
UnitedHealthcare Community Plan Heritage Health Overview

Pharmacy Overview

July 22, 2016

Agenda

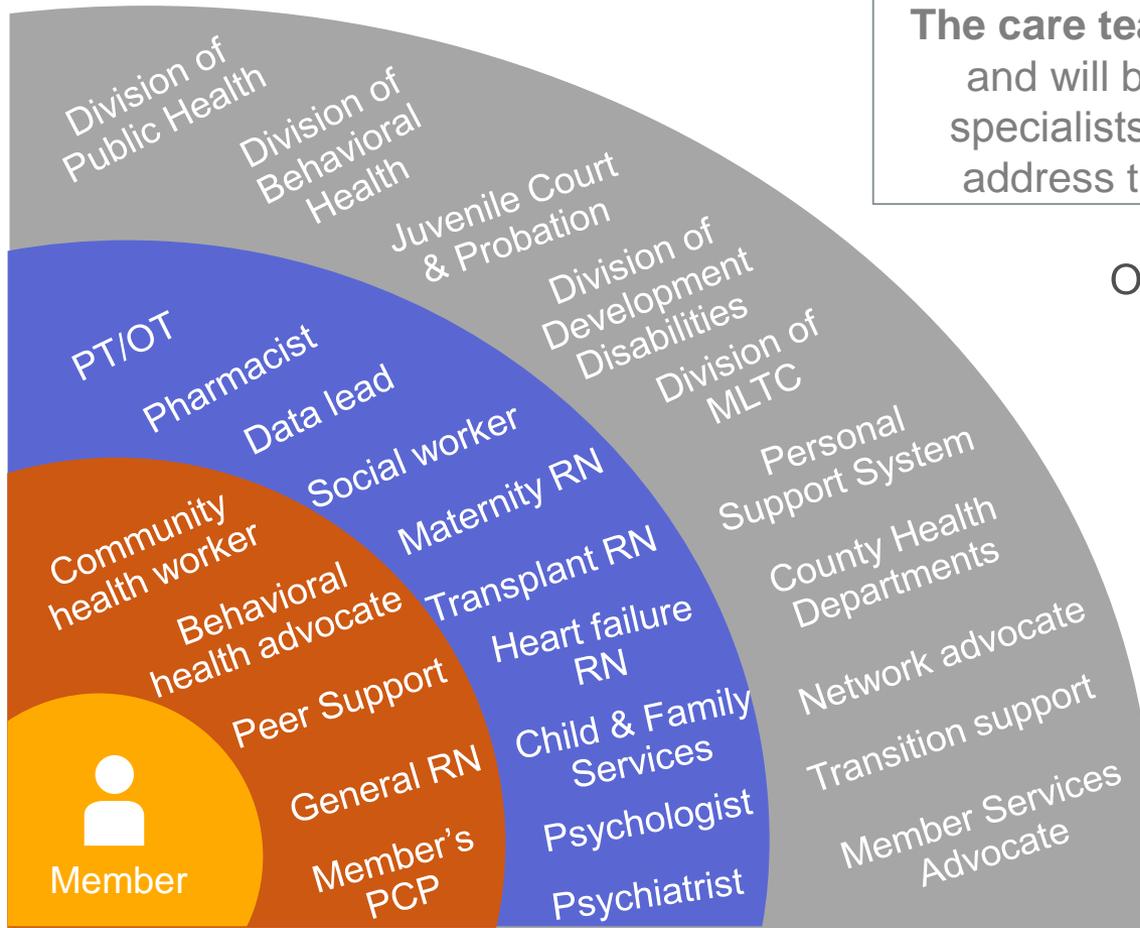
Topic	Presenter(s)
<ul style="list-style-type: none">• UnitedHealthcare Community Plan	Michael Horn, M.D., Chief Medical Officer
<ul style="list-style-type: none">• Pharmacy Contracting• Pharmacy Credentialing	Jasmin Crenshaw, Director, Provider Relations, OptumRx
<ul style="list-style-type: none">• Point of Sale and Claims• Prior Authorization• Specialty Pharmacy Program• Medication Therapy Management• Pharmacy Communications• Pharmacy Resources• Pharmacy Contacts	Jim Hancovsky, Vice President, Pharmacy Services, UnitedHealthcare Community and State Jeanne Cavanaugh, PharmD, Regional Pharmacy Director, UnitedHealthcare Community and State

