



To: Network Pharmacy
From: Elixir Pharmacy Audit and FWA Team
Date: Thursday, June 22, 2023
RE: The Pharmacy Audit Whisperer

This communication is being shared as a reminder of Elixir’s contractual requirements, providing guidance for pharmacies on necessary practices to avoid audit chargebacks and ensure network compliance.

Maintaining Rx Compliance – Patient safety focus

Following proper dispensing practices is essential for success in the Elixir pharmacy network. The purpose of this communication is to share examples of issues found during audits that are associated with potential threats to patient safety. Such findings may result in audit chargebacks, pharmacy suspension and/or termination from the network.

ReliOn® line of insulin products

ReliOn® brand insulin products are manufactured by Novo Nordisk for exclusive distribution by Walmart and affiliates. ReliOn® products are not sold from Novo Nordisk to wholesalers for general distribution, as indicated in the drug packaging. A sample package is shown below. We have observed several claims for ReliOn® Novolin R, ReliOn® Novolin 70/30, and ReliOn® Novolin N submitted by non-Walmart pharmacies, with some pharmacies indicating the drugs were purchased from their wholesaler. If a wholesaler chooses to resell this product, it raises concerns about the stability and safety of the product being provided to our members.



Spravato® REMS requirements

Spravato® is included in Risk Evaluation and Mitigation Strategies (REMS) requirements mandated by the FDA due to risk of serious adverse outcomes resulting from sedation and dissociation, and potential abuse and misuse. Pharmacies are required to be certified and enrolled in the Spravato® REMS program (www.spravatorems.com) to dispense this drug. Spravato® must be administered under direction and supervision of a healthcare provider with post-administration observation. Spravato® must never be dispensed directly to a patient for home use. Pharmacies are to maintain records of all Spravato® dispensed including patient(s) name, dose, number of devices, and date dispensed.

All Pharmacy Whisperer communications are available at Elixir’s website, under the “Providers” > “Pharmacy Resources” > “Pharmacy Audits” section, at <https://www.elixirsolutions.com/providers>. Please ensure to refer to prior communications to remain in compliance with network requirements. If you have any questions regarding this communication, please contact PharmacyAudits@elixirsolutions.com.

Thank you,

Elixir

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IF YOU DO NOT WISH TO RECEIVE EMAILS from an Elixir company you may send a request to us via fax to 866.250.5178 (toll free) or via email to care@elixirsolutions.com (must state “Email Opt Out” in the subject line) or call 800.361.4542 (toll free) instructing us not to send you further emails. Your request will be deemed valid only if: (1) it contains the address(es) of the email(s) that should not receive an email from us; and (2) you do not subsequently give us permission to send emails to the previously provided email address. You must request that we resume emails to you by contacting us at the telephone number, fax number, or email address listed above. Federal law requires us to comply with your request within 30 days.