


Pharmacy Claim Processing Quick Reference Sheet for Passport Health Plan (PHP)



	GENERAL INFORMATION	CONTACT/ HELP
CONTACT INFORMATION and PRESCRIPTION CLAIM PROCESSING HELP	<p>Get help and answers to questions regarding:</p> <ul style="list-style-type: none"> • Online, concurrent DUR claims messaging, including: (a) duplicate therapy; (b) early refills and frequency limitation; (c) duplicate drugs; (d) potential drug interaction(s); (e) drug preference messaging; and (f) minimum/maximum dose range. • Preferred Drug List, • Prior authorization status, • Coordination of benefits, • Quantity limits, • Reimbursement, and • Network contracting. 	<p>PerformRx Pharmacy HelpDesk: (800) 578-0898 Monday - Friday 8:30 a.m. to 9:00 p.m.</p> <p>ARGUS Health Systems (for after-hour emergencies only): (800) 522-7487</p> <p>Passport Health Plan BIN # 600428 PCN# 02920000</p>
MEMBER ELIGIBILITY	<p>PHP member eligibility may change on a month-to-month basis. Verify member eligibility online through the Argus IPNS Point-of-Services (POS) processing system each time a member presents for services.</p> <p>You may also call the PHP Interactive Voice Response (IVR) system to verify eligibility by entering the member's social security or Plan ID number.</p>	<p>Pharmacies call PHP Provider Services: (800) 578-0775 Monday – Friday 8:00 a.m. to 8:00 p.m.</p> <p>Members call PHP Member Services: (800) 578-0603 Monday – Friday 8:00 a.m. to 8:00 p.m.</p>
NEWBORN ELIGIBILITY	All PHP newborn members will be issued their own state Medicaid and PHP ID numbers.	PerformRx Pharmacy HelpDesk: (800) 578-0898
NPI/ PRESCRIBER ID	<p>Pharmacies are required to process prescription claims using the prescriber's National Provider Identifier (NPI). If a valid prescriber NPI is not used, the claim will reject.</p> <p>To obtain a prescriber's NPI, go to the following web site: https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do.</p> <p>PerformRx continues to encourage all pharmacies to acquire their NPI, as required by CMS.</p>	PerformRx Pharmacy HelpDesk: (800) 578-0898
PREFERRED DRUG LIST	To view the online searchable Preferred Drug Listing, please go to www.passporthealthplan.com/pharmacy . This listing is accessible on most hand-held devices with Internet capabilities.	PerformRx Pharmacy HelpDesk: (800) 578-0898
PRIOR AUTHORIZATIONS (PA)	Call the PerformRx Pharmacy HelpDesk for the status or questions regarding PAs. The Plan's PA form is available on our web site, www.passporthealthplan.com/pharmacy .	PerformRx Pharmacy HelpDesk: (800) 578-0898

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EMERGENCY TEMPORARY SUPPLY Override Code 292333	<p>During business hours, contact the Pharmacy HelpDesk.</p> <p>After-hours, to process an emergency supply for up to three days, place override code 292333 in the PA field and resubmit.</p> <p>Pharmacies are not required to “split” manufacturer ready to dispense packaging for an “emergency supply” (e.g. corticosteroid dosing pack).</p>	PerformRx Pharmacy HelpDesk: (800) 578-0898
COMPOUND PRESCRIPTIONS	<p>Some compounds require a PA. To process compounds appropriately, see the Compound Payer Sheet at www.passporthealthplan.com/pharmacy.</p>	PerformRx Pharmacy HelpDesk: (800) 578-0898
PAPER CLAIMS	<p>You may submit paper claims; however, there may be a handling fee for</p> <ul style="list-style-type: none"> a) all paper claims submitted beyond the 30-day online adjudication window, b) claim reversals, or c) long term care claims with member retroactive eligibility. <p>Paper claims for secondary billing, claim reversals, or retroactive member eligibility must be submitted within 180 days of the date of service.</p>	<p>Mail paper claims to the following address:</p> <p>Passport/PerformRx/Claims Department P.O. Box 516 Essington, PA 19029</p>
COORDINATION OF BENEFITS/ THIRD PARTY LIABILITY (COB/TPL)	<p>As a Medicaid plan, PHP is always the payer of last resort. Bill all other insurers first.</p> <p>For PHP members with Passport Advantage or another Medicare insurer, always bill the Part D plan first for prescription drugs – except for those drugs excluded by Medicare.</p> <p>If the member reports no longer having other insurance and the claims processor system has not been updated to reflect the change, contact the PerformRx HelpDesk.</p>	PerformRx Pharmacy HelpDesk: (800) 578-0898
EARLY REFILLS Override Code: 555555	<p>For “refill too soon” rejections due to a dosage increase, please enter the override code “555555” in the PA field and resubmit.</p> <p>Call for (1) any drug requiring a PA, (2) lost/stolen medications, or (3) any questions/concerns regarding early refills.</p>	PerformRx Pharmacy HelpDesk: (800) 578-0898
ICD-9 CODES Override Code 999.99	<p>Certain medications (i.e. atypical antipsychotics) require an ICD-9 code to process at point of sale. If an ICD-9 code is not indicated on the prescription, the pharmacist must attempt to obtain the diagnosis code from the prescriber.</p> <p>If unable to contact the prescriber, enter the alternative ICD-9 code “999.99.”</p>	PerformRx Pharmacy HelpDesk: (800) 578-0898
DUR/POS REJECTIONS	<p>Certain DUR rejections/interactions may be overridden by identifying and entering the appropriate conflict, intervention, and outcome codes for each component.</p> <p>For list of codes and scenarios visit the “Pharmacy Tools” section of our web site at www.passporthealthplan.com/pharmacy.</p>	PerformRx Pharmacy HelpDesk: (800) 578-0898

Additional Resources

PerformRx Pharmacy Provider Manual for Passport Health Plan, available on www.passporthealthplan.com/pharmacy.