Nebraska Health Plan Facts

- ✓ UnitedHealthcare has been operational in Nebraska since 1984
 - Total individuals covered – over 428,000
 - With more than 328 employees in Nebraska market
 - Over 74 contractors
- ✓ UnitedHealthcare Community Plan of Nebraska
 - The Health Plan has been serving Nebraska Medicaid members for over 20 years
- ✓ UnitedHealthcare Community Plan of Nebraska has been accredited by the National Committee for Quality Assurance (NCQA) since Aug. 2005

NE Medicaid Statewide Network	
Hospitals	113
Primary Care Providers	1,289
Specialists	2,801
Allied Health	3,727
Federally Qualified Health Centers	10
Rural Health Centers	127

Whole Person Care



The care team will report to one leader and will be supported by program specialists who can “flex” to quickly address the needs of the member

Optimal health and well-being

Whole person care

Whole person care focuses on how the physical, behavioral and social needs of a person are interconnected to maintain good health

Aligned to the delivery system

Care focused on supporting the physician to member relationship

Our United Culture

Our mission is to help people live healthier lives.
Our role is to make health care work for everyone.

Integrity.
Compassion.
Relationships.
Innovation.
Performance.

Honor commitments
Never compromise ethics

Walk in the shoes of people we serve
and those with whom we work

Build trust through collaboration

Invent the future, learn from the past

Demonstrate excellence
in everything we do

Pharmacy Contracting and Reimbursement

- **Contracting**
 - Pharmacy contracting packets were mailed by UnitedHealthcare Community Plan's PBM, OptumRx in May to obtain a wet signatures
 - Mail order – Members will have a network option to use a traditional mail program. OptumRx is sending out communication that provides allowance to Nebraska pharmacies to mail prescriptions to UnitedHealthcare enrolled Heritage Health members
- **Reimbursement**
 - Weekly payment schedule
 - Updates are made to Medispan pricing daily - Monday through Thursday
 - MAC pricing is updated weekly
 - Defined pricing inquiry and appeals process
 - Vaccines – cost of product plus vaccine administration reimbursement

Pharmacy Questions and DME

- **Questions**

- If you have **specific contracting questions**, please contact OptumRx at the addresses below, mailboxes are reviewed daily
- For questions regarding contract status or other pharmacy contract related issues, please contact OptumRx Pharmacy Network Relations at (877) 633-4701, option 2 or email your questions to provider.relations@optum.com
- **MAC questions:** call OptumRx Pharmacy Network Relations at (877) 633-4701, option 7 or email rxreimbursement@optum.com

- **DME**

- UnitedHealthcare will continue to cover diabetic testing supplies and limited home health supplies via the pharmacy benefit at pharmacies. Comprehensive DME is covered through the medical benefit
- All providers interested in contracting or with DME questions, please call 1-866-331-2243 or email the Nebraska contracting team mailbox at [Nebraska PR Team@uhc.com](mailto:Nebraska_PR_Team@uhc.com). For more information regarding the contracting process you can visit www.unitedhealthcareonline.com

Pharmacy Credentialing

- Independent pharmacies begin the process with submitting a credentialing application that includes a complete Disclosure of Ownership and Control Interest Statement Form, credentials and applicable information
- The **credentialing application and contract packet are sent out** together with instructions for completion by the pharmacy
- All pharmacies are **credentialed pursuant to the administrator credentialing policy**
- The pharmacy contract is finalized after the application is reviewed to **verify proof of credentials**. Review includes, but is not limited to:
 - Copy of current/valid state licenses (including DEA) with expiration dates
 - Federal Tax ID permits
 - Insurance showing adequate coverage
 - Copy Wholesale Invoice/Drug Purchase Packing Slip
 - NCPDP
 - Ownerships and affiliations
 - Attestations related to disciplinary actions, convictions, restrictions and any other adverse actions
 - Most recent inspection date by the Board of Pharmacy
 - Office of Inspector General (OIG) list of excluded individuals and entities

Pharmacy Credentialing

- Pharmacies are credentialed to insure **compliance with professional standards** that include but not limited to:
 - 100% point of service capability and ability to use electronic link
 - Adequate hours of operation
 - Maintain verifiable record of refill authorizations and signature logs
 - Allowance of on-site audits
 - Agree to comply with all Drug Utilization Review (DUR) and plan design parameters
- The standard **turn around time for completion is 7 business days** or less
- All pharmacies are **re-credentialed at least every three years**
- Our contracts with chain pharmacies and Pharmacy Services Administrative Organizations (PSAO) delegate credentialing for all pharmacies within their organization. We support member pharmacies to maintain a credentialing program.
- **For pharmacy questions, please call (877) 633-4701 option 2 or email pharmacycredentialing@optum.com**

