



Health Net®

PHARMACEUTICAL SERVICES

PHARMACY UPDATE

December 27, 2011

UPDATE #11-020

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This update applies to:

- Retail Pharmacies
- Home Infusion Pharmacies
- I/T/U Pharmacies
- LTC Pharmacies

State:

- ALL STATES

Lines of business:

- Medicare Advantage Part D (MA-PD)
- Medicare Prescription Drug Plan (PDP)

PHARMACY INQUIRIES ONLY:

Claims Processing/ Technical Support

CVS Caremark
 Medicare Part D
 Pharmacy Help Desk
 1-888-865-6567

For optimal service, this telephone number is for pharmacy use only.

MEMBER INQUIRIES:

Refer all member inquiries to the appropriate Customer Service phone number listed on the member's Health Net ID card.

IMPORTANT: Health Net Medicare Part D Pharmacy Help Desk Reminders

Health Net Medicare Part D pharmacy claims processing services are provided by CVS Caremark.

The CVS Caremark Pharmacy Help Desk is open 24 hours a day, seven days a week to assist pharmacies with technical problems related to pharmacy claims adjudication.

The CVS Caremark Pharmacy Help Desk staff is able to provide an override for any claim that rejects improperly, in order to ensure Part D members receive necessary prescription drugs in accordance with CMS requirements.

Contact the CVS Caremark Pharmacy Help Desk at 1-888-865-6567 to request assistance.

CLAIMS PROCESSOR INFORMATION

BIN	PCN	RxGrp	Member ID
004336	MEDDADV	RX6270	9 Digit Number and 2 Digit Person Code

PAYER SHEET

To view the CVS Caremark Payer Sheet for RxBIN 004336 go to www.caremark.com. At the bottom of the home page, select "For Pharmacist and Medical Professionals" to view the various payer sheets.

ADDITIONAL INFORMATION

You may also view pharmacy updates and other important information about Health Net's Medicare Part D plans on Health Net's website at www.healthnet.com > *I'm a Provider (Select Your State)*>*Pharmacy Information* >*Pharmacist Resource Center*