Nebraska Medicaid Adds Pharmacy Services to Heritage Health Managed Care Plans

On January 1, 2017, the Department of Health and Human Services, Division of Medicaid and Long-Term Care (MLTC) is launching a new program that will integrate the current physical health managed care program, behavioral health managed care program, and pharmacy benefits program into a single, statewide Medicaid managed care delivery system. The new integrated managed care program is called Heritage Health. The three managed care organizations (MCOs) that will be delivering services to most of Nebraska's Medicaid and CHIP clients include: Nebraska Total Care, United Health Care and WellCare of Nebraska.

Currently, pharmacy benefits are managed by the Nebraska Medicaid Pharmacy Program and claims are processed by Magellan Medicaid Administration. Beginning January 1, 2017, each of the three MCOs will be handling Prior Authorization requests and claims processing for pharmacy claims for the patients enrolled in their plan.

Patients will have new identification cards indicating in which plan they are enrolled, their identification number, a group number (if needed), the BIN number and PCN numbers to facilitate submission of pharmacy claims. If a patient does not have his or her identification card, the pharmacy may submit the claim to Magellan Medicaid Administration and a reject message will note the patient's new plan name, identification number, group number (if needed) BIN, PCN numbers. Each plan will follow the state's Preferred Drug List. If a patient has an existing, current Prior Authorization, it will be honored by the plans form the lesser of: 90 days from implementation of Heritage Health (January 1, 2017) the original end date on the authorization from the previous entity, or a new decision is reached with consultation from the provider of service on a more appropriate course of treatment for the member.

To facilitate submission of pharmacy claims and Prior Authorization, details and contact information for the plans are included below:

**NEBRASKA TOTAL CARE** (Claims Processor - CVS Caremark)
BIN: 004336
PCN: MCAIDADV
RXGROUP: RX5459, (RX5460 – CHIP599 Unborn)
Prior Authorization Requests
Phone: 844-330-7852
Fax: 866-399-0929
Website for Providers: www.nebraskatotalcare.com

**UNITED HEALTH CARE** (Claims Processor - OptumRx)
BIN: 610494
PCN: 4444
RXGROUP: ACUNE
Prior Authorization Requests
Phone: 800-310-6826
Fax: 866-940-7328
Website for Providers: UHCCommunityPlan.com

**WELLCARE OF NEBRASKA** (Claims Processor - CVS Caremark)
BIN: 004336
PCN: MCAIDADV
RXGROUP: RX8896
Prior Authorization Requests
Phone: 855-599-3811
Fax: 877-276-9630
Website for Providers: https://www.wellcare.com/en/nebraska

To facilitate a smooth transition when the program begins, the Division of Medicaid and Long-Term Care (MLTC) will be hosting conference calls with providers and member advocates. The purpose of the calls is to answer general questions and receive feedback from stakeholders on potential implementation issues. Specific claim or benefit questions should be addressed directly to the health plans. All the Rapid Response calls will be open calls, so information on an individual member cannot be discussed. Pharmacy/Prescribing Providers calls will take place on 1/1/17 and 1/2/17 from 1:00 to 1:30 pm. To participate in the call, dial (888) 820-1398 and use the attendee code of 2069628#.

A one-page Pharmacy Reference Guide was created by DHHS and can be found on the following page.
# Heritage Health
## Division of Medicaid & Long-Term Care

### Pharmacy Reference Guide

All current prior authorizations will be transferred to the Heritage Health Plans and will be permitted for a minimum of 90 days post 1/1/2017.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility Line</td>
<td>1-844-385-2192</td>
<td>1-866-331-2243</td>
<td>1-855-599-3811</td>
</tr>
<tr>
<td>Help Desk #</td>
<td>1-888-321-2351</td>
<td>1-877-231-0131</td>
<td>1-855-599-3811</td>
</tr>
<tr>
<td>Vaccines</td>
<td>Flu, pneumococcal, Zostavax and meningococcal for members 21 and older</td>
<td>Flu and pneumococcal ages 19 and older (Incentive amount: $10, Reason service code: MA)</td>
<td>Flu, pneumococcal &amp; tetanus diphtheria toxoid for 19 and older; Zostavax for 50 and older; Gardasil for 19-26</td>
</tr>
<tr>
<td>DME</td>
<td>True Metrix Meters free from NT; True Metrix strips billed through POS and are free for members. POS: meters/straps, lancets, swabs, needles, syringes</td>
<td>One Touch is preferred. POS: Meters, strips, lancets, needles, syringes, swabs, testing solution, spacers, respiratory saline 0.9%</td>
<td>Accu-Chek, Freestyle and Precision preferred. POS: Meters, strips, lancets, swabs, spacers/aerochambers</td>
</tr>
<tr>
<td>MTM</td>
<td>1-877-237-0050 or <a href="http://www.outcomesmtm.com">www.outcomesmtm.com</a></td>
<td><a href="http://www.outcomesmtm.com">www.outcomesmtm.com</a></td>
<td>In-house services</td>
</tr>
<tr>
<td>MAC Concerns</td>
<td>1-888-321-2351 or <a href="https://rxservices.cvscaremark.com/">https://rxservices.cvscaremark.com/</a></td>
<td>1-877-633-4701 (opt 7) or email: <a href="mailto:rxreimbursement@optum.com">rxreimbursement@optum.com</a></td>
<td>1-800-364-6331</td>
</tr>
<tr>
<td>Specialty Pharmacy List</td>
<td><a href="http://www.nebraskatotalcare.com/providers/pharmacy.html">www.nebraskatotalcare.com/providers/pharmacy.html</a></td>
<td>In progress</td>
<td><a href="https://cvscaremarkspecialtyrx.com/wps/portal/specialty/patients/drugs-conditions">https://cvscaremarkspecialtyrx.com/wps/portal/specialty/patients/drugs-conditions</a></td>
</tr>
<tr>
<td>Specialty Pharmacy Contracting</td>
<td>email: <a href="mailto:Kevin.R.Peterson@nebraskatotalcare.com">Kevin.R.Peterson@nebraskatotalcare.com</a></td>
<td>email: <a href="mailto:orx_specialty_pharmacy_network_request@optum.com">orx_specialty_pharmacy_network_request@optum.com</a></td>
<td>email: <a href="mailto:specialtypharmacyapplications@cvscaremark.com">specialtypharmacyapplications@cvscaremark.com</a></td>
</tr>
<tr>
<td>Retail Contracting</td>
<td>1-866-488-4708</td>
<td>1-877-633-4701 (opt 2) or email: <a href="mailto:provider.relations@optum.com">provider.relations@optum.com</a></td>
<td>1-866-488-4708</td>
</tr>
<tr>
<td>DME Contracting</td>
<td>844-385-2192 (ask for contracting) or email: <a href="mailto:networkmanagement@nebraskatotalcare.com">networkmanagement@nebraskatotalcare.com</a></td>
<td>1-866-331-2243 or email: <a href="mailto:nebraska_pr_team@uhc.com">nebraska_pr_team@uhc.com</a></td>
<td>1-855-599-3814 or <a href="http://www.wellcare.com/nebraska/providers/medicaid">www.wellcare.com/nebraska/providers/medicaid</a></td>
</tr>
</tbody>
</table>

12/16/16