



Health Net®

PHARMACEUTICAL SERVICES

PHARMACY UPDATE

March 26, 2012

UPDATE #12-006

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This update applies to:

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

State:

- Arizona
- California

Lines of business:

- Medicare Advantage Part D (MAPD)

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.

**** URGENT ACTION REQUIRED ****

Effective Tuesday, March 27

Health Net Medicare Part D Claims Require New 4Rx Edits

As you may already be aware, effective January 1, 2012, CMS required all Part D plans to have a unique RXBIN or RxBIN/RxPCN combination exclusively dedicated to Medicare Part D. Although CMS delayed enforcement until March 31, 2012, **Health Net has chosen to implement Arizona and California MAPD members on March 27 (Oregon and Washington implemented March 20).**

Any Medicare Part D claims submitted without the new unique RxBIN/RxPCN combination AND the member's 9 digit ID code PLUS 2 digit person code will be rejected effective March 27.

To avoid rejected claims, please update member profiles to reflect the new 2012 RxBIN/PCN (and 9+2 member ID/person code). All Medicare Part D members received a new 2012 ID card with their new 4Rx data.

IMPORTANT: If a claim for a member is rejected due to this edit, please re-submit the claim with the new information so the member can leave your pharmacy with their prescription(s). **The correct information is provided in the table below AND in the COB Segment (the "Response Coordination of Benefits (COB)/Other Payer Segment") of the reject message.**

The 4Rx Reject Codes are:

- 01 - Missing/Invalid BIN
- 04 - Missing/invalid PCN
- 06 - Missing/Invalid Group
- 07 - Missing/Invalid Member ID

ALL DATA MUST MATCH EXACTLY:

STATE	BIN	PCN	RxGrp	Member ID (9 Digit Number and 2 Digit Person Code)
California	004336	MEDDADV	RX6270	Male Code: 00 Female Code: 16
Arizona	004336	MEDDADV	RX6270	ID begins with the characters "HN" Male Code: 01 Female Code: 01

IMPORTANT: If you are still unable to process a claim after submitting the corrected information or no corrected information was provided, please contact the CVS Caremark Pharmacy Help Desk at 1-888-865-6567 to request assistance.

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.