

Medicare Modernization Act

DHS MMA Project

Date: May 26, 2006
To: OMAP Pharmacy Providers
From: Allison Knight, Manager
OMAP Program and Policy Section

Subject: **Pharmacy Overrides Extended Through June**

Once again, the Department has received approval to extend the temporary override process for Medicare Part D drugs. Because of the problems that pharmacies and fully dual eligible clients (people who have both Medicare and Medicaid coverage) continue to experience, the DHS override process will continue through June 30, 2006.

DHS will continue working with the Centers for Medicare and Medicaid Services (CMS) to fix systemic problems as well as working with Medicare prescription drug plans to resolve specific clients' problems.

Thank you to all our pharmacy providers for your patience and flexibility as we try to make this transition as smooth as possible for our fully dual eligible clients.

Please review the override process in place. Remember, DHS will *not* authorize payment for claims unless you follow all the criteria.

Override criteria

1. Continue to bill the Medicare Part D plan, identified with an "E1" query, as the primary payer.
2. Try to resolve the issue directly with the Medicare plan;
3. If the client is not enrolled in a Medicare Part D plan, bill Wellpoint/Anthem, Medicare's point-of-sale (POS) solution; and
4. If you are still unable to resolve the problem through the steps above, please call the DHS Medicare Hotline at 1-877-585-0007 for assistance. Hotline staff *must* give a verbal or written authorization before a pharmacy can use the

override code to bill OMAP directly. The DHS Medicare Hotline is staffed Monday through Friday from 8 a.m.–5 p.m.

DHS overrides

If you meet the criteria, DHS will authorize a point-of-sale override for fully dual eligible clients:

- The override allows the pharmacy to bill a one-month supply for a client.
- *DHS must authorize each override for each client each day.*
- DHS will provide an override code to bill the Office of Medical Assistance Programs (OMAP).
- You may *not* use the override without authorization. Pharmacies who bill claims using an unauthorized code will be instructed to reverse the claim.
- Additionally, there is a two-day wait period before DHS will authorize an override, allowing Hotline staff time to work with the Part D plan and CMS to resolve the issue.

NOTE: These overrides are only used for fully dual eligible clients. We consider an override *unauthorized* if used for Medicaid-only or Medicare-only clients. Also, the override must be used only for drugs covered by Medicare Part D, otherwise it will be considered unauthorized.

For more information

If you have questions, please call the DHS Medicare Hotline at 1-877-585-0007.

See also [OAR 410-121-0149](#) Medicaid Temporary Prescription Drug Assistance for Fully Dual Eligible Medicare Part D Clients.

Have you registered your National Provider Identifier (NPI) and taxonomy codes with OMAP? Link to the form online at <<http://www.oregon.gov/DHS/admin/hipaa/publications.shtml>> under "Business Decisions."