

June 2006 Participating Pharmacy Newsletter



**CIGNA Pharmacy
Management**

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Important Medicare Part D Update

CIGNA HealthCare's Medicare Part D Pharmacy Help Desk 1.800.558.9363 will now be available on Saturdays from 9:30 to 7pm EST. We continue to have after-hours coverage 7 days a week for URGENT dispensing issues only.

If a CIGNA HealthCare member has exhausted his/her medication supplies, the pharmacist may dispense an additional 7 days supply or the smallest unit of issue of the medication. Please contact our Pharmacy Help Desk the next business day to obtain an override to process online and receive reimbursement.

It is important for the pharmacist to understand and communicate to the member that the 7 day supply is there to provide temporary coverage while the member needs to work with their prescribing physician to transition to a formulary alternative or to obtain authorization for exception. In order for a successful transition, the pharmacist's support and facilitation through this process is necessary.

Proton Pump Inhibitor (PPI) Program:

Beginning July 1, 2006, CIGNA Pharmacy Management will change its DUR edit for the Proton Pump Inhibitor (PPI) drug class for **all non-Medicare plans**. This program requires the use of generic or preferred brand PPIs before a non-preferred brand is covered. Use of non-preferred brand PPIs without prior use of a generic or preferred brand will require Prior Authorization (PA).

The initial fill of a non-preferred (PPI) medication will process one time under the member's pharmacy benefit plan. Online messaging will indicate that subsequent fills will require PA. Both the member and the prescribing physician will be notified in writing to complete prior authorization request or select a preferred alternative.

Members who obtain prior authorization for a non-preferred brand PPI medication prior to July 1, 2006 will be grandfathered for the remainder of the year.

The PPIs on the CIGNA Formulary are as follows:

Generic PPI medications <i>(no prior authorization required)</i>	Preferred-brand PPI medications <i>(no prior authorization required after 7/1/06)</i>	Non-Preferred brand PPI medications <i>(prior authorization required after initial prescription beginning 7/1/06)</i>
Omeprazole (generic Prilosec®)	Prevacid® Protonix®	Aciphex® Nexium® Zegerid® Prilosec® (brand only)

PLEASE NOTE:

The Medicare Part D PPI program will remain a 2-step program where Preferred Brands such as Prevacid and Protonix will only be available after use (or failure/contraindication/intolerance) of Omeprazole. Non- Preferred Brands (Aciphex, Nexium etc.) will be available after use (or failure/contraindication/intolerance) of Preferred Brands; Prevacid or Protonix.

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Participating Pharmacy Communication

Audit Program Update:

As CIGNA Pharmacy Management moves forward with its pharmacy claims audit program, recoveries will now be made and reflected in future remittance advices for billing errors identified by our vendor, Prudent Rx, Inc.* If you have any questions or concerns, please contact pharmacyaudit@cigna.com.

**May not apply to pharmacies in certain states.*

Refills During States of Emergency

CIGNA Pharmacy Management will waive “refill too soon” edits during the period of the emergency declaration for all beneficiaries located within an “emergency area”, as defined as the area in which there has been a Stafford Act or National Emergencies Act declaration and a public health emergency declaration. In addition, CIGNA Pharmacy Management will waive “refill too soon” edits beginning with any voluntary or mandatory state or federal evacuations and lasting during the period of the emergency declaration.
