



Pharmacy Advantage Out-of-State Rejections

Talking Points for MA Group Sales team

Summary

In March, we became aware that BCBSM has been denying claims for specialty drugs submitted by Pharmacy Advantage, a Michigan-based specialty pharmacy, for services they rendered to BCBSM's Medicare Plus Blue members who have out-of-state (OOS) addresses and use OOS referring providers.

Pharmacy Advantage reports they were not originally aware, that they needed to contract with and bill the OOS Blues plans for the services rendered to Medicare Plus Blue members. They have since made numerous attempts to contract with the OOS plans, but, have been unsuccessful. Our Medicare Pharmacy Operations team has attempted to assist Pharmacy Advantage with getting contracted with the OOS Blues by working with internal contacts for each plan and has also been unsuccessful.

The Provider attempted to resolve this by:

1. Reaching out to their Medicare Plus Blue Provider Consultant to seek clarification and understand the process
2. Referring patients to Medicare Plus Blue's Customer Service before being referred to the Medicare Pharmacy Operation's team for assistance. At some point, the provider was advised by Medicare Plus Blue (response from ITS BlueCard Resolution Mailbox) that they needed to register through Availity, but it was later discovered that process has not been implemented.

As a result, Pharmacy Advantage is not willing to service any of our OOS members based on the number of denied claims impacting their revenue cycle. This issue is causing provider and member abrasion.

Resolution

It is expected that the Point of Sale (POS) Project that Medicare Pharmacy Operations team implemented on March 26, 2021 for MAPPO (planned implementation for BCNA is May 24, 2021) will mitigate this issue in the future as BCBSM has contracted with a vendor, ESI, to establish a national pharmacy network for Part B and Part D. As a result, Part B and Part D claims will process through ESI moving forward.

In March, Provider Governance agreed to settle Pharmacy Advantage claims to avoid out-of-pocket expense to members, as a one-time exception. To date, Pharmacy Advantage has not billed members.

Who was impacted?

This issue is expected to have very low impact – there will probably not be any calls because the resolution was implemented quickly.

As of May 5, 2021: Confirmed 18 groups impacted; 45 members; 282 impacted claims; totaling \$37,333.26

Provider Governance was alerted that BCBSM has been denying claims for specialty drugs for OOS MA Group members. The specialty drugs in this case are usually immunosuppressants, certain oral chemotherapy drugs, and inhalation drugs that are usually delivered directly to their home as part of the Part B medication requirement.

Example: Say a member was in Florida: Pharmacy Advantage was sending their immunosuppressing or nebulizing treatment to their home in Florida, but they are Michigan member and we have some pharmacies that are credentialed to do that. For some reason Pharmacy Advantage didn't go through the proper credentialing process to do that to provide OOS drugs.

We do not believe that any member paid their entire bill or was balanced billed, however we cannot guarantee that as a fact. If a member has paid a provider and requires reimbursement, they must contact the provider. Anytime a member/subscriber has paid a provider in error and the provider/practitioner has already been paid; it is the provider's responsibility to reimburse the member.

Groups with impacted members

URMBT-GM GENERAL INDIANA
FAURECIA USA HOLDING, INC
URMBT GM GENERAL MISSOURI
MPSERS
UAW ST JOSEPH RETIREES HEALTH AND WELLNESS TRUST
BUDD E & A VEBA
URMBT FORD GENERAL MISSOURI
REFORMED BENEFITS ASSOCIATION
URMBT-FLORIDA GM GENERAL
URMBT-FORD GENERAL INDIANA
CITY OF EASTPOINTE
CITY OF SOUTHFIELD
URMBT-FL CHRYSLER GENERAL
STATE HEALTH PLAN MA
CITY OF DETROIT GENERAL RETIREES
CITY OF FLINT-SETTLEMENT
URMBT-FL FORD PROTECTED
URMBT-CHRYSLER PROTECTED INDIANA

Who to contact with questions/concerns?

Internal SMEs:

Marlissa Socall, Manager, Medicare Pharmacy Operations
Kathi Henwood, Supervisor, Medicare Pharmacy Operations

For members: No member impact anticipated

If a group calls requesting information

Explain the issue and way BCBSM resolved it. Offer to take the member information to request an escalated call to the member to assist them and minimize abrasion. Group Administrators should also be alerted that going forward, members will have to select a different pharmacy provider to fill these types of prescriptions.