

Notice of Claims Processing Issues for Pharmacies Contracted with UnitedHealthcare Community Plan in Mississippi

On April 1, 2017, UnitedHealthcare Community Plan in Mississippi changed how it reimbursed all contracted pharmacies for covered outpatient drugs to be compliant with the Mississippi Division of Medicaid (DOM) reimbursement requirements. During the implementation of the new pricing change, OptumRx, our pharmacy benefits manager, processed approximately 5 percent of pharmacy claims for drugs with invalid reimbursement rates.

Here's What the Issue Is:

- Some pharmacy claims may have been reimbursed with expired National Average Drug Acquisition Cost (NADAC) pricing.
- Some pharmacy claims may have been reimbursed incorrectly due to gaps in NADAC pricing.
- Some pharmacy claims were inadvertently paid that should not have been paid, resulting in pharmacy overpayment.

Here's What We're Doing to Correct the Issue

- OptumRx is working to identify and correct the pricing history for drugs found to be impacted by this issue.
- In the coming weeks, the affected pharmacy claims will be reprocessed using the correct Medicaid Fee-for-Services fee schedule.
- There may be an increase or decrease in reimbursement, depending on the claim.

Dates of Service That Will Have Retroactive Payment Adjustments

- Some pharmacy claims with dates of service from **April 1, 2017 through June 30, 2017** were reprocessed using the invalid rates.
- The invalid reimbursement rates were also used to process pharmacy claims with dates of service from **Sept. 1, 2017 through Nov. 27, 2017**.

What You Need To Do

- You don't need to take any action. OptumRx will reprocess the claims that were previously paid using the incorrect reimbursement rates.

We're Here to Help

- Once the total impact is assessed, an impacted claims report will be provided upon request for any pharmacy who has concerns about claims with these dates of service. Please email the request to pipdr_pharmacy_southeast@uhc.com. You may also call 601-718-6549.
Thank you.