

Q1 2021 PHARMACY COMMUNICATION



WHAT'S NEW WITH ELIXIR?

Puerto Rico Medicaid Enrollment: As required by State Medicaid Agencies (SMAs) and Puerto Rico Medicaid/ASES (Regulatory Government Agency for Medicaid and Medicare Advantage contracts) all pharmacies providing services to Medicaid members must register on the Puerto Rico Medicaid website (<https://www.medicaid.pr.gov/>) and acquire a Medicaid ID. If your pharmacy provides services to Medical Card System (MCS) Platino members, please visit <https://medicaid.pr.gov/Home/PEP> to enroll with Puerto Rico Medicaid by March 31st, 2021. If your pharmacy is not enrolled, you will be unable to process claims for Platino members.

Credentialing FAQ: Please visit our website (<https://www.elixirsolutions.com/providers> under “Providers” > “Pharmacy Resources” > “Enroll”) to review the “Pharmacy Credentialing and Recredentialing FAQs” which provides information on our requirements for credentialing and recredentialing, current Heat Zones designations, how to enroll in the Elixir Pharmacy Network, and much more. As a reminder, pharmacies affiliated with a PSAO and located in a Heat Zone are required to submit the Pharmacy Network Enrollment Request form each time they change PSAOs. There are also additional conditions that must be met for Heat Zone pharmacies to participate in the Elixir Pharmacy Network (further detail is provided in the FAQ).

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
Enhanced Credentialing	Page 7-8	Outlines the enhanced credentialing process
Suspensions and Terminations	Page 9-11	Suspension and termination appeal timeframes
COVID-19 Vaccines	Page 15-16	Reimbursement information and Janssen GPI added to covered vaccines

Bulletins and Communications: As a reminder, recent communications are posted on our website for convenient access under the “Bulletins and Communications” section of our website. Some communications may include contractual obligations that pharmacies are required to comply with. The Pharmacy Audit & Fraud, Waste, and Abuse (FWA) team issues periodic communications with best practices for claims submission, tips to avoid FWA-related scrutiny, and reminders about expectations from network pharmacies as it relates to FWA and compliance. Please make sure to consult all past communications, especially if your pharmacy has recently entered the network, to remain in compliance with network expectations.

Pharmacy Satisfaction Survey: The 2021 [Pharmacy Satisfaction Survey](#) is now open. We would appreciate your participation in providing feedback in order to improve our services to network pharmacies.

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PHARMACY INFORMATION UPDATES

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. 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.



VISIT WWW.ELIXIRSOLUTIONS.COM TO VIEW ONLINE PROVIDER RESOURCES

The below resources can be found under the “Providers” tab:

- ✓ Pharmacy Manual
- ✓ Electronic Payment and Remittance Forms
- ✓ Payer Sheets
- ✓ MAC Inquiries
- ✓ Independent Pharmacy Enrollment and Credentialing Information
- ✓ Instructions for obtaining UM criteria and how to use our pharmaceutical management procedures
- ✓ Explanations of limits and quotas
- ✓ Generic substitution, therapeutic interchange, and step-therapy protocols
- ✓ How prescribers can provide information to support an exception request



HELPFUL CONTACTS

- Elixir Pharmacy Help Desk: 1.800.361.4542 care@elixirsolutions.com
- MAC: MAC@elixirsolutions.com
- Pharmacy Accounting/Payment Issues: pharmacyaccountingissues@elixirsolutions.com
- Pharmacy Audit Inquiries: pharmacyaudits@elixirsolutions.com
- Pharmacy Contract Inquiries: pharmacycontracting@elixirsolutions.com
- Provider Enrollment Application Submission/Questions: providerenrollment@elixirsolutions.com
- NCPDP Main Office: 480.734.2870 accessonline.ncpdp.org

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 (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.