



# PHARMACY FACTS

*Current information for pharmacists about  
the MassHealth Pharmacy Program*

[www.mass.gov/masshealth-pharmacy-facts](http://www.mass.gov/masshealth-pharmacy-facts)

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## Updates on Payment and Care Delivery Innovation (PCDI)

On Jan. 1, 2020, there will be some changes related to MassHealth Accountable Care Organizations (ACOs).

## Changes Effective Jan. 1, 2020

56 primary care sites will be joining MassHealth ACOs effective January 1, 2020. These include several providers who are changing from one ACO to another ACO. MassHealth and its health plans are making every effort to ensure that existing prior authorizations are transferred to impacted members' new plans before Jan. 1, 2020.

Primary care providers that are joining or changing ACOs on January 1, 2020 are listed at [www.mass.gov/info-details/primary-care-providers-joining-new-masshealth-acos-starting-january-1-2020](http://www.mass.gov/info-details/primary-care-providers-joining-new-masshealth-acos-starting-january-1-2020)

## Eligibility Verification and Billing Operations

Members who change plans on Jan. 1, 2020, may experience a change in their pharmacy benefits manager (PBM). As is the case today, pharmacies should identify the member's plan on the date of service and should bill the appropriate plan or PBM.

After Jan. 1, 2020, pharmacies may continue using members' plan-specific enrollment cards to verify eligibility. Each plan will issue unique cards to its members that provide BIN/PCN/group number combinations. MassHealth's list of BIN/PCN/ group number combinations for its MCO, ACO, and PCC plans may be found in Appendix A of this document.

When a member does not have their new card, the pharmacy may identify the member's pharmacy coverage by the following methods:

- Consult MassHealth's Eligibility Verification System (EVS) at <https://newmmis-portal.ehs.state.ma.us/EHSPProviderPortal/providerLanding/providerLanding.jsf>
- Submit a claim to MassHealth's Pharmacy Online Processing System (POPS). If the member is enrolled in an Accountable Care Partnership Plan (ACPP), POPS will send information back in the denial message to help the pharmacy identify the correct plan to bill. The pharmacy may then contact the plan's pharmacy help desk for processing information. (Please refer to Appendix A for contact information.)

## Emergency Overrides

To ensure MassHealth members do not experience gaps in care, pharmacists may initiate an emergency override if they encounter a rejected claim for a medication requiring prior authorization. MassHealth will pay the pharmacy for at least a 72-hour, non-refillable supply of the drug.

To obtain an emergency override, pharmacists should contact the Drug Utilization Review Unit at (800) 745-7318 during normal business hours.

If outside of business hours, pharmacies may submit an emergency override claim with a value of "03" for Level of Service (field 418). After the prescription is adjudicated, the pharmacy should remove the "03" from the level of service field before the next fill. (A listing of emergency overrides may be found in Appendix B.)

Current MassHealth 340B Policy and Plan Payments

**For members enrolled in an MCO or an Accountable Care Partnership Plan (ACPP)**

- Pharmacies are paid by the appropriate MCO or ACPP (or their PBM). Rates are based on contracts between the MCO or ACPP and the pharmacy. Currently, MCOs and ACPPs maintain their own formularies and may have minor formulary differences from each other and the MassHealth Drug List.
- MCOs and ACPPs are not permitted to pay Community Health Centers (CHCs) for drugs purchased through the 340B program. Note that this restriction does not apply to hospital licensed health centers, which are excluded from MassHealth's definition of CHCs.

## APPENDIX A

## BIN/PCN/Group Numbers for ACOs, MCOs, and PCC Plan

Accountable Care Partnership Plans	MCO Partner	PBM	BIN	PCN	Group	Pharmacy Help Desk
Be Healthy Partnership (HNE)	HNE	OptumRx	610593	MHP	HNEMH	(800) 918-7545 (Optum Rx)
Berkshire Fallon Health Collaborative	Fallon	CVS Caremark	004336	ADV	RX6429	(800) 364-6331 (CVS Caremark)
BMC HealthNet Plan Community Alliance	BMCHP	Envision	610342	BCAID	MAHLTH	(888) 566-0010 (Choose pharmacy option in call menu to reach Envision, BMC's PBM)
BMC HealthNet Plan Mercy Alliance	BMCHP	Envision	610342	BCAID	MAHLTH	(888) 566-0010 (Choose pharmacy option in call menu to reach Envision, BMC's PBM)
BMC HealthNet Plan Signature Alliance	BMCHP	Envision	610342	BCAID	MAHLTH	(888) 566-0010 (Choose pharmacy option in call menu to reach Envision, BMC's PBM)
BMC HealthNet Plan Southcoast Alliance	BMCHP	Envision	610342	BCAID	MAHLTH	(888) 566-0010 (Choose pharmacy option in call menu to reach Envision, BMC's PBM)
Fallon 365 Care	Fallon	CVS Caremark	004336	ADV	RX6430	(800) 364-6331 (CVS Caremark)
My Care Family	AllWays Health Partners	CVS Caremark	004336	ADV	RX1653	(800) 421-2342 (CVS Caremark)
Tufts Health Together with Atrius Health	Tufts	CVS Caremark	004336	ADV	RX1143	(877) 683-6174 (CVS Caremark)
Tufts Health Together with BIDCO	Tufts	CVS Caremark	004336	ADV	RX1143	(877) 683-6174 (CVS Caremark)
Tufts Health Together with Boston Children's ACO	Tufts	CVS Caremark	004336	ADV	RX1143	(877) 683-6174 (CVS Caremark)
Tufts Health Together with CHA	Tufts	CVS Caremark	004336	ADV	RX1143	(877) 683-6174 (CVS Caremark)
Wellforce Care Plan (Fallon)	Fallon	CVS Caremark	004336	ADV	RX6431	(800) 364-6331 (CVS Caremark)

