



COMMERCIAL & MEDICARE PHARMACY UPDATES

Reminders

Processing claims for members without an ID Card

If a Participant has a letter stating that he or she has active coverage but has not yet received a CIGNA HealthCare or CIGNA Medicare Rx ID Card, attempt to adjudicate the claim as eligibility may have been loaded to the systems. If eligibility cannot be determined through the Online System, call the appropriate telephone number per below:

- ♦ CIGNA HealthCare 1.800.CIGNA.24 (1.800.244.6224)
- ♦ CIGNA Medicare Rx 1.800.222.6700

Weekend and After Hours Authorization Rejection Messages

Dispense up to a maximum of 3-days supply (or one unit, e.g., one inhaler, one tube) of the medication and collect the Participant's copayment as noted on the CIGNA HealthCare ID card. Please notify the Participant that this is a one-time exception. On the next business day, call 1.800.CIGNA.24 for assistance in processing the claim for payment. **Payment is guaranteed for non-Formulary medications dispensed in good faith.**

MEDICARE ONLY UPDATES

New information

Vaccine Administration Fee Processing

CMS has added Vaccine Administration Fees as payable under the Medicare Part D program effective January 1, 2008. By now you should have received a contract amendment for this.

If your pharmacy is not administering the vaccine, you can still process the vaccine drug only. This claim should be submitted electronically in the same manner as is done today.

If your facility is administering the vaccine, the below steps need to be followed in order for your facility to receive payment for the administration of the vaccine.

- ♦ You must have accepted our Vaccine Administration Fee amendment
- ♦ The claim must be for a Medicare Part D vaccine
- ♦ Put in the Administration Fee in the **Incentive Amount Submitted** - this must equal the Administration Fee. This is entered as four digits (dollar and cents) with no decimal point.
- ♦ Populate the **Professional Service Code** - must equal **MA** (Medication Administered)

Step Edits updates

To assist you in servicing CIGNA medicare members effective immediately, across all of our medicare PDP and MAPD plan designs CIGNA has removed step edits on the following preferred brand Tier 2 proton pump inhibitors (PPIs): Protonix and Prevacid. Effective 1/1/2008, CIGNA will be adding Nexium

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Participating Pharmacy Communication

to our list of preferred brand Tier 2 PPIs and therefore Prevacid, Protonix and Nexium will continue to process without step therapy across all CIGNA medicare plans.

Updated Participating Pharmacy Manual

We have posted the updated Supplement to the Prescription Drug Card Program Requirements and Participating Pharmacy Manual on the CIGNA Medicare Rx website. This site can be found at www.cigna.com/sites/cignamedicare/index.html. Follow the selection for Pharmacists on the lower left.

Reminders

Name Change Notice

CIGNATURE Rx, CIGNA Medicare Part D Prescription Drug Plan, will have a new name in 2008 – CIGNA Medicare Rx. Current and renewing members will not receive new ID cards with the new name. The information on their CIGNATURE Rx ID card is still valid. New 2008 enrollees will receive a card with the new name.

Please continue to honor all CIGNATURE Rx ID cards and look for the new 2008 CIGNA Medicare Rx card in January.

Medicare Part D Contracts for 2008

In accordance, with Medicare Part D Amendment/Addendum to Participating Pharmacy Agreement, (section e. Term) pharmacies currently contracted to participate in CIGNA's Medicare Part D Plan **ARE NOT REQUIRED** to renew or amend the existing Agreements to continue participation for 2008.

B vs. D Coverage Determinations

In 2008, Part B vs. D coverage is continued to be managed via the following approaches:

1. When claims for drugs that should be covered under Medicare Part B benefit are submitted, they will be rejected with **error code 221 “Part B Only”**.
2. Drugs that require further review to determine coverage eligibility under Part B vs. Part D will be rejected with **error code 195 “PA Required – Determine B or D”**. Certain drugs that will reject with error code 195 may require the pharmacist to contact the CIGNA Pharmacy Service Center for further review. For other drugs, that are more commonly used for Part D eligible indications, in addition to error code 195, a PAC code will be provided in the free form text field. Pharmacist should carefully review the free form text message and assess eligibility for Part D coverage. When deemed eligible, the rejected claims should be resubmitted using the provided PAC code for payment under the Medicare Part D benefit.

Please refer to the Supplement to the Prescription Drug Card Program Requirements and Participating Pharmacy Manual on the above referenced CIGNA Medicare Rx website for additional information about the 2008 transitional benefit and B vs. D Coverage Determinations.

Contacts

- ♦ For contracting questions or to request a copy of the CIGNA HealthCare MAC List please send an email to pharmacynetworkoperations@cigna.com.
- ♦ If you have questions about our Audit Program please send an email to 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.

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