Pharmacy Claims Information

- **Pharmacy POS (Point-of-Sale)**
 - **Pharmacy Claims System** adjudicates the pharmacy claim at the point-of-sale
 - Pharmacy Claims Processing Identifiers (effective 01.01.17)
 - ✓ Process ID (BIN): 610494
 - ✓ Processor Control Number (PCN): 9999
 - ✓ Group: ACUNE
- **PDL**
 - The Nebraska Medicaid program will define the PDL
- **Waiving Copayments**
 - To encourage members to adhere to medication schedules, UHC waives copayments on covered pharmacy services

PDL and Prior Authorization

- Heritage Health program defines the PDL
- The Nebraska PDL requires prior authorization on certain medications
- Pharmacies receive notification of prior authorization and edit requirements via pharmacy point-of-sale messaging
- The Point Of Sale (POS) claim processing system will provide detailed messages to pharmacies on claim rejects (i.e., preferred drug list, quantity limit, prior auth required) to help the pharmacy identify and resolve the reason for the denial
- Prior Authorization Requests - Prescribers may submit prior authorization requests and ask questions by calling 1-800-310-6826 or utilize a Prior Authorization fax submission at 866-940-7328
- Additional Pharmacy resources at - UHCCommunityPlan.com



Specialty Pharmacy Program

- The UnitedHealthcare Heritage Health Pharmacy program includes a Specialty Pharmacy Program
- A specialty network is necessary, in order to provide a subset of limited distribution drugs that are only available at certain manufacturer defined specialty pharmacies
- UHC encourages the use of specialty pharmacies for these medications to promote quality and to provide specialized patient clinical support
- Participation in the UnitedHealthcare Specialty Pharmacy Network is open to all pharmacies willing to accept the terms of the agreement

Medication Therapy Management (MTM)

- We believe that whole person centered Medication Therapy Management (MTM) helps members adhere to their medication regimen and promotes PDL and therapy management adherence
- **Retail pharmacy engagement to provide MTM services is an important part of the UnitedHealthcare quality program**
- Our MTM program is designed as a collaboration between local experts to meet the unique and diverse needs and conditions of our Heritage Health members through the most appropriate, safe and cost-effective prescribing and medication monitoring practices
- Our robust MTM program supports improved health outcomes by promoting the following:
 - Evaluation of the safety, appropriateness and efficacy of medication treatment plans
 - Identification and resolution of potential or actual care gaps
 - Benchmarking against quality standards
 - Transition of care facilitation
 - Elimination of costly inefficiencies

Pharmacy Communications

- **Comprehensive communication on the pharmacy program through a variety of methods:**
 - OptumRx Pharmacy Provider Administration Manual available on line at: <http://learn.optumrx.com/pharmacymanual>
 - Standard communication via an ORx Pharmacy Fax blast is distributed to the contracted entity
 - Web-based resources (see next slide)
 - Community-based forums such as town halls and one-on-one interactions

Pharmacy Resources

Website 1/1/2017

- Available to pharmacies via UHCCommunityPlan.com:
 - The State Preferred Drug List (PDL) will be located at UHCCommunityPlan.com > For Health Care Professionals > Nebraska > Pharmacy Program tab
 - Additional information available on our website includes, but is not limited to:
 - ✓ Formularies
 - ✓ Clinical criteria
 - ✓ Prescriber Reference Guide
 - ✓ Maximum Allowable Cost information
 - MAC program overview and list
 - Directions for submission of pricing inquiry
 - ✓ MTM program information



Pharmacy Contacts

- Pharmacies needing **claims assistance** can call our dedicated pharmacy claims department at (877) 305-8952, 24 hours, 7 days per week.
- **Credentialing assistance** call (877) 633-4701 option 2 or email pharmacycredentialing@optum.com.
- **Contracting:** call OptumRx Pharmacy Network Relations at (877) 633-4701, option 2 or email provider.relations@optum.com
- **MAC questions:** call OptumRx Pharmacy Network Relations at (877) 633-4701, option 7 or email rxreimbursement@optum.com
- If you have further questions, please contact Jeanne Cavanaugh, PharmD at 248-331-4277, jeanne_m_cavanaugh@uhc.com