

May/June 2008
Participating Pharmacy Communication



**CIGNA Pharmacy
Management**

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Thank you for participating in the CIGNA HealthCare Pharmacy Network and for providing service to the individuals we serve. Updates in this newsletter include:

- ♦ National Provider Identifier (NPI) updates
- ♦ Availability of Exocrine Pancreatic Insufficiency Drug Products
- ♦ Notice of implementation of a Network Transaction Fee
- ♦ Reminder about Medicaid Tamper-Proof requirement
- ♦ Guidance for waiving beneficiary cost share

COMMERCIAL & MEDICARE PHARMACY UPDATES

NPI Prescriber ID

We are approaching the end of the one-year extension for all healthcare providers to obtain and begin using their National Provider Identifier (NPI). CIGNA HealthCare is prepared to process pharmacy claims submitted with either the new Prescriber's NPI or former Legacy NCPDP IDs (DEA). However, beginning May 23, 2008, we expect an increase in claims submitted with Prescriber NPI. You should continue to use established prescriber claim submission protocols and be aware that just as with DEA, the NPI must meet the format criteria.

NPI Criteria:

The NPI is 10 digits in length: 123456789C

C = Check digit (The ISO standard check digit will detect keying and data errors)

First digit: 1 or 2

If the Prescriber NPI does not meet the format criteria, one of the following claim responses will be returned at point of service:

Argus Error Code 034 Prescriber ID is Invalid

NCPDP Reject Code 25 Non-Matched Prescriber ID

If you receive one of the error messages above, please validate the ID submitted with the Prescriber. If you are unable to verify ID with the Prescriber, contact CIGNA HealthCare at 1-800-558-9363 for further assistance. Additional information about claim processing protocols is available in the Pharmacy Payer Sheet, which may be obtained from Argus at www.argushealth.com or at 1-800-522-7487.

Exocrine Pancreatic Insufficiency Drug Product Marketing Approval Extension

The Food and Drug Administration (FDA) announced that it intends to continue to exercise enforcement discretion to ensure the continued availability of prescription drug products for exocrine pancreatic insufficiency after April 28, 2008. The FDA intends to exercise its enforcement discretion with respect to unapproved pancreatic enzyme drug products until April 28, 2010, if the manufacturers have investigational new drug applications (INDs) on active status on or before April 28, 2008, and have submitted new drug applications (NDAs) on or before April 28, 2009. The FDA is granting this extension to ensure the availability of prescription drug products for exocrine pancreatic insufficiency during the additional time needed by manufacturers to obtain marketing approval. In the event that this product is unavailable, please contact the members' physician to identify appropriate alternatives. As a result of this action, beginning April 28, 2008, you may experience a decrease in supply and availability of certain Exocrine Pancreatic Insufficiency Drug Products. Additional information is available at <http://www.fda.gov/OHRMS/DOCKETS/98fr/04-9652.pdf>

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Network Transaction Fee

CIGNA Pharmacy Management will implement a network transaction fee for each paid transaction beginning June 2008. The fee will be reflected as a "Provider Adjustment" (in the PLB segment of the 835) with an adjustment reason code "AH" and a reference of "CIGNA-Network Fee". The fee will support network communication and transmission costs. It will only be assessed on paid claims, not on each transaction (e.g. reversals, denials, etc.).

MEDICARE PHARMACY UPDATES

Reminder: Medicaid "Tamper Proof" Prescription Requirement

As of April 1, 2008, all written prescriptions for Medicaid recipients must be on paper with at least one tamper-resistant feature as outlined by CMS and defined by your State. Beginning October 1, 2008, these same prescriptions must be on paper that meets all three baseline characteristics of tamper-resistant pads. CMS has outlined the three baseline characteristics as those that:

- (1) prevent unauthorized copying of a completed or blank prescription form;
- (2) prevent the erasure or modification of information written on the prescription by the prescriber; or
- (3) prevent the use of counterfeit prescription forms.

States are responsible for defining specific features that meet the baseline characteristics in order for a prescription to be considered tamper-resistant in that State. Therefore, it is recommended that you review your State's website for guidance on acceptable tamper-resistant features. Please note that electronic prescriptions, faxed prescriptions and prescriptions sent over the telephone are exempt from this requirement. Failure to comply could result in a withholding of Medicaid reimbursement.

For more information, see <http://www.cms.hhs.gov/DeficitReductionAct/Downloads/TamperUpdate.pdf>

Waiving Beneficiary Cost Share

Based on guidance from the CMS Medicare Prescription Drug Benefit manual Chapter 14, Coordination of Benefits, Appendix C - Safety-Net Providers, your pharmacy may use the following preauthorization code when waiving member cost share for CIGNA Medicare Rx Part D members:

80000005500 - for Safety Net Pharmacies

80000006500 - For Non-Safety Net Pharmacies

Use of this code is contingent upon:

- ♦ The decision to waive cost-share is made by the pharmacy in an unadvertised, non-routine manner.
- ♦ Criteria are set by the pharmacy and are in place to waive or reduce member cost-share, ensuring all members in similar circumstances are treated equally.

Claim Processing Questions

- ♦ CIGNA Pharmacy help desk 1-800-558-9363

Network Operations Contacts

- ♦ For contracting questions or to request a copy of the CIGNA HealthCare MAC List please email pharmacynetworkoperations@cigna.com.
- ♦ If you have questions about our Audit Program please email pharmacyaudit@cigna.com.
- ♦ For pharmacy questions on Medicare Part D, please call 1-800-558-9363.
- ♦ For more helpful information, visit our website at:
 - Commercial business - www.cigna.com/pharmacists
 - CIGNA Medicare Rx - www.cigna.com/sites/cignamedicare/index.html.

For questions regarding the items in this newsletter, please contact Karen Stober at 860-226-5837 (why not insert her email address, as well?)

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