



PHARMACY UPDATE

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**

Caremark Medicare
Part D Pharmacy Help
Desk
1-800-364-6331

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 their Health
Net ID card.

IMPORTANT: Health Net Medicare Part D Pharmacy Help Desk Reminders

Health Net Medicare Part D pharmacy claims processing functions are performed 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 1-800-364-6331 to request assistance.

CLAIMS PROCESSOR INFORMATION

BIN	PCN	RxGrp
004336	ADV	RX6270

PAYER SHEET

You may view the Caremark Payer Sheet for RxBIN 004336 at <https://www.caremark.com/portal/asset/PayerSheetsV51.pdf>.

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* > *Pharmacy Information* > *Pharmacist Resource Center*