDA-approved products and that do not appear on the CMS-produced “Non-matched NDC list.”</p> <p>The complete list of impacted NDCs is available for review and downloading at: <b><u><a href="http://www.cms.gov/PrescriptionDrugCovContra/03_RxContracting_FormularyGuidance.asp#TopOfPage">http://www.cms.gov/PrescriptionDrugCovContra/03_RxContracting_FormularyGuidance.asp#TopOfPage</a></u></b></p>
<b>For more information:</b>	<p>Contact the Pharmacy Services Help Desk toll-free at 1 800 922-1557; visit the Pharmacist Resource Center at <a href="http://www.medco.com/rph">www.medco.com/rph</a>; or visit <b><u><a href="http://www.cms.gov/PrescriptionDrugCovContra/03_RxContracting_FormularyGuidance.asp#TopOfPage">http://www.cms.gov/PrescriptionDrugCovContra/03_RxContracting_FormularyGuidance.asp#TopOfPage</a></u></b></p>



**Medco's Medicare Part D Plan and Medco's Medicare Part D  
Sponsors'  
2012 Formulary Websites Reminder**

<b>Announcement:</b>	<p>The following are formulary websites for Medco and our clients' Medicare formularies. Some formularies may have changed.</p> <p>Visit the websites to view formulary updates, which may include additions, deletions, preferred status changes, or tier changes and that are available 60 days prior to the effective date. Please visit the sites frequently. <b>In the event a drug is removed from the market for safety reasons, Medco will remove it from its formulary immediately.</b> Some websites may receive heavy volume and become unavailable from time to time. If that occurs, please try the website at a later time.</p> <p>As additional websites become available, we will announce them.</p>
<b>Note:</b>	<p>These websites contain the most current formulary updates and notification for future changes. Plans using <a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a> are using the Medco Medicare Prescription Plan.</p>
<b>For more information:</b>	<p>Visit the Pharmacist Resource Center at <a href="http://www.medco.com/rph">www.medco.com/rph</a> for additional Medicare Part D communications.</p>
<b>Medco Plan Name</b>	<b>Website</b>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) - Choice Plan	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) - Value Plan	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) - the 1199SEIU Greater New York Benefit Fund	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for Alcatel-Lucent	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for Ashland Inc.	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for Bertelsmann Media Worldwide and its subsidiaries	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for the Bledsoe Trust	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for the Boeing Company	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for Carpenters Health and Security Plan of Western Washington	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for Chevron	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for Chicago Teachers' Pension Fund (CTPF)	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for the Christian Church	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for the City of Bridgeport and Bridgeport Board of Education	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for the City of Hammond	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for The City of Meriden	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for the City of Milwaukee	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for the Commonwealth of Virginia Retiree Health Benefits Program	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for Cytec Industries, Inc.	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for District 1199J New Jersey Benefit Fund	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for Duke University	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan</b> <sup>®</sup> (PDP) for DuPont	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>

**Medco's Medicare Part D Plan and Medco's Medicare Part D Sponsors'  
2012 Formulary Websites Reminder  
(Continued)**

<b>Medco Plan Name (Cont'd)</b>	<b>Website</b>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for EMI Health	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for GuideStone Financial Resources	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Insurance Trust for Delta Retirees ("The Trust")	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Lumbermens Mutual Group	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Medco Retirees	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Michigan Public School Employees Retirement System	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Mt. Sinai	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> for Nashville Electric Service	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> for the Nelson Trust	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> for New Jersey Carpenters Health Fund (NJCHF)	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> for New Mexico Retiree Health Care Authority (NMRHCA)	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for New York City District Council of Carpenters Welfare Fund	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for PSC-CUNY Welfare Fund	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Public Employees Health Program of Utah (PEHP)	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Seniors Choice Group Retiree Medical Plans	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for SISC	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Southern California Schools VEBA	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for the State Health Benefits Program (SHBP) or School Employees' Health Benefits Program (SEHBP)	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for State of Louisiana, Office of Group Benefits	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Tennessee Valley Authority (TVA)	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for TRW Automotive, Inc.	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Western Teamsters Welfare Trust	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
<b>Medco Medicare Prescription Plan<sup>®</sup></b> (PDP) for Whirlpool	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>

