



# PHARMACY FACTS

*Current information for pharmacists about  
the MassHealth Pharmacy Program*

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## End of the 90-day Continuity-of-Care Period

As described in [Pharmacy Facts #196](#), new MassHealth health plans were made available to MassHealth members starting April 1, 2023, as a result of the reprocurement of the MassHealth accountable care organization (ACO) program. Several flexibilities were implemented during the 90-day continuity-of-care (CoC) period for members who transitioned between MassHealth health plans.

For members who transitioned between plans, existing prior authorizations (PAs) were honored for at least the 90-day CoC period, which started on April 1, 2023, or until the end date of the PAs. During the 90-day CoC period, members were also allowed to use their previous pharmacy even if it's not in the network of the member's new plan. With the 90-day CoC period coming to an end on June 30, 2023, PAs from the member's new plan may be required, and members may now be required to use a pharmacy provider that is in their new plan's network.

Although many PAs have been submitted to new plans, there may be additional instances where a new PA is required. To ensure that MassHealth members do not experience gaps in care, pharmacists may initiate an emergency override if they encounter a rejected claim for a medication

requiring PA. MassHealth will pay the pharmacy for at least a 72-hour, nonrefillable supply of the drug.

To obtain an emergency override for members enrolled in the Primary Care Clinician (PCC) Plan or a primary care accountable care organization (PCACO), 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.

For members in accountable care partnership plans (ACPPs) and managed care organizations (MCOs), pharmacies should follow specific directions in Appendix B of this Pharmacy Facts to submit emergency override claims.

For additional information about CoC during the MassHealth transition to new managed care arrangements, please refer to [Pharmacy Facts #196](#). For specific pharmacy claims-processing information and Pharmacy Help Desk phone numbers, please refer to Appendix A of this Pharmacy Facts. For ACO Customer Service phone numbers, please refer to this issue's Appendix C.

## Appendix A

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

The following table outlines the most recent billing and contact information for ACPPs, PCACOs, MCOs, and the PCC Plan. MassHealth may include updated versions of this list in a future edition of Pharmacy Facts.

**Effective April 1, 2023**

<b>Accountable Care Partnership Plans</b>	<b>PBM</b>	<b>BIN</b>	<b>PCN</b>	<b>Group</b>	<b>Pharmacy Help Desk</b>
Fallon Health-Atrius Health Care Collaborative	OptumRx	610011	IRX	FCHPMCD	(844) 368-8734
Berkshire Fallon Health Collaborative	OptumRx	610011	IRX	FCHPMCD	(844) 368-8734
Fallon 365 Care	OptumRx	610011	IRX	FCHPMCD	(844) 368-8734
Be Healthy Partnership Plan (HNE)	OptumRx	610593	MHP	HNEMH	(800) 918-7545
Mass General Brigham Health Plan with Mass General Brigham ACO	CVS Caremark	004336	ADV	RX1653	(800) 421-2342
Tufts Health Together with Cambridge Health Alliance (CHA)	OptumRx	610011	IRX	RXMCDMA	(866) 828-6668
Tufts Health Together with UMass Memorial Health	OptumRx	610011	IRX	RXMCDMA	(866) 828-6668
East Boston Neighborhood Health WellSense Alliance	Express Scripts	003858	MA	MAHLTH	(877) 401-2069
Wellsense Beth Israel Lahey Health (BILH) Performance Network ACO	Express Scripts	003858	MA	MAHLTH	(877) 401-2069

WellSense Boston Children's ACO	Express Scripts	003858	MA	MAHLTH	(877) 401-2069
WellSense Care Alliance	Express Scripts	003858	MA	MAHLTH	(877) 401-2069
WellSense Community Alliance	Express Scripts	003858	MA	MAHLTH	(877) 401-2069
WellSense Mercy Alliance	Express Scripts	003858	MA	MAHLTH	(877) 401-2069 (ESI)
WellSense Signature Alliance	Express Scripts	003858	MA	MAHLTH	(877) 401-2069 (ESI)
WellSense Southcoast Alliance	Express Scripts	003858	MA	MAHLTH	(877) 401-2069 (ESI)
<b>Primary Care ACOs</b>	<b>PBM</b>	<b>BIN</b>	<b>PCN</b>	<b>Group</b>	<b>Pharmacy Help Desk</b>
Community Care Cooperative (C3)	Conduent	009555	MASSPROD	MassHealth	(866) 246-8503 (Conduent/POPS) (800) 745-7318 (DUR)
Steward Health Choice	Conduent	009555	MASSPROD	MassHealth	(866) 246-8503 (Conduent/POPS) (800) 745-7318 (DUR)
<b>MCOs</b>	<b>PBM</b>	<b>BIN</b>	<b>PCN</b>	<b>Group</b>	<b>Pharmacy Help Desk</b>
WellSense Essential MCO	Express Scripts	003858	MA	MAHLTH	(877) 401-2069 (ESI)
Tufts Health Together	OptumRx	610011	IRX	RXMCDM A	(866) 828-6668 (Optum Rx)
<b>PCC Plan</b>	<b>PBM</b>	<b>BIN</b>	<b>PCN</b>	<b>Group</b>	<b>Pharmacy Help Desk</b>
Primary Care Clinician (PCC) Plan	Conduent	009555	MASSPROD	MassHealth	(866) 246-8503 (Conduent/POPS) (800) 745-7318 (DUR)

