

Medicare Modernization Act

DHS MMA Project

Date: September 13, 2006
To: DMAP* Pharmacy Providers
From: Allison Knight, Assistant Manager
DMAP* Policy Section

Subject: Billing Wellpoint/Anthem Point-of-Sale for Medicare Part D Drugs

As has been Department of Human Services (DHS) policy since its inception, pharmacies must use all available Medicare resources prior to requesting an override from the MMA Hotline. This includes attempting to bill Wellpoint/Anthem, Medicare's Point-of-Sale (POS) Solution, for dual eligible clients when appropriate.

DHS is following federal policy by asking providers to bill Wellpoint/Anthem for Part D drugs when no Medicare Part D plan is available. If pharmacies fail to follow all of DHS' criteria, including use of Wellpoint/Anthem, before calling the DHS Medicare Hotline, we will not authorize an override.

Please review our criteria for obtaining a Part D override and remember that 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 DMAP directly. The DHS Medicare Hotline is staffed Monday through Friday from 8 a.m.–5 p.m.

DHS overrides

If the client's situation meets the criteria, DHS may authorize an override through its POS system for fully dual eligible clients:

- The override allows the pharmacy to bill a one-month supply for a client.
- *Pharmacies must receive authorization from DHS to use its override for each claim processed for each client each day.*
- DHS will provide an override code to bill the Division* of Medical Assistance Programs (DMAP).
- 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.

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 Prescription Drug Assistance for Fully Dual Eligible Medicare Part D Clients.

* DHS has changed OMAP's name to *Division* of Medical Assistance Programs (DMAP). See the Director's message of September 1, 2006, at <http://www.oregon.gov/DHS/news/messages/2006messages/2006-0901.shtml>.

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