

Memorandum

To: Pharmacy Providers
From: Change Healthcare
Date: 02/21/2023
Subject: Claims Processing and Rejection Code Clarification

Change Healthcare would like to remind pharmacy providers of several items that may reduce the need for prior authorizations and other time-consuming tasks such as fax requests and phone calls to medical providers.

Common causes for Rejection Codes on pharmacy claims:

- **Missing Diagnosis Codes-** “75 Prior Authorization Required-Required diagnosis not on file.”
 - Two common medications that require diagnosis codes. (A full listing can be found on the Preferred Drug List)
 - Suboxone
 - ADHD Stimulants
- **MaineCare Diagnosis Codes:** May be used by pharmacy to process appropriate claims when written on Rx by Provider:
 - 05 for ADHD and Narcolepsy
 - 08 for Dialysis (Renal Failure)
 - AX (29) for Anxiety
 - CA (22) for Cancer
 - OA (62) for Opiate Addiction
- **Third Party Liability/Primary Insurance –** “41 Submit Bill to Other Processor or Primary Payer”
 - Medicaid is a payor of last resort. Please be sure to utilize a member’s other processor or primary payer before submitting claims to MaineCare
 - Medicare Part D and Primary Insurance:
 - If the Primary Payor plan is requesting a PA for a medication, the Provider’s office will need to contact that Payor for their criteria and next steps. MaineCare is the payor of last resort.
- **Maintenance Medication-** “76 Plan Limitations Exceeded-Maintenance Drug 90 day supply required.”
 - This rejection means that the medication is preferred when dispensed as a 90-day supply.
 - A Prior Authorization is not needed, however a new Rx for 90-day supply may be needed.

Medicare Part D and Primary Insurance:

- If the Primary Payor plan is requesting a PA for a medication, the Provider’s office will need to contact that Payor for their criteria and next steps. MaineCare is the payor of last resort.

Pain Medication Related to Surgery:

- MaineCare members may fill prescriptions for opiates ahead of their surgery date when the surgery is indicated on their prescription and the prescription written meets both criteria:
 - less than 7 days supply of medication
 - less than 30 MME per day
 - Prescriptions for greater than 7 days supply or greater than 30 MME/day will require a formal prior authorization from the prescriber.