

## MEMO

To: Network Pharmacy  
From: Elixir Pharmacy Audit and FWA Team  
Date: Friday, February 14, 2020



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The Pharmacy Audit Whisperer – What's new for 2020?  
Pharmacy Manual Updates and Key Reminders

As communicated in the Q4 Communication sent out on December 17<sup>th</sup>, 2019, updates have been made to the Elixir Pharmacy Manual. The manual is available at [https://www.elixirsolutions.com/hubfs/Elixir/Documents/Pharmacy%20Manual\\_20-4840\\_pf1.pdf](https://www.elixirsolutions.com/hubfs/Elixir/Documents/Pharmacy%20Manual_20-4840_pf1.pdf)

Notable audit related updates are outlined below. Please visit the referenced pages to see how it impacts your pharmacy.

- ❖ Compound record requirement to document weight of tablets and capsules (page 17)
- ❖ Appeal considerations outside of established time frames (page 19)
- ❖ Addition of deadlines for extension requests. Extension requests received less than three (3) days prior to the due date for audit response will not be considered (page 21)
- ❖ Pharmacies that do not respond to an initial audit request are voiding their right to appeal findings encountered upon record review, if records are sent (page 21)
- ❖ A table was added to clarify refill eligibility for each discrepancy code (page 24)

#### Medicare Part D Accurate Claims Submission

Following proper dispensing practices and Medicare Part D requirements for claims submissions is essential for success in the Elixir Pharmacy Network.

The correct days' supply, based on the prescribed directions and quantity, must be submitted. Any claim submitted with an erroneous days' supply creates an inaccurate prescription drug event (PDE), increases audit probability, and the potential for payment recoupment.

#### Key Reminders:

- ❖ Eye drop calculations are based on 20 drops per ml for solutions and 15 drops per ml for suspensions. Poor dexterity and waste are not acceptable justifications for adjudication of an incorrect days' supply.
- ❖ Days' supply errors are most frequently found with the following drugs: insulin, vaginal creams, test strips, ophthalmic drops and topical medications.

If you have any questions regarding this communication, please contact [Pharmacyaudits@elixirsolutions.com](mailto:Pharmacyaudits@elixirsolutions.com).

Thank you,  
Elixir