

November 7, 2011

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

New Pharmacy Benefits Manager (PBM) for
Health Plan of San Mateo (HPSM) Members, San Mateo ACE/MCE Participants and
Behavioral Health Recovery Services (BHRS) Clients
Beginning January 1, 2012

Dear Pharmacy Providers,

We wish to announce that beginning **January 1, 2012**, HPSM will contract with a new PBM – **Argus Health Systems Inc. (Argus)** – to process pharmacy claims. This letter provides details of helpful information to ease you through the upcoming PBM transition.

Argus will start accepting online pharmacy claims beginning **January 1, 2012** for all HPSM members - CareAdvantage, HPSM-Med-Cal, Healthy Families, Healthy Kids, HealthWorx, San Mateo ACE/MCE participants and BHRS clients. Please make sure to program your system with the new processing information for **Argus** before the year is over.

For Part D Program - CareAdvantage: PCN# = 05850000, BIN# = 012353

For Other Programs: PCN# = 05860000, BIN# = 600428

(Note: No Group Number required for billing)

For 2012, all HPSM members and San Mateo ACE and MCE participants will be issued **new** ID cards. Please use the **HEALTHsuite ID Number** for claim submission to **Argus**.

BHRS Clients' IDs will change in Argus. It will start with the letter B, followed by a 4-6 digit number. BHRS clients will not have an ID card. Therefore, if new ID numbers do not appear on the prescriptions, please call BHRS Pharmacy Line at **650-599-1061**. **Please DO NOT turn away any BHRS clients before calling the BHRS Pharmacy Help Line.** The BHRS Pharmacy Line will help you with questions regarding BHRS client eligibility, psychiatrists prescriptions, and Patients Assistance Program.

If you encounter claim submission related problems in 2012, please do not hesitate to contact the **Argus** Pharmacy Call Center for assistance at **1-800-522-7487**.

It is important to know that **Argus** will NOT process pharmacy claim transactions that occurred in 2011. Claims from 2011 should be submitted online to the current PBM – **InformedRx (IRX)** by using the current IRX processing information. IRX Pharmacy Help Desk at **866-441-2422** is available to handle claim inquiries from 2011.

As we transition to Argus in the next 60 days, we encourage pharmacy providers to use this time to bill and resolve any outstanding or unbilled claims for 2011 to IRX before **November 30, 2011**.

Regarding formulary information for 2012, the drug lists remain essentially the same as 2011 for four formularies – **CareAdvantage Formulary, HPSM-Medi-Cal Formulary, the ACE Formulary, and the BHRS Formulary**. New formulary changes in 2012 will be updated accordingly. We remind you that our 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**.

There will be a new **Medicaid Coverage Expansion (MCE)** Formulary that will be utilized by MCE Participants starting in January, 2012. Please visit our website www.hpsm.org for a downloadable copy of the MCE Formulary. The 2012 version will be posted in the near future.

There are no changes to the **Prior Authorization (PA)** process for medications and **Part D Formulary Exceptions (FE)** process. HPSM Pharmacy Services will continue to administer the PA process. To submit a request, please complete a **Medication Request Form (MRF)** available on www.hpsm.org, and fax to **650-829-2045**. For PA and FE related questions, please call **650-616-2088**.

As we approach the end of the year, we will remind the pharmacy network of this important transition with another notification in a few weeks, and provide additional details and instructions to help you transition to the new PBM.

Attached is a handy quick reference guide filled with new contact numbers and other useful information. As always, HPSM appreciates you providing pharmacy needs to all our members.

Sincerely,

HPSM Pharmacy Services

Pharmacy Quick Reference Guide
Effective January 1, 2012

The information in this table applies to all HPSM members – CareAdvantage, HPSM-Medi-Cal, Healthy Families, Healthy Kids, HealthWorx, SM ACE/MCE Participants – as well as BHRS Clients.

Services	Contact Information
Argus Health Systems (2012 claims only)	<p>For online claim submission in 2012 and beyond, please program the following processing information: For CareAdvantage: PCN# = 05850000, BIN# = 012353 For all other programs: PCN# = 05860000, BIN# = 600428 <i>(Note: No Group Number required for billing)</i> For claim problems and inquiries, phone number: 1-800-522-7487</p> <p>For manual claim submission, Argus Health Systems Attn: Manual Claims Department 586 (585 for Part D claims) PO Box 419019 Kansas City, MO 64141</p>
InformedRx (IRX) (2011 claims only)	<p>For online claim submission in 2011, use IRX processing codes. For claim problems and inquiries, phone number: 1-866-441-2422</p>
Other Claims Processing Information	<ul style="list-style-type: none"> ▪ To override a Code 1 restriction (“Error 82”), confirm that Code 1 criteria is met, document on prescription, then use “0000008” to override system. ▪ 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.
HPSM Pharmacy Services	<p>For Formulary and Prior Authorization (PA) questions, phone number: 650-616-2088</p> <p>For PA submission (new or retro requests), fax number: 650-829-2045</p> <p>Websites: www.hpsm.org, www.epocrates.com (for formulary info, MRF form)</p>
BHRS Pharmacy Services	<p>For questions regarding BHRS client eligibility, psychiatrists prescriptions or Patients Assistance Program, phone number: 650-599-1061</p>
HPSM Member Services (Medi-Cal, Healthy Families, Healthy Kids, HealthWorx, San Mateo County ACE and MCE) (Eligibility)	<p>For member eligibility issues, phone number: 800-750-4776 (for member use only) and 650-616-2106 (for provider use only)</p> <p>For HPSM Automated Telephone Service (ATEVS) 24hrs, phone number: 800-696-4776 (for provider use)</p>
HPSM CareAdvantage (Eligibility)	<p>For member eligibility issues, phone number: 866-880-0606 (for member use only)</p> <p>For HPSM Automated Telephone Service (ATEVS) 24hrs, phone number: 800-696-4776 (for provider use)</p>
HPSM Grievance and Appeals	<p>For submission of an appeal or a Redetermination after a denied PA or a Part D adversely determined PA, fax number: 650-829-2002 (attn: Appeals Coordinator)</p>