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MassHealth Pharmacy Program logo
Pharmacy Facts logo
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](https://www.mass.gov/doc/all-provider-bulletin-382-changes-to-masshealths-accountable-care-organizations-on-january-1-2024-corrected-0/download) 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/EHSProviderPortal/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](https://www.mass.gov/doc/pharmacy-facts-112-march-1-2018/download), [123](https://www.mass.gov/doc/pharmacy-facts-123-0/download), and [138](https://www.mass.gov/doc/pharmacy-facts-138-december-23-2019/download). 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 |
| 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 | FCHPSCOND | (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.

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| --- | --- |
| **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 |

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| **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) |

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| **MCOs** | **Emergency Override Code** |
| WellSense Essential MCO | PA Type 1, Code 1111 |
| Tufts Health Together | 11112222333 |

**Appendix C**

**ACO Customer Service Numbers**

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| --- | --- |
| **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 |

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| **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 |

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| --- | --- |
| **MCOs** | **ACO Customer Service** |
| WellSense Essential MCO | (888) 566-0010 |
| Tufts Health Together | (888) 257-1985 |