

## Pharmacy Credentialing and Re-Credentialing FAQ

1. **What are Elixir's credentialing and recredentialing requirements?** The below items are required upon entrance and to maintain participation as a network pharmacy:
  - Current licensure, including DEA registration, pharmacy license, and Pharmacist-in-Charge license
  - Current Professional Liability Insurance of \$1,000,000/occurrence and \$3,000,000/aggregate (US territories are subject to limits of \$1,000,000/occurrence and \$2,000,000/aggregate)
  - ASSMCA license for Puerto Rico pharmacies
  - Absence of debarment per the Office of Inspector General (OIG) List of Excluded Individuals/Entities (LEIE), Office of Medicaid Inspector General in any state, and General Service Administration's (GSA) System for Award Management (SAM)
  - Additional information as determined by Elixir
2. **What do independent pharmacies need to do for credentialing?** To join the Elixir pharmacy network independent pharmacies will need to submit a Pharmacy Network Enrollment Request form (see question 4 below) to [providerenrollment@elixirsolutions.com](mailto:providerenrollment@elixirsolutions.com) once Part I and II of their NCPDP profile is up-to-date. Elixir utilizes Part I and II for all credentialing information, including, but not limited to, certificate of professional liability insurance, DEA, state pharmacy license, Pharmacist-in-Charge license, ownership and control information, and sanctions, exclusions, and actions information.

PSAO pharmacies located in a Heat Zone must submit a Pharmacy Network Enrollment Request form for additional review by Elixir to ensure the conditions of participation are met. See additional information in questions 8-11 below.
3. **What do chain and PSAs need to do for credentialing?** Chain and PSAO corporate offices are required to provide proof of the items listed in number 2 above. A Credentialing Attestation is required to be signed upon entrance into the network and annually thereafter. In addition, PSAO pharmacies located in a Heat Zone must submit a Pharmacy Network Enrollment form for additional review by Elixir to ensure the conditions of participation are met. See additional information in questions 8-11 below.
4. **Where do I obtain the Pharmacy Network Enrollment Request form?** The enrollment form can be obtained from the Elixir website at [elixirsolutions.com](http://elixirsolutions.com) under "Providers" on the "Enroll" tab.
5. **How do I update my pharmacy's NCPDP Profile?** Elixir does not have the ability to update pharmacy information in NCPDP. Pharmacies that need assistance updating their NCPDP profile should contact NCPDP via email at [pharmacyhelp@ncdpd.org](mailto:pharmacyhelp@ncdpd.org) or via phone at 480-734-2870.
6. **What are Elixir's requirements on disciplinary actions?** Elixir requires pharmacies to disclose all disciplinary action taken against it, or its personnel, by any regulatory authority (i.e. CMS, DEA, FBI, State or Local Law Enforcement, Board of Pharmacy). These will be reviewed on a case-by-case basis to determine participation in the network.
7. **Are there any additional requirements for pharmacies located in a Heat Zone to join the network?** Yes. Pharmacies located in a Heat Zone must be open for 18 months **and** under the same ownership for at least 12 months before admittance into the Elixir pharmacy network. If the pharmacy



does not meet this criteria, Elixir will allow an exception so long as the pharmacy owns other pharmacies in our network that are active and in good standing.

8. **My pharmacy is located in a Heat Zone and contracted through a PSAO who is in the Elixir network. Are there any additional steps that need to be taken to join the network?** Yes. It is the responsibility of each PSAO to credential their pharmacies; however, pharmacies located in Heat Zones are required to undergo an additional review by Elixir to ensure they meet the conditions of participation. Heat Zone pharmacy adjudication ability is automatically turned off any time a pharmacy joins, leaves, or changes their PSAO affiliation. The pharmacy must submit a Pharmacy Network Enrollment Request form for consideration of participation in the network each time they change PSAOs. Pharmacies that are not located in Heat Zones who are changing PSAO affiliation are not required to undergo an additional review by Elixir.
9. **Elixir Heat Zones** Below are a list of Heat Zones designated by the Department of Justice (DOJ), Office of the Inspector General (OIG), and Department of Health and Human Services (HHS) and expanded upon by Elixir.

Los Angeles County, CA	Orange County, CA	Riverside County, CA
Broward County, FL	Citrus County, FL	Collier County, FL
Hernando County, FL	Hillsborough County, FL	Miami-Dade County, FL
Palm Beach County, FL	Pasco County, FL	Pinellas County, FL
Polk County, FL	Cook County, IL	East Baton Rouge County, LA
West Baton Rouge County, LA	Macomb County, MI	Oakland County, MI
Wayne County, MI	Essex County, NJ	Hudson County, NJ
Monmouth County, NJ	Union, NJ	Bronx County, NY
Kings County, NY	Nassau County, NY	New York County, NY
Queens County, NY	Richmond County, NY	Philadelphia County, PA
Collin County, TX	Dallas County, TX	Fort Bend County, TX
Harris County, TX	Houston County, TX	Tarrant County, TX
Travis County, TX		

10. **What is required for independent pharmacy re-credentialing?** For independent pharmacies, Elixir will review the information provided in Part I and II of the pharmacy's NCPDP profile. Re-credentialing criteria includes, but is not limited to, the items outlined in number 2 above. Failure to maintain updated information in NCPDP may result in suspension or termination from the Elixir pharmacy network.
11. **What is required for chain and PSAO pharmacy re-credentialing?** Chain and PSAO corporate offices will be required to provide proof of the items listed, including but not limited to, number 2 above. In addition, a Credentialing Attestation is required to be signed annually.
12. **What is required pharmacies changing ownership?** All pharmacies must update their NCPDP profile with the new ownership information and properly submit the change of ownership date to NCPDP for review and approval. Independent pharmacies are required to submit the Pharmacy Network Enrollment Request form to ensure they still meet the conditions to participate in the Elixir pharmacy network under the new owner in addition to signing a new Participating Provider Agreement.





PSAO pharmacies located in a Heat Zone must submit a Pharmacy Network Enrollment Request form for additional review by Elixir to ensure the conditions of participation are still met under the new ownership.