

## Q4 2021 PHARMACY COMMUNICATION



### WHAT'S NEW WITH ELIXIR?

**Mailing Address Update:** Elixir has changed its primary mailing address. Any reference of the previous mailing address shall be deleted and replaced with the following: 8921 Canyon Falls Blvd, Suite 100, Twinsburg OH 44087.

**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
COVID-19 Vaccines	15 -16	Additional GPI added and claim processing updates
Long Term Claim Submission	41-42	LTC claim submission requirements

**Pharmacy Satisfaction Survey:** The 2021 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.

**Bulletins and Communications:** Make sure to visit our website and review the new section for pharmacies to access recent communications sent by Elixir (<https://www.elixirsolutions.com/providers>). The most recent communications posted include a list of our new clients starting on 1/1 and the Pharmacy Audit Whisperer.



### IMPORTANT PHARMACY REMINDERS

**NCPDP Fraud, Waste, and Abuse Training for 2021 Plan Year:** Please make sure your pharmacy completes the NCPDP Fraud, Waste, and Abuse Training for 2021 Plan Year in NCPDP by December 31st in order to stay compliant in our network. Failure to complete the attestation will result in suspension from the Elixir network. Chain and PSAO corporates may disregard this item.

**MAC Appeals:** As a reminder, we require the following information for the submission of MAC appeals: NCPDP, Rx number, fill date, NDC, quantity dispensed, acquisition price, drug with the strength, group ID, and BIN. Appeals should be submitted to [MAC@elixirsolutions.com](mailto:MAC@elixirsolutions.com). If all information is not submitted, this will delay the processing of your request.



### SUBMISSION OF ACCURATE CLAIMS FOR BENZODIAZEPINE NASAL SPRAY

Nayzilam® (midazolam) and Valtoco® (diazepam) nasal spray are benzodiazepines indicated for the acute treatment of intermittent, stereotypic episodes of frequent seizure activity (i.e., seizure clusters, acute repetitive seizures) that are distinct from a patient’s usual seizure pattern in patients with epilepsy.<sup>1,2</sup>

The dosing for Nayzilam® is to administer one spray into one nostril, with one additional spray into the opposite nostril administered after 10 minutes if the patient has not responded to the initial dose.<sup>1</sup> The dosing for Valtoco® is based on age and weight, and also allows for a second dose to be administered 4 hours after the initial dose.<sup>2</sup>

For both medications, maximum dosage and treatment frequency states to not use more than 2 doses to treat a single episode & it is recommended to treat no more than five episodes per month.<sup>1,2</sup> Nayzilam® and Valtoco® are not recommended for chronic, daily use as an anticonvulsant because of the potential for development of tolerance to midazolam. Chronic daily use of benzodiazepines may increase the frequency and/or severity of tonic-clonic seizures, requiring an increase in the dosage of standard anticonvulsant medication. In such cases, abrupt withdrawal of chronic benzodiazepines may also be associated with a temporary increase in the frequency and/or severity of seizures.<sup>1,2</sup>

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Accurate dosing of these medications should consider maximum dosing, treatment frequency, and chronic use risks to ensure that an appropriate quantity and days' supply is being dispensed. **Pharmacies should also ensure that accurate claims are submitted for payment based on the number of sprays required per days supply.**

For example: Prescriptions for the max dose of either Nayzilam® or Valtoco® (2 sprays per episode for up to 5 episodes per month) should be submitted as a quantity of 10 sprays per 30 days.

### References:

1. Product Information: NAYZILAM(R) nasal spray, midazolam nasal spray. Proximagen LLC (per FDA), Plymouth, MN, 2019.
2. Product Information: VALTOCO(R) nasal spray, diazepam nasal spray. Neurelis Inc (per FDA), San Diego, CA, 2020.



### 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](http://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](mailto:care@elixirsolutions.com)
- MAC: [MAC@elixirsolutions.com](mailto:MAC@elixirsolutions.com)
- Pharmacy Accounting/Payment Issues: [pharmacyaccountingissues@elixirsolutions.com](mailto:pharmacyaccountingissues@elixirsolutions.com)
- Pharmacy Audit Inquiries: [pharmacyaudits@elixirsolutions.com](mailto:pharmacyaudits@elixirsolutions.com)
- Pharmacy Contract Inquiries: [pharmacycontracting@elixirsolutions.com](mailto:pharmacycontracting@elixirsolutions.com)
- Provider Enrollment Application Submission/Questions: [providerenrollment@elixirsolutions.com](mailto:providerenrollment@elixirsolutions.com)
- NCPDP Main Office: 480.734.2870 [accessonline.ncdp.org](http://accessonline.ncdp.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](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.