




**First Health**  
Services Corporation®

A Magellan Health Company

4<sup>th</sup> Quarter 2009

### Reminders!!!

- Effective **December 9, 2009**, submission of the Prescriber's NPI becomes mandatory. To obtain a Prescriber's NPI, refer to the NPES website listed under the "Other Helpful Resources" section
  - When transmitting the Prescriber NPI on a claim be sure to enter a "01" in the Prescriber ID Qualifier field
  - Please ensure the correct Medicaid ID # is used when submitting claims
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- When reversing a claim, be sure the NDC # on the reversal is identical to that billed on the original submission
  - The RX Origin Code (NCPDP field # 419-DJ), which denotes how a prescription was received (e.g., e-Prescribing, fax, phone), should be completed during claims submission.

## RX Insight: Apply and Comply

First Health Services is pleased to be the Pharmacy Benefit Administrator for SC Medicaid. You're just a 'click' away from a wealth of information at <http://southcarolina.fhsc.com/>

- At this time, SC Medicaid prefers brand Prograf® and Prevacid® over the generic formulations that recently became available. Pharmacy providers will be reimbursed at AWP minus 10% (or U&C) for the brand product. Claims submitted for the generic formulation will be denied.
- To best serve your needs, we have updated the following tutorials and forms on our website
  - Coordination of Benefits and Descriptions of "Other Coverage Codes"
  - Multi-Ingredient Compound Claims submission procedures
  - Prescriber NPI claims submission procedures
  - Prior Authorization (PA) and MedWatch forms
- The NDC # submitted on a reversal should mirror the number submitted on the original claim to prevent reimbursement issues.
- Due to the shortage of Tamiflu Oral Suspension, SC Medicaid will reimburse for extemporaneous preparations through the First Health POS system. You may submit fee-for-service claims for compounded Tamiflu Suspension as a multi-ingredient compound or by billing the total number of capsules used to compound the suspension. **Managed care network pharmacies must contact their specific plan for proper instructions and procedures.**

## New Programs

- Based upon the success of the Hepatitis C Program, First Health Services, in partnership with SC DHHS, has instituted a **Hepatitis B Program** which provides outreach to SC Medicaid beneficiaries to improve their care and clinical outcomes. To avoid duplication of services, the program serves as a “safety net” to identify any problems that may have occurred during the first level of services.
- Effective November 1, 2009, SC DHHS and First health Services began a **Pharmaceutical Care Coordination Program** for children 6 years old and younger receiving antipsychotic or sedative medications used to treat mental and behavioral health disorders. The program’s approach is similar to that of the Hepatitis programs acting as a “safety net” to identify problems during the first level of services.

## Other Helpful Resources

- To obtain useful information from SC Department of Health and Human Services visit <http://www.dhhs.state.sc.us>
- To verify Medicaid eligibility, please contact the **Medicaid Interactive Voice Response System (IVRS)** to verify Medicaid Eligibility @ 1-888-809-3040. You also can call this line to access information regarding your most recent Medicaid payment
- As submission of the Prescriber’s NPI becomes mandatory effective December 9, 2009, the NPPES link provided below may serve as a useful tool in locating the **Prescriber’s NPI**  
<https://nppes.cms.hhs.gov/NPPES/Welcome.do>
- To gather information on participating Managed Care Organizations in your area and to view frequently asked questions visit  
<http://www.dhhs.state.sc.us/dhhsnew/insidedhhs/bureaus/BureauofHealthServicesandDeliverySystems/ManagedCare.asp>
- To receive Medicaid bulletins by email, please send an email to [bulletin@scdhhs.gov](mailto:bulletin@scdhhs.gov) providing your email address and contact information

## Provider Relations Contact

To supplement those services provided by the Technical Call Center, the Provider Relations staff has established an e-mail box to address your inquiries during normal business hours. Should you have a claims processing concern, e-mail Us at [SCprovidersupport@magellanhealth.com](mailto:SCprovidersupport@magellanhealth.com)