



PHARMACY FACTS

*Current information for pharmacists about
the MassHealth Pharmacy Program*

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Updates About MassHealth Managed Care Entities

This Pharmacy Facts provides guidance about pharmacy billing and coverage for MassHealth members enrolled with managed care entities (MCEs).

Changes to MassHealth Accountable Care Organizations, Effective January 1, 2025

[All Provider Bulletin 396](#) describes the service area, hospital, and primary care provider changes for Accountable Care Organizations (ACOs), effective January 1, 2025.

Changes to MassHealth Senior Care Options (SCO) and One Care Plans, Effective January 1, 2025

- Commonwealth Care Alliance will change its pharmacy benefits manager (PBM) from Navitus to CVS Caremark. Please see Appendix A for pharmacy claim processing information.

Eligibility Verification and Billing Operations

Members who change plans on January 1, 2025, may experience a change in their PBM. Pharmacies should still identify the member's plan on the date of service and should bill the appropriate plan or PBM.

After January 1, 2025, 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 (MCOs), 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), then 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 the [MassHealth Provider Online Service Center](#).
3. Submit a claim to MassHealth's Pharmacy Online Processing System (POPS). If the pharmacy is unsure of a member's MassHealth plan, 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.

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 are 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 are 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 Pharmacy Facts, 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. (See [Pharmacy Facts 217](#).) Except as described below, MCOs and ACPPs are permitted to pay pharmacies associated with hospitals, hospital-licensed health centers, and other provider types that are not FQHCs or RHCs 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.
- Covered entities interested in using 340B stock for MassHealth Fee-for-Service, PCC Plan, or PCACO pharmacy claims must fill out the *Application for Participating in 340B Drug-Pricing Program for MassHealth Members* form, found at [Community Health Center Provider Forms](#) and [Outpatient Hospital Provider Forms](#). Interested providers must fill out the application and register directly with the MassHealth Pharmacy Program.

Pharmacies are reminded about the following bulletins relating to payment of 340B pharmacy claims:

- [Managed Care Organization Bulletin 6](#): MCOs are directed not to pay for Hepatitis C Virus drugs if the provider uses 340B stock.
- [Managed Care Entity Bulletin 112](#): Managed care entities are directed not to pay for select GLP-1 medications if the provider uses 340B stock.
- [All Provider Bulletin 390](#) and [Managed Care Entity Bulletin 114](#): Eleven drugs are excluded from being purchased through the 340B Program for applicable MassHealth members.

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, SCO, and One Care members.

Billing requirements for pharmacies dispensing drugs purchased through the 340B program and dispensed to members enrolled in MassHealth Fee-for-Service, PCC Plan, or PCACO are described in the [POPS Billing Guide](#) and are provided to pharmacies upon registration.

Appendix A

ACPPs, PCACOs, MCOs, PCC Plan, PACE, SCO MassHealth-Only and Dual-Eligible, and One Care Dual-Eligible Members

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

Effective Jan. 1, 2025

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	MASS PROD	MassHealth	(866) 246-8503 (Conduent/POPS) (800) 745-7318 (DUR)

Primary Care ACOs	PBM	BIN	PCN	Group	Pharmacy Help Desk
Revere Health Choice	Conduent	009555	MASS PROD	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	MASS PROD	MassHealth	(866) 246-8503 (Conduent/POPS) (800) 745-7318 (DUR)

SCO Plan—MassHealth Only	PBM	BIN	PCN	Group	Pharmacy Help Desk
Commonwealth Care Alliance	CVS	004336	MCAID ADV	RX24BB	(866) 693-4620
Senior Whole Health	CVS Caremark	004336	MCAID ADV	RX51BB	CVS: (800) 364-6331 Molina SWH: (800) 665-3086
Tufts Health Plan	Optum	610011	CTRX MEDD	RXMEDI	(844) 368-8734
UnitedHealthcare	Optum Rx	610494	9999	ACUMA	(877) 889-6510
Fallon Navicare	Optum Rx	610011	IRX	FCHPSO ND	(844) 368-8734
WellSense Health Plan	ESI	003858	MA	MCDSCO2	(877) 858-5958

SCO Plan—Dual-Eligible	PBM	BIN	PCN	Group	Pharmacy Help Desk
Commonwealth Care Alliance	CVS	004336	MEDD ADV	RX24BE	(866) 693-4620
Senior Whole Health	CVS Caremark	004336	MEDD ADV	RX5038	CVS: (800) 364-6331 Molina SWH: (800) 665-3086
Tufts Health Plan	Optum	610011	CTRX MEDD	RXMEDD	(844) 368-8734

SCO Plan—Dual-Eligible	PBM	BIN	PCN	Group	Pharmacy Help Desk
UnitedHealthcare	Optum Rx	610097	9999	MPDMACSP	(877) 889-6510
Fallon Navicare	Optum Rx	610011	CTR MEDD	FCHPSCODL	(844) 368-8734
WellSense Health Plan	ESI	610014	MEDD PRIME	SCOPT001	(877) 858-5958

One Care Plan	PBM	BIN	PCN	Group	Pharmacy Help Desk
Commonwealth Care Alliance	CVS	004336	MEDD ADV	RX24BC	(866) 693-4620
UnitedHealthcare	Optum Rx	610097	9999	MPDMA2C SP	(877) 889-6510
Tufts Health Plan	Optum	610011	CTR MEDD	RXMEDD	(844) 368-8734

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)
Revere 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
Revere 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