



PHARMACY UPDATE

February 6, 2018

UPDATE #18-002

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This update applies to:

All specialty pharmacies

State:

☒ Washington

Line of business:

☒ Commercial

**PHARMACY
INQUIRIES ONLY:**

**Claims Processing/
Technical Support**

**Caremark
Claims Processing**

Commercial Pharmacy
Help Desk:
1-800-600-0180

*For optimal service,
this telephone number
is for pharmacy use
only.

MEMBER INQUIRIES:

Refer all member
inquiries to the
appropriate Customer
Service phone number
listed on their Health
Net ID card.

Reminder of Health Net's audit process and appeal rights related to Washington Senate Bill 6137

Washington Senate Bill 6137 went into effect June 12, 2014. The law includes requirements regulating how pharmacy benefit managers (and other entities) may conduct pharmacy audits.

The following describes the audit process and appeal rights for pharmacies that contract with Health Net and are located in Washington.

When auditing a claim, Health Net will fax or email to the pharmacy a **Request for Documentation** asking the pharmacy to mail or fax a copy of the original prescription, or a copy of the dispensing documents and the signature log. Between 37 and 45 calendar days after the request, Health Net will fax or email to the pharmacy its **Preliminary Audit Report** findings.

Appeal period: The pharmacy will have 45 calendar days from receipt of the Preliminary Audit Report to respond in writing, including relevant documentation for the appeal. Health Net will allow reasonable requests for an extension.

Within 60 calendar days after the date of the pharmacy's appeal (or, if no appeal was received, within 60 calendar days after the date of the Preliminary Audit Report), Health Net will fax or email to the pharmacy its **Final Audit Report** findings including the type of correction made to the claim.

If the pharmacy does not provide documentation during the entire audit process, Health Net will fax or email to the pharmacy its findings of **No Documents Received** and reverse the audited claim.

All documentation and appeals must be sent via U.S. Mail or fax to:
Health Net, Attention: Pharmacy Audit
P.O. Box 907, Rancho Cordova, CA 95741-0907
Fax (866) 872-9589. Phone (888) 556-7524.

The recipient of this fax may make a request to opt out of receiving telemarketing fax transmissions from CVS Caremark in numerous ways: call the toll-free number at 877-265-2711; and/or fax the opt-out request to 401-652-0893, at any time, 24 hours a day, 7 days a week. You also may email an opt-out request to do_not_call@cvscaremark.com. An opt-out request is valid (1) if it identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to CVS Caremark to send fax advertisements to such person/entity at that particular number. CVS Caremark is required by law to honor an opt-out request within 30 days of receipt. An opt-out request will not opt you out of purely informational, non-advertisement, Caremark pharmacy communications such as new implementation notices, formulary changes, point-of sale issues, network enrollment forms, and amendments to the Provider Manual.

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