



INLAND EMPIRE HEALTH PLAN

PHARMACY TIMES

BY IEHP PHARMACEUTICAL SERVICES DEPARTMENT

January 16, 2010

NPI Requirement (New)

Effective 3/1/2010, Valid Prescribing Physician NPI and Pharmacy NPI will be required for each Pharmacy Claim submitted to Argus Health System.

Use of the Prescribing Physician DEA, State License number or invalid NPI will cause the claim to reject.

IEHP Pharmacy Manual

IEHP Pharmacy Providers may access our new IEHP Pharmacy Program Manual On-line via IEHP Website at <http://ww2.iehp.org/IEHP/Providers/Pharmaceutical+Services/>. The manual is updated periodically. Please refer to our Provider website for all updates.

Reminder on On-line PER Submission Deadline

Pharmacy Providers will only be allowed to submit PERs on-line starting March 1, 2010. Please feel free to contact us if you need to set up a login account. (CVS and Rite Aid Stores: all logins will be handled through your corporate office)

Pharmacy Audit

IEHP performs monthly on-site and desktop audits. Based on the recent audit results, we would like to remind Pharmacy Providers regarding the following frequently found issues:

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A Public Entity

1. Return to stock policy: Pharmacies must perform RTS procedures every 14 days (max allowed -30 days) and must show documentation that RTS was performed. Pharmacy claim records will be validated via Member contact and signature logs
2. Submit valid NPI number
3. Auto-refill program: Not allowed under IEHP Network
4. Signature logs: Required (paper or e-signature)

The IEHP Pharmacy Audit Program is designed to report any Fraud, Waste, and Abuse in the IEHP Pharmacy Network in accordance to the regulations set forth by the Department of HealthCare Services (DHCS) and Centers for Medicare and Medicaid Services (CMS). Pharmacy Providers found to have deficiencies based on the audit results will be asked to submit Corrective Action Plans (CAP). Pharmacy Providers who fail to comply or are found with repeated deficiencies may incur punitive measures up to removal from the IEHP Network.