## APPENDIX A (cont.)

**BIN/PCN/Group Numbers for ACOs, MCOs, and PCC Plan**

<b>Primary Care ACOs</b>	<b>MCO Partner</b>	<b>PBM</b>	<b>BIN</b>	<b>PCN</b>	<b>Group</b>	<b>Pharmacy Help Desk</b>
Community Care Cooperative (C3)	MassHealth	Conduent	009555	MASSPR OD	MassHealth	(866) 246-8503 (Conduent/POPS) (800) 745-7318 (DUR)
Partners HealthCare Choice	MassHealth	Conduent	009555	MASSPR OD	MassHealth	(866) 246-8503 (Conduent/POPS) (800) 745-7318 (DUR)
Steward Health Choice	MassHealth	Conduent	009555	MASSPR OD	MassHealth	(866) 246-8503 (Conduent/POPS) (800) 745-7318 (DUR)
<b>MCOs*</b>	<b>MCO Partner</b>	<b>PBM</b>	<b>BIN</b>	<b>PCN</b>	<b>Group</b>	<b>Pharmacy Help Desk</b>
BMC HealthNet Plan	BMCHP	Envision	610342	BCAID	MAHLTH	(888) 566-0010 (Choose pharmacy option in call menu to reach Envision, BMC's PBM)
Tufts Health Together	Tufts	Caremark	004336	ADV	RX1143	(877) 683-6174 (CVS Caremark)
<b>PCC Plan</b>	<b>MCO Partner</b>	<b>PBM</b>	<b>BIN</b>	<b>PCN</b>	<b>Group</b>	<b>Pharmacy Help Desk</b>
Primary Care Clinician (PCC) Plan	MassHealth	Conduent	009555	MASSPR OD	MassHealth	(866) 246-8503 (Conduent/POPS) (800) 745-7318 (DUR)

\*Members of the Lahey Clinical Performance Network ACO should submit claims to the appropriate MCO using the information above.

## APPENDIX B

## Emergency Override Codes for Plans

<b>Primary Care Partnership Plans</b>	<b>Emergency Override Code</b>
Be Healthy Partnership (HNE)	Call (800) 918-7545 (Optum Rx) for override
Berkshire Fallon Health Collaborative	Value of “03” in field 418 (level of service)
BMC HealthNet Plan Community Alliance	Overrides by phone call only: (888) 566-0010
BMC HealthNet Plan Mercy Alliance	Overrides by phone call only: (888) 566-0010
BMC HealthNet Plan Signature Alliance	Overrides by phone call only: (888) 566-0010
BMC HealthNet Plan Southcoast Alliance	Overrides by phone call only: (888) 566-0010
Fallon 365 Care	Value of “03” in field 418 (level of service)
My Care Family	11112222333
Tufts Health Together with Atrius Health	11112222333
Tufts Health Together with BIDCO	11112222333
Tufts Health Together with Boston Children’s ACO	11112222333
Tufts Health Together with CHA	11112222333
Wellforce Care Plan (Fallon)	Value of “03” in field 418 (level of service)
<b>Primary Care ACOs</b>	<b>Emergency Override Code</b>
Community Care Cooperative (C3)	Value of “03” in field 418 (level of service)
Partners HealthCare Choice	Value of “03” in field 418 (level of service)
Steward Health Choice	Value of “03” in field 418 (level of service)
<b>MCOs</b>	<b>Emergency Override Code</b>
BMC HealthNet Plan	Overrides by phone call only: (888) 566-0010
Tufts Health Together	11112222333
<b>PCC Plan</b>	<b>Emergency Override Code</b>
Primary Care Clinician (PCC) Plan	Value of “03” in field 418 (level of service)