



PHARMACY FACTS

*Current information for pharmacists about
the MassHealth Pharmacy Program*

www.mass.gov/masshealth-pharmacy-facts

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Updates on Payment Care and Delivery Innovations (PCDI)

On Jan. 1, 2024, there will be some changes related to MassHealth accountable care organizations (ACOs). Please refer to [All Provider Bulletin 382](#) for changes to service areas, hospitals, and providers effective January 1, 2024.

Changes Effective January 1, 2024

- The Mass General Brigham Health Plan (MGBHP) with Mass General Brigham ACO will change its pharmacy benefits manager (PBM) from CVS Caremark to Optum Rx.
- Appendix B has been updated to reflect that the Be Healthy Partnership Plan ACO (Health New England) has an emergency override code that a pharmacy can enter rather than having to call the PBM for an override.

Eligibility Verification and Billing Operations

- Members who change plans on January 1, 2024, may experience a change in their 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 January 1, 2024, pharmacies may continue using members' plan-specific enrollment cards to verify eligibility. Each plan will issue its own unique card to its members. BIN/PCN/group number combinations are provided on these cards. A list of BIN/PCN/group number combinations for MassHealth managed care organizations (MCO), ACOs, and the Primary

Care Clinician (PCC) Plan is in Appendix A of this document.

If the member does not have the card available when requesting service at a pharmacy (or if the BIN/PCN/group is unavailable for any reason), there are three ways to confirm MassHealth eligibility and plan enrollment:

1. See the list of BIN/PCN/group number combinations in Appendix A.
2. Consult MassHealth's Eligibility Verification System at <https://newmmis-portal.ehs.state.ma.us/EHSPProviderPortal/providerLanding/providerLanding.jsf>.
3. Submit a claim to MassHealth's Pharmacy Online Processing System (POPS). If the pharmacy is unsure which plan a MassHealth member is in, it may bill POPS. If the member is enrolled in the PCC Plan or a primary care accountable care organization (PCACO), the claim will be processed as usual. If the member is enrolled in an MCO or Accountable Care Partnership Plan (ACPP), POPS will send information back in the denial message to help the pharmacy identify the correct plan to bill. Once a member's ACPP/MCO plan is identified, the pharmacy can gather additional required information (such as the member's plan-specific ID number) using contact information in Appendix C of this document.

Emergency Overrides

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 prior authorization. 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 PCC Plan or a PCACO, pharmacists should contact the Drug Utilization Review Unit at (800) 745-7318 during normal business hours.

Outside 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 ACPPs and MCOs, pharmacies should follow specific directions in Appendix B of this document to submit emergency override claims.

Current MassHealth 340B Policy and Plan Payments

For members enrolled in an MCO or an 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. As of April 1, 2023, MCO and ACPP pharmacy benefits have unified with the MassHealth Drug List.
- MCOs and ACPPs are not permitted to pay pharmacies that are associated with federally qualified health centers (FQHCs) and rural health centers (RHCs) and enrolled in the federal 340B Drug Pricing Program, as determined by the Executive Office for Health of Human Services, for drugs purchased through the 340B program. For the purposes of this bullet, pharmacies associated with FQHCs or RHCs include, but are not limited to, pharmacies with a contractual relationship with an FQHC or RHC and pharmacies at the same location as an FQHC or RHC. This information supersedes any previous guidance provided in Pharmacy Facts, including Pharmacy Facts [112](#), [123](#), and [138](#). MCOs and ACPPs are permitted to pay

pharmacies associated with hospitals, hospital-licensed health centers, and other provider types that are not FQHCs for drugs purchased through the 340B program.

For members enrolled in the PCC Plan or a PCACO:

- MassHealth pays all 340B covered entities (including eligible FQHCs) for drugs purchased through the 340B program.

340B Pharmacy Claim Processing Information

Pharmacies must use submission clarification code 20 to identify drugs purchased through the 340B program and dispensed to MCO, ACPP, and Senior Care Options (SCO) MassHealth-only members.

Appendix A

ACPPs, PCACOs, MCOs, PCC Plan, and SCO MassHealth-Only Members

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

Effective Jan. 1, 2024

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	OptumRx	610011	ORX	RX1653	(844) 368-8732
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

Accountable Care Partnership Plans	PBM	BIN	PCN	Group	Pharmacy Help Desk
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)
SCO Plan— MassHealth Only	PBM	BIN	PCN	Group	Pharmacy Help Desk
Commonwealth Care Alliance	Navitus	610602	MCD	MHO	(855) 673-6504
Senior Whole Health	CVS Caremark	004336	ADV	RX 51BB	(866) 693-4620
Tufts Health Plan SCO	OptumRx	610011	CTRXMEDD	RXMEDD	(855) 679-2639 (Optum Rx)
United Health Care SCO	Optum Rx	610494	9999	ACUMA	(888) 867-5511
NaviCare	Optum Rx	610011	IRX	FCHPSCON D	(844) 368-8734 (Optum Rx)
WellSense Health Plan SCO	Express Scripts	003858	MA	MAHLTH	(877) 858-5958

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 prior authorization. Prescribers may contact the pharmacy and request an override. MassHealth will pay the pharmacy for at least a 72-hour, nonrefillable 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)	11112222333
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	Emergency Override Code
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	Emergency Override Code
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
PCACOs and PCC Plan	ACO Customer Service
Community Care Cooperative (C3)	(866) 676-9226
Steward Health Choice	(855) 860-4949
Primary Care Clinician (PCC) Plan	(800) 841-2900
MCOs	ACO Customer Service
WellSense Essential MCO	(888) 566-0010
Tufts Health Together	(888) 257-1985