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| * Editor: Vic Vangel **•** Contributors: Chris Burke, Gary Gilmore, Paul Jeffrey, James Monahan, Chuck Young **•**
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| **Claims Processing Update**1. **Family Planning Products for MCO Members**

MassHealth will notify pharmacies when the pharmacy submits a claim for a family planning product to MassHealth for a member who is enrolled in one of the four MassHealth Managed Care Organizations (MCO). MassHealth will pay the claim for a family planning product. Alternatively, if the member has coverage through one of the MCOs, the pharmacy may bill the MCO instead. The message you will see is:*You may bill MCO (name), #######, directly, (Phone #), but are not required to do so. Bill only one payer for each family planning service provided.*1. **Member Date of Birth**

MassHealth will soon begin sending messages back to pharmacies if the member date of birth submitted on a pharmacy claim does not match what MassHealth has on record in the member file. MassHealth has noted an increase in the number of claims where a prescription claim is being submitted with a child’s RID # instead of a parent’s RID # or vice versa because of similar names on a MassHealth card. The message you will see is:*The date of birth entered does not match the date of birth on file with MassHealth*.When you see this message we ask that you verify the member RID # and date of birth and reprocess the claim with correct information, if necessary. | 1. **Prescriptions from Mid-Level Practitioner Reminder**

The law stipulates that any prescription issued by a nurse practitioner (See M.G.L. c. 112, section 80(E)), or physician assistant (See M.G.L. c. 112, section 9(E)) must include the name of the supervising physician.1. **Prescription Origin Codes**

Every claim submitted to MassHealth needs to contain a valid prescription origin code in NCPD field 419-DJ. These values are:1-Written2-Telephone 3-Electronic 4-FacsimileIf a pharmacy receives a prescription that is not tamper resistant and the pharmacist telephones the prescriber to verify authenticity, the pharmacist may use a prescription origin code of 1. The pharmacist must document this call on the prescription. |  |

Please direct any questions or comments (or to be taken off of this fax distribution) to

**Victor Moquin** of ACS at 617-423-9830.