

Q4 2022 PHARMACY COMMUNICATION



IMPORTANT REMINDERS AND UPDATES

Medicare Prescription Drug Coverage and Your Rights (Pharmacy Notice): If a member's prescription cannot be filled under the Medicare Part D benefit and the issue cannot be resolved at point of sale, Medicare Part D network pharmacies are required to distribute the Pharmacy Notice (Medicare Prescription Drug Coverage and Your Rights – CMS -10147 form). Effective January 1st, 2023, CMS requires Medicare Part D network pharmacies to distribute the Multi-Language Insert with the Pharmacy Notice to Medicare Part D members to provide information for interpreter services. Please ensure the Multi-Language Insert is included when distributing the Pharmacy Notice to members.

2022 Medicare Part D Attestation (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, your pharmacy completes the Participating Pharmacy Medicare Part D Certification for 2022 Plan Year in NCPDP by December 31st, 2022. Failure to complete this will result in member disruption.

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
General Information	Page 5	Elixir address updated
COVID-19 Vaccines	Page 17	New vaccine GPI's for COVID vaccines
Acceptable Audit Appeals	Page 28-31	Information regarding audit and investigation appeals process
Medicare Prescription Drug Coverage and Your Rights – Revised Guidance for Distribution of Standardized Pharmacy Notice (CMS-10147)	Page 38	Multi-Language Insert requirement

EFT/ERA Form Updates: Pharmacy Payables has updated the Electronic Payment and Remittance forms for pharmacies to setup electronic payments or update payment information. These new forms can be found on the Elixir website (located at on our website under "Providers" > "Pharmacy Resources" > "Processing Information").

Pharmacy Satisfaction Survey: The 2022 Pharmacy Satisfaction Survey is now closed. Thank you for your participation. 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 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.

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.