


# Pharmacy Claim Processing Quick Reference Sheet

## for Passport Advantage HMO SNP (PAD)

	<b>GENERAL INFORMATION</b>	<b>CONTACT/ HELP</b>
<b>CONTACT INFORMATION and PRESCRIPTION CLAIM PROCESSING HELP</b>	<p><b>Get help and answers to questions regarding:</b></p> <ul style="list-style-type: none"> <li>• Online, concurrent DUR claims messaging, including: (a) duplicate therapy; (b) early refills and frequency limitation; (c) duplicate drugs; (d) potential drug interaction(s); (e) drug preference messaging; and (f) minimum/maximum dose range.</li> <li>• Formulary,</li> <li>• Coverage determination and prior authorization status,</li> <li>• Coordination of benefits,</li> <li>• Quantity limits,</li> <li>• Reimbursement, and</li> <li>• Network contracting.</li> </ul>	<p><b>PerformRx Pharmacy HelpDesk:</b> <b>(866) 533-5490</b> 24 hours a day, 7 days a week</p> <p><b>Passport Advantage BIN # 012353 PCN# 03650000</b></p>
<b>MEMBER ELIGIBILITY</b>	<p>PAD member eligibility may change on a month-to-month basis.</p> <p>Verify member eligibility online through the Argus IPNS Point-of-Services (POS) processing system each time a member presents for services.</p> <p>You may also call the PAD Interactive Voice Response (IVR) system to verify eligibility by entering the member's social security or Plan ID number.</p> 	<p><b>Pharmacies</b> call PAD Provider Services: <b>(800) 578-0775</b> Monday – Friday 8:00 a.m. to 8:00 p.m.</p> <p><b>Members</b> call PAD Member Services: <b>(800) 578-0603,</b> <b>then press 1</b> (TTY: 1-800-648-6056) 7 days a week 8 a.m. to 8 p.m.</p>
<b>NPI/ PRESCRIBER ID</b>	<p>Pharmacies are required to process prescription claims using the prescriber's National Provider Identifier (NPI).</p> <ul style="list-style-type: none"> <li>• If a valid prescriber NPI is not used, the claim will reject.</li> <li>• If a valid prescriber does not have an NPI number, the pharmacy may process with the prescriber's DEA number.</li> </ul> <p><b>To obtain a prescriber's NPI, go to the following web site:</b> <a href="https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do">https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do</a>.</p> <p>PerformRx continues to encourage all pharmacies to acquire their NPI, as required by CMS.</p>	<p><b>PerformRx Pharmacy HelpDesk</b> <b>(866) 533-5490</b></p>
<b>FORMULARY</b>	<p>To view the online searchable formulary, please go to <a href="http://www.passportadvantage.org/pharmacy">www.passportadvantage.org/pharmacy</a>.</p>	<p><b>PerformRx Pharmacy HelpDesk</b> <b>(866) 533-5490</b></p>
<b>COVERAGE DETERMINATION</b>	<p>Call the PerformRx Pharmacy HelpDesk for the status or questions regarding coverage determinations. The PAD Coverage Determination Form is available on our web site, <a href="http://www.passportadvantage.org/pharmacy">www.passportadvantage.org/pharmacy</a>.</p>	<p><b>PerformRx Pharmacy HelpDesk</b> <b>(866) 533-5490</b></p>

# Pharmacy Claim Processing Quick Reference Sheet

## for Passport Advantage HMO SNP (PAD)



	GENERAL INFORMATION	CONTACT/ HELP
<b>EARLY REFILLS</b>  <b>Override Code:</b> <b>555555</b>	For “refill too soon” rejections due to a dosage increase, please enter <b>override code 555555</b> and resubmit. Call for any drug requiring a coverage determination; an override code will not work for these claims.	<b>PerformRx</b> <b>Pharmacy HelpDesk</b> <b>(866) 533-5490</b>
<b>TRANSITION CODES</b>  <b>Override Codes:</b> <ul style="list-style-type: none"> <li>• <b>41000</b> (during 90 days)</li> <li>• <b>42000</b> (after 90 days – for LTC only)</li> </ul>	During the first 90 days on Passport Advantage, members are eligible for a refill of non-formulary drugs. Retail transition supplies should automatically process. If not, use <b>override code 41000</b> and resubmit.  After the initial 90-day transition period, long-term care (LTC) members are eligible for an additional one-month transition supply. If the system rejects during this time, use <b>override code 42000</b> and resubmit.  Call for assistance if the appropriate code receives a transition rejection.	<b>PerformRx</b> <b>Pharmacy HelpDesk</b> <b>(866) 533-5490</b>
<b>CHANGE IN LEVEL OF CARE</b>  <b>Override Code:</b> <b>23000</b>	Members with a change in their level of care based on a changed inpatient location code are allowed a one-time, one-month transition supply per drug. If a member changes level of care due to a hospitalization, enter a reason for service of NP (new patient) on the claim (provided it is the first fill in a given month).  Please call the Help Desk if more than one change in level of care occurs within a one month period.	<b>PerformRx</b> <b>Pharmacy HelpDesk</b> <b>(866) 533-5490</b>
<b>COMPOUND PRESCRIPTIONS</b>	Compounds require a coverage determination. In addition, CMS-excluded drugs (including bulk chemicals) are not covered.  Please see the Compound Payer Sheet in the “Pharmacy Tools” section of our web site, <a href="http://www.passportadvantage.org/pharmacy">www.passportadvantage.org/pharmacy</a> .	<b>PerformRx</b> <b>Pharmacy HelpDesk</b> <b>(866) 533-5490</b>
<b>PAPER CLAIMS</b>	Paper claims from pharmacies for secondary billing, claim reversals or retroactive member eligibility <b>must be submitted within 180 days</b> of the date of service. Paper claims from members who pay more than their cost share for covered prescriptions may be submitted up to <b>March 31<sup>st</sup></b> of the following year.	Mail paper claims to the following address: <b>Passport/PerformRx/</b> <b>Claims Department</b> <b>P.O. Box 516</b> <b>Essington, PA 19029</b>
<b>COORDINATION OF BENEFITS/ THIRD PARTY LIABILITY (COB/TPL)</b>	Pharmacies must bill claims for Passport Advantage members with other primary insurance to the primary insurance first.  If the member states that he/she does not have primary coverage and the claim still rejects, <b>contact the PerformRx HelpDesk.</b>	<b>PerformRx HelpDesk</b> <b>(866) 533-5490</b>

### Additional Resources

PerformRx Pharmacy Provider Manual for Passport Advantage, available on [www.passportadvantage.org/pharmacy](http://www.passportadvantage.org/pharmacy).