

May 11, 2010

IMPORTANT ANNOUNCEMENT
Please Read Carefully - Keep This Letter for Your Record

Medi-Cal Covered Mental Health Pharmacy Benefit to Be Administered
By Health Plan of San Mateo (HPSM)
Beginning July 1, 2010

Dear Pharmacy Providers,

We wish to announce that beginning **July 1, 2010**, HPSM will be administering the Medi-Cal covered Mental Health Pharmacy Benefits for HPSM-Medi-Cal members. Currently, the mental health drug claims prescribed by psychiatrists are processed and paid through the **Behavioral Health and Recovery Services (BHRS)** Program via their claims processor – **MedImpact**. The current billing process for these drug claims will end **June 30, 2010**. This letter will provide details of helpful information to ease you through this transition, and other information on operational changes for 2010 and beyond.

InformedRx (IRX) will start accepting online pharmacy claims for the Medi-Cal covered Mental Health drugs prescribed by psychiatrists for HPSM Medi-Cal members beginning July 1, 2010. As a reminder, the processing information for IRX is

PCN# = IRX, Carrier = 090002, BIN# = 610011

As you are aware already, claim submission to **IRX** for HPSM Medi-Cal members requires the members' CIN numbers. Do NOT use the BHRS assigned Client ID numbers starting July 1, 2010. The CIN numbers are required for billing all pharmacy claims (non-mental health and mental health) for HPSM-Medi-Cal members. If you encounter claim submission related problems, please do not hesitate to contact IRX Pharmacy Call Center at **866-441-2422**.

Pharmacy claim submission to **IRX** for BHRS Indigent clients requires the original BHRS assigned Client ID numbers.

It is important to note that the pharmacy claims billing process for all other HPSM memberships (CareAdvantage, Healthy Families, Healthy Kids, HealthWorx and SM ACE Program) remains the same.

The BHRS mental health drug formulary (drug list prescribed by psychiatrists) has been integrated into the main HPSM-Medi-Cal Drug Formulary. However,



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the rules and restrictions of the BHRS formulary remain unchanged, and they will be applied the same way as in the past when a psychiatrist prescribes a mental health medication.

We remind you that our complete formularies and recent updates are posted on our plan website, www.hpsm.org. The CareAdvantage and HPSM-Medi-Cal formularies are also available for free download at www.epocrates.com. To speak with a HPSM clinical pharmacist about formulary and prior authorization questions, please call the HPSM pharmacy help line at **650-616-2088**.

For the **Prior Authorization** (PA) process for medications, all PA requests for all lines of membership under HPSM should be submitted to HPSM Pharmacy Services. To submit a request, please complete a **Medication Request Form** (MRF) and fax it to **650-829-2045**. The new MRF form is available at www.hpsm.org. For PA related questions, please call **650-616-2088**.

Attached are two MRF forms and a handy quick reference guide with contact numbers, and other useful information to help you through this transition. As always, HPSM appreciates you providing pharmacy needs to all our members.

Thank you,

HPSM Pharmacy Services

Pharmacy Quick Reference Guide (include CCS Information)

The information in this table applies to all HPSM members – CareAdvantage, HPSM-Medi-Cal, Healthy Families, Healthy Kids, HealthWorx, and SM ACE Participants.

Services	Contact Information
<p>InformedRx (IRX)</p> <p>Required claim processing information: Group: 090002 PCN: IRX BIN: 610011</p>	<p>For claim problems and inquiries, phone number: 1-866-441-2422</p> <p>For manual claim submission, InformedRx Attn: Manual Claims P.O. Box 5206 Lisle, IL 60532-5206</p>
<p>Other Claims Processing Information Regarding IRX System</p> <p>Utilization Management (UM) Edits Associated with Formularies Ex. - Code 1 Restriction - Step Therapy - Quantity Limit</p>	<ul style="list-style-type: none"> ▪ To override a Code 1 restriction, confirm with MD that Code 1 criteria are met, document on prescription, and then enter appropriate type code to override system (“00000000008’ or “01” depending on pharmacy). ▪ To comply with drugs with Step Therapy requirement, please use recommended Step 1 agents shown on POS message. ▪ For drugs with quantity limits (QL), a PA or formulary exception is required if the QL is exceeded.
<p>HPSM Pharmacy Services</p>	<p>For Formulary and Prior Authorizations (PA) questions, phone number: 650-616-2088 (Email: pharmacyunit@hpsm.org) For PA submission (new or retro requests), fax to: 650-829-2045 Websites: www.hpsm.org, www.epocrates.com (for formulary info, MRF form)</p>
<p>HPSM Grievance and Appeals</p>	<p>For submission of an appeal or a Redetermination after a denied PA or a Part D PA adverse determination, fax to: 650-829-2002 (attn: Appeals Coordinator)</p>
<p>HPSM Medi-Cal, Healthy Kids, Healthy Families, HealthWorx and ACE (Eligibility)</p>	<p>For member eligibility issues, phone number: 800-750-4776 (for member use only) - Do <u>not</u> call for CareAdvantage eligibility</p> <p>For HPSM Automated Telephone Service (ATEVS) 24hrs, phone number: 800-696-4776 (for provider use)</p>
<p>HPSM CareAdvantage (Eligibility)</p>	<p>For CareAdvantage member eligibility issues, phone number: 866-880-0606 (for member use only) For HPSM Automated Telephone Service (ATEVS) 24hrs, phone number: 800-696-4776 (for provider use)</p>

Additional Information – How to Handle CCS Members Associated with HPSM:

HPSM-CCS Members (see attached CCS handouts for general information)

- These members are HPSM-Medi-Cal members who have an Open Case with California Children’s Services of San Mateo (CCS).
 - HPSM works together with CCS to coordinate the members’ care and pharmacy needs.
 - CCS office issues SARs for these members.
- For medications, in general, CCS members follow the HPSM-Medi-Cal formulary; submit pharmacy claims to IRX.
- When CCS authorizes a SAR for a medication that is NOT on the HPSM-MediCal Formulary, the HPSM Pharmacy Unit overrides the IRX system to allow payment of the medication. If you encounter claim problems with these authorized NF medications, please contact HPSM Pharmacy Unit at **650-616-2088** for assistance.

Healthy Families-CCS Members – carved out from (i.e. NOT covered by) HPSM.

- Paid by the State. For medications, submit claims to EDS, not IRX.
- Any co-pay will be waived for these members.

Healthy Kids-CCS Members – same as Healthy Families-CCS Members

