



A Public Entity

Inland Empire Health Plan

PHARMACY TIMES

BY IEHP PHARMACEUTICAL SERVICES DEPARTMENT

December 30, 2019

**IMPORTANT NOTICE: IEHP Medi-Cal Maximum Allowable Cost (MAC)
Process Update
Effective January 1, 2020**

Dear IEHP Pharmacy Provider,

Effective January 1, 2020, DST Pharmacy Solutions will be assuming responsibility for maintaining Maximum Allowable Cost (MAC) drug list AND reviewing and responding to MAC appeals for IEHP's Medi-Cal line of business, in accordance with state regulations.

There are no changes to the process for the Medicare Line of Business, which DST Pharmacy Solutions will continue to maintain.

Effective January 1, 2020, please direct all MAC appeals regardless of fill date via email to m5@dsthealth.com; or direct MAC appeals over the phone to DST Pharmacy Solutions at 1-800-522-7487, Monday through Friday, 8:00AM – 5:00PM CST.

For more details on the MAC policy updates and appeal process, please visit IEHP Pharmaceutical Services MAC page: <https://ww3.iehp.org/en/providers/pharmacy-services?target=drug-maximum-allowable-charges>.

If you have any additional questions, please feel free to contact us at (909) 890-2049 between 8:00 AM -5:00 PM PST Monday through Friday. Thank you for your attention to this matter.

Sincerely,
IEHP Pharmaceutical Services