

Prime Perspective

Quarterly Pharmacy Newsletter from Prime Therapeutics LLC

March 2017: Issue 67

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From the auditor's desk

Prescription Documentation

As a reminder, prescription hard copies, signature logs, prescription labels, compound logs if applicable, and any supporting documentation are requested during an audit. "Prescription Hard Copies" means written prescriptions, refill authorizations, institutional orders, verbal or telephoned orders, facsimile orders, prescription transfers and electronic prescriptions relied on by the Participating Pharmacy at the time of dispensing.

Approved and/or confirmed verbal changes and clarifications to the Prescribing Provider's prescription order must be documented on the original hard copy or electronically noted in the Participating Pharmacy's online system prior to dispensing. In order for electronic documentation to be used as supporting documentation, the annotation with the clarification or modification to the prescription order must be noted prior to dispensing and must have a system assigned user, date and time stamp.

When additional refills are authorized, the pharmacy must maintain written documentation of the prescriber's authorization and assign a new prescription number. Refill history is reviewed in an audit to assure that the prescription was not refilled in excess of the prescription order.

Wholesaler Invoices

Prime may request that a Participating Pharmacy authorize their wholesaler(s) or manufacturer(s) to submit invoices and/or pedigrees to demonstrate that the medications were purchased from a legitimate source and for purchase verification.

Participating Pharmacies must purchase all medications and supplies being dispensed to Covered Persons from verifiable licensed wholesalers. The ordering of these medication and supplies must be tracked using verifiable wholesale invoice(s) and pedigree invoice(s) (when required by applicable law). Prime reserves the right to not accept documentation from any wholesalers at any time when the invoice documentation cannot be verified.

Pharmacy Audit information

For more information regarding Pharmacy Audit, including common billing errors, pharmacy audit appeals and pharmacy audit guidelines please visit Prime's website at: PrimeTherapeutics.com > **Resources > Pharmacists and providers > Pharmacy audit.**

How to reach Prime Therapeutics

As a service to Participating Pharmacies, Prime publishes *Prime Perspective* quarterly to provide important information regarding claims processing. Prime values your opinion and participation in our network. If you have comments or questions, please contact us:

- By phone: Prime Pharmacy Contact Center 800.821.4795 (24 hours a day, seven days a week)
- By email: pharmacyops@PrimeTherapeutics.com

Looking for formularies?

For Commercial formularies access either the Blue Cross Blue Shield plan website or PrimeTherapeutics.com > [Resources](#) > [Pharmacists and providers](#) > [Pharmacy providers](#) > [Formularies – Commercial](#).

For Medicare Part D formularies access PrimeTherapeutics.com > [Resources](#) > [Pharmacists and providers](#) > [Pharmacy providers](#) > [Formularies – Medicare Part D](#).

Keep your pharmacy information current

Prime uses the National Council for Prescription Drug Programs (NCPDP) database to obtain key pharmacy demographic information. To update your pharmacy information go to www.ncdp.org > [NCPDP Provider ID](#) (on the left side).

Report Compliance, Privacy, or Fraud, Waste and Abuse concerns

Prime offers the following hotlines to report compliance, privacy, and Fraud, Waste and Abuse concerns:

Compliance

Report suspected compliance concerns:

- Phone: 612.777.5523
- Email: compliance@PrimeTherapeutics.com

Privacy

Report privacy concerns or potential protected health information (PHI) disclosures to Prime:

- Privacy Hotline: 888.849.7840
- Email: privacy@PrimeTherapeutics.com

Fraud, Waste and Abuse

If you suspect Fraud, Waste or Abuse (FWA) by a covered person, prescribing provider, participating pharmacy or anyone else, notify Prime:

- Phone: 800.731.3269
- Email: reportfraud@PrimeTherapeutics.com

Anonymous Reporting

Report a compliance concern or suspected Fraud, Waste or Abuse anonymously by contacting Prime's 24-hour anonymous compliance hotline:

- By phone: 800.474.8651
- By email: reports@lighthouse-services.com
- By third party vendor's website:
www.lighthouse-services.com/prime

Product names listed are the property of their respective owners.

Notes

Handwriting practice lines with the word "DORA" written in large, light gray letters across the middle of the page.

