

## Q1 2023 PHARMACY COMMUNICATION



### IMPORTANT REMINDERS AND UPDATES

**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 at 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
Quality Assurance	Pages 8-9	Information on disparaging comments
Integrated Cash Cards	Pages 13-14	Information on Integrated Cash Card claims
Acceptable Audit Appeals	Pages 28-30	Additional audit discrepancy codes
Kansas – Commercial Line of Business	Pages 46-47	Kansas Department of Insurance requirement
Nebraska – Commercial Line of Business	Page 47	Nebraska Department of Insurance requirement
Tennessee Enhanced Dispensing Fee	Page 49	Information on Tennessee enhanced dispensing fee requirements and amounts

**Credentialing:** The Pharmacy Network Enrollment Request Form under the “Enroll” section of the Elixir website (“Providers” > “Pharmacy Resources” > “Enroll”) has been updated. The new form contains additional questions regarding change of ownership and commonly owned pharmacies to help prevent delays in enrollment. If you are submitting the enrollment form, please ensure you are using the current one.

**FTP to SFTP Site Transition:** Elixir has transitioned from using an FTP site to an SFTP site. You will need to connect by using our secure website or by use of SFTP client software that supports a SSH connection. The Elixir secure SFTP site is available at <https://sftp.elixirsolutions.com>.

**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.

**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.

**NCPDP Update:** Elixir uses NCPDP as its primary source for all pharmacy information. Please ensure your pharmacy’s profile is up to date with your pharmacy’s current information. 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.



### 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.

*Privacy & Confidentiality of Information Notice: This communication may contain non-public, confidential, or legally privileged information intended for the sole use of the designated recipients. If you are not the intended recipient, or have received this communication in error, please notify the sender immediately by reply email or by telephone at 800.361.4542, and delete all copies of this communication, including attachments, without reading them or saving them to disk. If you are the intended recipient, you must secure the contents in accordance with all applicable state or federal requirements related to the privacy and confidentiality of information, including the HIPAA Privacy guidelines.*

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](mailto: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.