**Number 205, June 30, 2023**



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

As described in [Pharmacy Facts #196](https://www.mass.gov/doc/pharmacy-facts-196-march-24-2023-0/download), 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](https://www.mass.gov/doc/pharmacy-facts-196-march-24-2023-0/download). 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**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Accountable Care Partnership Plans** | **PBM** | **BIN** | **PCN** | **Group** | **Pharmacy Help Desk** |
| 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 Heath 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) |
| **Primary Care ACOs** | **PBM** | **BIN** | **PCN** | **Group** | **Pharmacy Help Desk** |
| 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) |
| **MCOs** | **PBM** | **BIN** | **PCN** | **Group** | **Pharmacy Help Desk** |
| WellSense Essential MCO | Express Scripts | 003858 | MA | MAHLTH | (877) 401-2069(ESI) |
| Tufts Health Together | OptumRx | 610011 | IRX | RXMCDMA | (866) 828-6668 (Optum Rx) |
| **PCC Plan** | **PBM** | **BIN** | **PCN** | **Group** | **Pharmacy Help Desk** |
| 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) 473-0471866-275-3247 (for eligibility verification) |
| Berkshire Fallon Health Collaborative | (855) 203-4660866-275-3247 (for eligibility verification) |
| Fallon 365 Care | (855) 508-3390866-275-3247 (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 |
| **PCACOs and PCC Plan** |
| Community Care Cooperative (C3) | (866) 676-9226 |
| Steward Health Choice  | (855) 860-4949 |
| Primary Care Clinician (PCC) plan | (800) 841-2900 |
| **MCOs** |
| WellSense Essential MCO | (888) 566-0010 |
| Tufts Health Together | (888) 257-1985 |