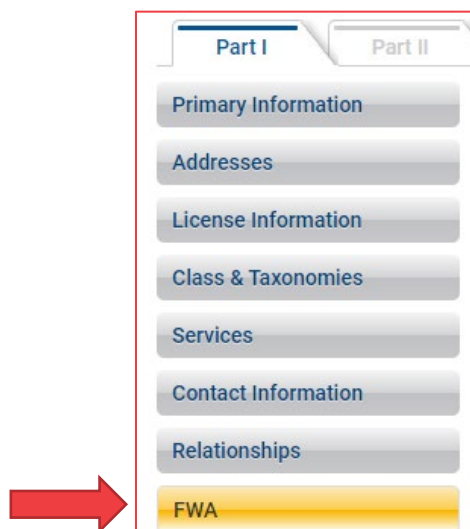


Q3 2021 PHARMACY COMMUNICATION



WHAT'S NEW WITH ELIXIR?

NCPDP Fraud, Waste, and Abuse Training for 2021 Plan Year: In order to maintain compliance with Medicare Part D requirements from CMS, Elixir requires pharmacies complete the Participating Pharmacy Medicare Part D Certification for the 2021 Plan Year in NCPDP. The attestation is located in Part I under the FWA tab in NCPDP (see screenshot of section in NCPDP below). We are requesting pharmacies that have not yet completed this in NCPDP to do so by **December 31st, 2021**. If this is not completed by the due date, your pharmacy's status in the Elixir Pharmacy Network may be impacted.



Pharmacy Satisfaction Survey: We are requesting your participation in our 2021 [Pharmacy Satisfaction Survey](https://www.elixirsolutions.com/) (located on our website at <https://www.elixirsolutions.com/> > under "Providers"> "Pharmacy Resources"> "Pharmacy Satisfaction Survey"). It should take you no longer than 5 minutes to complete and allows you to provide anonymous and honest feedback. We appreciate your participation in order to improve our services to network pharmacies.

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
Vaccine Program List	13 -15	List of covered vaccine GPI's updated
COVID-19 Vaccines	15 -16	Third dose processing information

Q3 2021 PHARMACY COMMUNICATION

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 **October 31st, 2021**. If your pharmacy is not enrolled, you will be unable to process claims for Platino members.



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.ncdpd.org

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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.