**Medco's Medicare Part D Plan and Medco's Medicare Part D Sponsors'  
2012 Formulary Websites Reminder  
(Continued)**

<b>Medco Sponsor Plan Name</b>	<b>Website</b>
AlohaCare Advantage	<a href="http://www.alohacarehawaii.org">www.alohacarehawaii.org</a>
AlohaCare Advantage Plus	<a href="http://www.alohacarehawaii.org">www.alohacarehawaii.org</a>
Blue Care Network Advantage	<a href="http://www.MiBCN.com/medicare">www.MiBCN.com/medicare</a>
Blue Cross and Blue Shield of North Carolina (BCBSNC)	<a href="http://www.bcbsnc.com">www.bcbsnc.com</a>
Blue Cross Blue Shield of Michigan	<a href="http://www.bcbsm.com/medicare">www.bcbsm.com/medicare</a>
Blue Cross Blue Shield of Western New York	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
Blue Cross Blue Shield of Western New York – Gap Coverage	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
BlueRx PDP	<a href="http://www.highmark.com">www.highmark.com</a>
Blue Shield of Northeastern New York	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
Care Improvement Plus	<a href="http://www.careimprovementplus.com">www.careimprovementplus.com</a>
Carilion Clinic Medicare Health Plan	<a href="http://www.carilionmedicare.com">www.carilionmedicare.com</a>
CCM Direct	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
CCM PACE	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
Educators Mutual Insurance Association	<a href="http://www.educatorsmutual.com">www.educatorsmutual.com</a>
First UA Medicare Group Part D Prescription Drug Coverage	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
First UA Medicare Part D Prescription Drug Coverage	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
First UA Medicare Part D Silver Prescription Drug Coverage	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
FreedomBlue PPO	<a href="http://www.highmark.com">www.highmark.com</a>
HealthChoice	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
Highmark	<a href="http://www.highmark.com">www.highmark.com</a>
Highmark Health Insurance	<a href="http://www.highmarkhealth.com">www.highmarkhealth.com</a>
HHIC FreedomBlue PPO	<a href="http://www.highmarkhealth.com">www.highmarkhealth.com</a>
HMSA	<a href="http://www.hmsa.com">www.hmsa.com</a>
JacksonHealth Plan (HMO)	<a href="http://www.medco.com/medd/jacksonhealthplans">www.medco.com/medd/jacksonhealthplans</a>
Preferred Care Partners	<a href="http://www.mypreferredcare.com">www.mypreferredcare.com</a>
MVP Gold/Gold Anywhere	<a href="http://www.mvphealthcare.com">www.mvphealthcare.com</a>
SecureCare	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
SecureChoice	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
SecurityBlue HMO	<a href="http://www.highmark.com">www.highmark.com</a>
Senior Partners Gold Rx	<a href="http://www.mybravohealth.com">www.mybravohealth.com</a>
Senior Partners Silver	<a href="http://www.mybravohealth.com">www.mybravohealth.com</a>
SmartHealth Rx	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
Touchstone Health HMO, Inc.	<a href="http://www.touchstoneh.com">www.touchstoneh.com</a>
UA Medicare Group Part D Prescription Drug Coverage	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
UA Medicare Part D Prescription Drug Coverage	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>
Universal Health Care	<a href="http://www.univhc.com">www.univhc.com</a>
Universal Health Care Insurance Company, Inc.	<a href="http://www.univhc.com">www.univhc.com</a>
WPS MedicareRx Plan	<a href="http://www.medco.com/meddformularychanges">www.medco.com/meddformularychanges</a>



### Medco Medicare Part D Claims Cycle Schedule for 2012

Cycle	Claims Cycle	POS Cut-Off Date
1	12/31/11 - 01/06/12	Friday 01/06/12
2	01/07/12 - 01/13/12	Friday 01/13/12
3	01/14/12 - 01/20/12	Friday 01/20/12
4	01/21/12 - 01/27/12	Friday 01/27/12
5	01/28/12 - 02/03/12	Friday 02/03/12
6	02/04/12 - 02/10/12	Friday 02/10/12
7	02/11/12 - 02/17/12	Friday 02/17/12
8	02/18/12 - 02/24/12	Friday 02/24/12
9	02/25/12 - 03/02/12	Friday 03/02/12
10	03/03/12 - 03/09/12	Friday 03/09/12
11	03/10/12 - 03/16/12	Friday 03/16/12
12	03/17/12 - 03/23/12	Friday 03/23/12
13	03/24/12 - 03/30/12	Friday 03/30/12
14	03/31/12 - 04/06/12	Friday 04/06/12
15	04/07/12 - 04/13/12	Friday 04/13/12
16	04/14/12 - 04/20/12	Friday 04/20/12
17	04/21/12 - 04/27/12	Friday 04/27/12
18	04/28/12 - 05/04/12	Friday 05/04/12
19	05/05/12 - 05/11/12	Friday 05/11/12
20	05/12/12 - 05/18/12	Friday 05/18/12
21	05/19/12 - 05/25/12	Friday 05/25/12
22	05/26/12 - 06/01/12	Friday 06/01/12
23	06/02/12 - 06/08/12	Friday 06/08/12
24	06/09/12 - 06/15/12	Friday 06/15/12
25	06/16/12 - 06/22/12	Friday 06/22/12
26	06/23/12 - 06/29/12	Friday 06/29/12

