



TO:	All Network Pharmacies (Serving Passport Health Plan and Passport Advantage Members)	From:	PerformRx
PHONE:	(800) 578-0898 (PHP) (866)533-5490 (PAD)	Date:	September 19, 2008
RE:	RECEIVE A CLAIM REJECTION? CALL PERFORMRX <u>FIRST</u>		

It has come to our attention that some network pharmacies are reluctant to contact the PerformRx Pharmacy HelpDesk as the initial response to a prescription drug claims processing issue or rejection.

As outlined in your contractual agreement with PerformRx, please call the Pharmacy HelpDesk to ensure prompt resolution to pharmacy claims issues, including claim rejections for prior authorization.

The PerformRx Pharmacy HelpDesk will be able to resolve claim processing issues, including but not limited to those related to:

- Pharmacy coding errors;
- Prior authorizations (PA); and,
- Coordination of Benefits (COB)/Third Party Liability (TPL).

We greatly appreciate your cooperation in this matter. Please share this important information with the appropriate staff in your pharmacy.

Call the PerformRx Pharmacy HelpDesk

Passport Health Plan: 1-800-578-0898 (BIN 600428/PCN 02920000)

Passport Advantage: 1-866-533-5490 (BIN 012353/PCN 03650000)

Hours: Sunday through Saturday, 8:30 a.m. to 9 p.m.

If you have complaints pertaining to the process, please e-mail Senior Pharmacy Director Thomas Kaye at thomas.kaye@amerihealthmercy.org with suggestions and examples so we may improve the process.