## Appendix B

### Emergency Override Codes for Plans

To ensure that MassHealth members do not experience gaps in care, pharmacists may initiate an emergency override if they encounter a rejected claim for a medication requiring PA. Prescribers may contact the pharmacy and request that an override be provided. MassHealth will pay the pharmacy for at least a 72-hour, non-refillable supply of the drug. The following table lists emergency override codes.

Accountable Care Partnership Plans	Emergency Override Code
Fallon Health-Atrius Health Care Collaborative	11112222333
Berkshire Fallon Health Collaborative	11112222333
Fallon 365 Care	11112222333
Be Healthy Partnership Plan (HNE)	Call (800) 918-7545 (Optum Rx) for override
Mass General Brigham Health Plan with Mass General Brigham ACO	11112222333
Tufts Health Together with Cambridge Health Alliance (CHA)	11112222333
Tufts Health Together with UMass Memorial Health	11112222333
East Boston Neighborhood Health WellSense Alliance	PA Type 1, Code 1111
WellSense Beth Israel Lahey Health (BILH) Performance Network ACO	PA Type 1, Code 1111
WellSense Boston Children's ACO	PA Type 1, Code 1111
WellSense Care Alliance	PA Type 1, Code 1111
WellSense Community Alliance	PA Type 1, Code 1111
WellSense Mercy Alliance	PA Type 1, Code 1111
WellSense Signature Alliance	PA Type 1, Code 1111
WellSense Southcoast Alliance	PA Type 1, Code 1111
PCACOs and PCC Plan	
Community Care Cooperative (C3)	Value of "03" in field 418 (claims processed through POPS)
Steward Health Choice	Value of "03" in field 418 (claims processed through POPS)
Primary Care Clinician (PCC) plan	Value of "03" in field 418 (claims processed through POPS)
MCOs	
WellSense Essential MCO	PA Type 1, Code 1111
Tufts Health Together	11112222333

## Appendix C

### ACO Customer Service Numbers

Accountable Care Partnership Plans	ACO Customer Service
Fallon Health-Atrius Health Care Collaborative	(866) 473-0471 866-275-3247 (for eligibility verification)
Berkshire Fallon Health Collaborative	(855) 203-4660 866-275-3247 (for eligibility verification)
Fallon 365 Care	(855) 508-3390 866-275-3247 (for eligibility verification)
Be Healthy Partnership Plan (HNE)	(800) 786-9999
Mass General Brigham Health Plan with Mass General Brigham ACO	(800) 462-5449
Tufts Health Together with Cambridge Health Alliance (CHA)	(888) 257-1985
Tufts Health Together with UMass Memorial Health	(888) 257-1985
East Boston Neighborhood Health WellSense Alliance	(888) 566-0010
WellSense Beth Israel Lahey Health (BILH) Performance Network ACO	(888) 566-0010
WellSense Boston Children's ACO	(888) 566-0010
WellSense Care Alliance	(888) 566-0010
WellSense Community Alliance	(888) 566-0010
WellSense Mercy Alliance	(888) 566-0010
WellSense Signature Alliance	(888) 566-0010
WellSense Southcoast Alliance	(888) 566-0010
<b>PCACOs and PCC Plan</b>	
Community Care Cooperative (C3)	(866) 676-9226
Steward Health Choice	(855) 860-4949
Primary Care Clinician (PCC) plan	(800) 841-2900
<b>MCOs</b>	
WellSense Essential MCO	(888) 566-0010
Tufts Health Together	(888) 257-1985