

Q3 2020 PHARMACY COMMUNICATION



WHAT'S NEW WITH ELIXIR?

Rebrand: Effective September 1st, EnvisionRx and MedTrakRx are now known together as Elixir. Please visit our website to ensure you have the updated Elixir documents. This includes our updated Payer Sheets and electronic payment and remittance forms, and updated department contact information.

As a reminder, the way pharmacies process prescriptions for members **will not change**. The BIN, PCN, Member ID and group numbers will remain the same. Pharmacies may see cards with an old logo but all information needed to process prescriptions will remain the same.

Payment Update: Please be aware that any claims previously paid under the name "MedTrakRx" will now pay as "Elixir". The tax ID has also been updated to 901011712 which will be reflected in the 835's.

Bulletins and Communications: Please visit our website to review the new section for pharmacies to access recent communications sent by Elixir (<https://www.elixirsolutions.com/providers>).

These communications may include audit tips, billing requirements, reminders, and/or general updates from the Elixir Pharmacy Audit and Fraud, Waste and Abuse Department. Pharmacies joining the network after publication of these communications are required to review them as part of their contractual obligations.

Pharmacy Satisfaction Survey: We would like encourage your participation in our [Pharmacy Satisfaction Survey](#). We appreciate the feedback our network pharmacies can provide in order to enhance our service to you and our members. This survey allows pharmacies to provide honest and confidential feedback on interactions throughout 2020 with our MAC Disputes, FWA, Pharmacy Help Desk, Provider Relations, and Pharmacy Payable Departments.

Pharmacy Manual Updates: Please review the recent updates to the Pharmacy Manual listed below. As a reminder, pharmacies are required to regularly check the Pharmacy Manual (located at on our website under the "Providers" tab) for updates.

Section	Page Number
Credentialing and Recredentialing Guidelines	Pages 6
Suspensions and Terminations	Pages 8-9
Vaccine Program List	Pages 11-13
State Specific Requirements	Page 41



2020 COMPLIANCE & FWA REMINDERS

2020 NCPDP Fraud, Waste, and Abuse Training for 2020 Plan Year for Independents: Elixir requires pharmacies to complete Sections 1 and 2 of the Participating Pharmacy Medicare Part D Certification for 2020 Plan Year in NCPDP. This is required by CMS to remain in compliance with Medicare Part D requirements. The attestation is located in Part I under the FWA tab in NCPDP. Please ensure this document is completed in NCPDP by November 1st, 2020 or corrective actions will be taken against your pharmacy.

Q3 PHARMACY COMMUNICATION 2020

2020 Annual Network Pharmacy Attestation for Chains and PSAO's: In accordance with CMS Medicare Part D requirements, Elixir sent the Annual Network Pharmacy Attestation in Q3 to chains and PSAO's to sign on behalf of their affiliated pharmacies. If your corporate office has not returned the attestation yet, please return this document as soon as possible.



PHARMACY INFORMATION UPDATES

Prescriber Portal: Elixir provides valuable information including direct links to client websites to assist with Prior Authorizations, Coverage Determination Forms, Covered Drug Lists, and Health and Information Resources. These resources are available to pharmacies on our website at www.elixirsolutions.com under the "Prescribers" tab. Please utilize this information as a helpful guide in filling prescriptions, assisting members, and referring prescribers.



VISIT WWW.ELIXIRSOLUTIONS.COM TO VIEW ONLINE PROVIDER RESOURCES

The below resources can be found under the "Providers" tab:

- ✓ Pharmacy Manual
- ✓ Electronic Payment and Remittance Forms
- ✓ Payer Sheets
- ✓ MAC Inquiries
- ✓ Independent Pharmacy Enrollment and Credentialing Information
- ✓ Instructions for obtaining UM criteria and how to use our pharmaceutical management procedures
- ✓ Explanations of limits and quotas
- ✓ Generic substitution, therapeutic interchange, and step-therapy protocols
- ✓ How prescribers can provide information to support an exception request



HELPFUL CONTACTS

- Elixir Pharmacy Help Desk: 1.800.361.4542 customerservice@elixirsolutions.com
- MAC: MAC@elixirsolutions.com
- Pharmacy Accounting/Payment Issues: pharmacyaccountingissues@elixirsolutions.com
- Pharmacy Contract Inquiries: pharmacycontracting@elixirsolutions.com
- Provider Enrollment Application Submission/Questions: providerenrollment@elixirsolutions.com
- NCPDP Main Office: 480.734.2870 accessonline.ncdp.org