

## Q3 2023 PHARMACY COMMUNICATION



### IMPORTANT REMINDERS AND UPDATES

#### 2023 Credentialing and Medicare Part D Attestations:

**Independent pharmacies:** In order to comply with CMS requirements and remain in good standing in our network, please ensure that your pharmacy employees complete the annual compliance trainings, and in turn, the pharmacy completes the Participating Pharmacy Medicare Part D Certification for 2023 Plan Year in NCPDP by December 31st, 2023.

**Chains and PSAOs:** In early June, your organization was sent the 2023 Annual Credentialing Attestation and Annual Medicare Part D Attestation, both of which need to be completed as requirements of your Participating Provider Agreement and the Pharmacy Manual. If you have not already done so, please complete both documents in their entirety and sign on behalf of all your affiliated chain codes.

**Pharmacy Manual Updates:** There have been recent updates made to the Elixir Pharmacy Manual. As a reminder, pharmacies are required to regularly check the Pharmacy Manual for updates (located on our website under “Providers” > “Pharmacy Resources” > “Processing Information”). To ensure you are viewing the most recent version of the Manual, remember to cache your browser. To do this, click “control” and “refresh” together and the latest version of the manual will reflect.

Section	Page Number	Content Updated/Added
Change of Information	Page 9	Information added on change of ownership requirements
Suspensions and Termination	Page 10-12	Stipulations on suspension determinations and pharmacy appeals
Reimbursement and Cost Share	Page 13	Information added on waiving/reducing cost share for LIS members
Vaccines	Page 15-16	List of covered GPIs updated
Acceptable Audits Appeals	Page 30	Diagnosis code required on prescription

**Pharmacy Satisfaction Survey:** The 2023 Pharmacy Satisfaction Survey is now open and available for pharmacies to participate in. We appreciate the time and feedback of our network pharmacies in order to improve our services. This survey can be found on our website under “Providers” > “Pharmacy Resources” > “Pharmacy Satisfaction Survey”.

**NCPDP Update:** Elixir uses NCPDP as its primary source for all pharmacy information. Please ensure your profile is up to date with your pharmacy’s current information. This includes, but is not limited to, information such as your pharmacy’s address, contact information, PSAO affiliation, payment centers, change of ownership, and licensure. All pharmacy updates made in NCPDP by end of day Wednesday will be received by Elixir on Thursday morning through the weekly dataQ file from NCPDP. **In order to prevent member disruption, please ensure you have taken all necessary steps for contracting if your pharmacy is changing or leaving your PSAO.**

**Online Provider Resources:** As a reminder, please visit [www.elixirsolutions.com](http://www.elixirsolutions.com) to view provider resources, including, but not limited to, Payer Sheets, Electronic Payment and Remittance Forms, and MAC inquiries.

### PRESCRIBER RESOURCES



**Prescriber Portal:** Elixir provides valuable information including direct links to client websites to assist with Prior Authorizations, Coverage Determination Forms, Covered Drug Lists, and Health and Information Resources. There are also instructions for obtaining UM criteria and how to use our pharmaceutical management procedures, explanations of limits and quotas, how prescribers can provide information to support an exception request, and generic substitution, therapeutic interchange, and step-therapy protocols. These resources are available to pharmacies on our website under “Providers” > “Prescriber Resources”. Please utilize this information as a helpful guide in filling prescriptions, assisting members, and referring prescribers.

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