




**MassHealth**  
**Physician Bulletin 99**  
**January 2016**

**TO:** Physicians Participating in MassHealth

**FROM:** Daniel Tsai, Assistant Secretary for MassHealth 

**RE:** **Clarification on Bayer Pharmaceuticals Return Policy for Abandoned Mirena® and Skyla® Units**

**Background**

MassHealth has learned that there is confusion among physicians around the return policy and process for “abandoned” Mirena and Skyla intrauterine devices (IUDs) shipped by a specialty pharmacy under the Bayer Specialty Pharmacy Program. An “abandoned” unit is an unopened unit shipped by the specialty pharmacy with a prescription label that includes an individual patient’s name (i.e., a non-wholesale unit).

This bulletin clarifies the process physicians and their staff should use to return abandoned Mirena and Skyla devices to ensure that claims for such devices are properly credited back to MassHealth.

**How to Return an Abandoned Mirena or Skyla Device**

The original box must be sealed, and the device must have been abandoned for at least 120 days (four months), but not more than 180 days (six months), from the date it was dispensed. A device that was abandoned for more than 180 days (six months) cannot be returned.

Please follow these steps when returning an abandoned Mirena or Skyla device.

**Step 1:** Review and complete a [Bayer Abandoned Unit Program Return Form](#) after ensuring the unit meets the requirements described in the form.

**Step 2:** Fax the form to the relevant specialty pharmacy for verification and await the issuance (via e-mail) of an authorization number and return mailing label from Genco, the company that is processing these returns.

CVS Caremark (In the Continental US)	<b>877-552-3339</b>
CVS Caremark (In Hawaii-Neighbor Islands)	<b>877-232-5455</b>
CVS Caremark (In Hawaii-Oahu)	<b>808-254-4445</b>
Prime Therapeutics	<b>877-684-8854</b>
Walgreens	<b>866-292-9064</b>

### How to Return an Abandoned Mirena or Skyla Device (*cont.*)

**Step 3:** Confirm that the specialty pharmacy identification number matches the ID number listed on the Genco return authorization form.

**Step 4:** Pack the unit in one of the cardboard boxes that the device was initially shipped in or in a suitable mailing envelope.

**Step 5:** Mail the unit.

**Important note:** Do **NOT** ship the device back to the specialty pharmacy. Instead, use the postage paid return mailing label sent via e-mail from Genco.

For more information, please review the [Bayer Abandoned Unit Program Frequently Asked Questions](#).

### Questions

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at 1-800-841-2900, e-mail your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to 617-988-8974.