Cycle	Claims Cycle	POS Cut-Off Date
27	06/30/12 - 07/06/12	Friday 07/06/12
28	07/07/12 - 07/13/12	Friday 07/13/12
29	07/14/12 - 07/20/12	Friday 07/20/12
30	07/21/12 - 07/27/12	Friday 07/27/12
31	07/28/12 - 08/03/12	Friday 08/03/12
32	08/04/12 - 08/10/12	Friday 08/10/12
33	08/11/12 - 08/17/12	Friday 08/17/12
34	08/18/12 - 08/24/12	Friday 08/24/12
35	08/25/12 - 08/31/12	Friday 08/31/12
36	09/01/12 - 09/07/12	Friday 09/07/12
37	09/08/12 - 09/14/12	Friday 09/14/12
38	09/15/12 - 09/21/12	Friday 09/21/12
39	09/22/12 - 09/28/12	Friday 09/28/12
40	09/29/12 - 10/05/12	Friday 10/05/12
41	10/06/12 - 10/12/12	Friday 10/12/12
42	10/13/12 - 10/19/12	Friday 10/19/12
43	10/20/12 - 10/26/12	Friday 10/26/12
44	10/27/12 - 11/02/12	Friday 11/02/12
45	11/03/12 - 11/09/12	Friday 11/09/12
46	11/10/12 - 11/16/12	Friday 11/16/12
47	11/17/12 - 11/23/12	Friday 11/23/12
48	11/24/12 - 11/30/12	Friday 11/30/12
49	12/01/12 - 12/07/12	Friday 12/07/12
50	12/08/12 - 12/14/12	Friday 12/14/12
51	12/15/12 - 12/21/12	Friday 12/21/12
52	12/22/12 - 12/28/12	Friday 12/28/12



## Medicare Part D Compliance and Fraud, Waste, and Abuse Training Requirement

Medco is committed to compliance with the Centers for Medicare and Medicaid Services (CMS) requirements and to supporting Medco-contracted pharmacies to ensure their compliance. It's particularly important that pharmacies and their employees be fully informed of Medicare Part D Programs and other federal requirements related to the detection, correction, and prevention of FWA. **CMS regulations require that all entities contracted with a Medicare Part D Plan Sponsor participate in an approved annual compliance training program for their current and new employees.**

Pharmacy providers are obligated to provide annual Medicare Part D training to employees and also new employees at the time of hire. To fulfill this requirement in calendar year 2012, pharmacies need to train their employees through the use of one of the following training modules. Medco has made a module available *free of charge*, but you continue to have several training options:

- Medco's Medicare Compliance and Fraud, Waste, and Abuse training module, which is located on the Pharmacist Resource Center **[www.medco.com/rph](http://www.medco.com/rph)** website. To access the module, go to Medicare Part D in the left-hand column and click on "Communications."
- Training modules developed by industry associations—One training module that many pharmacies have indicated as being chosen is the "Preventing Fraud, Waste, and Abuse in Pharmacy Practice" module that is available through Learn Something.<sup>®</sup> If you choose this Learn Something training and access it through the portal, **[www.medco.learnsomething.com](http://www.medco.learnsomething.com)**, your pharmacy's completion of the training will be documented and retained by Learn Something for audit purposes.
- An alternative compliance training program that covers at minimum the elements listed below as required by CMS.

Pharmacies must offer, on an annual basis, compliance training to all their employees who work with Medicare Part D, and attendance must be tracked and available upon audit. Medco has already started monitoring to determine compliance and as indicated in the Medco Pharmacy Services Manual **pharmacies may be required to provide training attendance logs.**

Training should address at minimum the following topics, and the content should be available to Medco upon request:

- Types of fraud, waste and abuse including:
  - Inappropriate billing practices; bait-and-switch pricing; prescription altering; dispensing expired or adulterated prescription drugs; illegal remuneration; and true out-of-pocket (TrOOP) cost manipulation
- Screening of employees against applicable exclusion lists
- Pharmacy's obligation to have procedures in place to address fraud, waste, and abuse
- Compliance with federal statutes (False Claims Act, Anti-Kickback Statute, HIPAA)
- Reporting fraud, waste, and abuse
- Protections for employees who report fraud, waste, or abuse

### Reporting Fraud, Waste, and Abuse

With its commitment to compliance in mind, Medco maintains a **Medicare Prescription FWA Drug Hotline (1 800 303-9373)**, which is a toll-free hotline available around the clock, every day of the year (24/7). The hotline provides a mechanism to enable individuals, including network pharmacies and other providers, to confidentially report any potential acts of fraud, waste, or abuse on an anonymous basis. Once reported, matters are investigated as appropriate, and action is taken to address the reported events.