



**** Fee-For-Service Pharmacy Provider Notice #242 – Reimbursement Error for Brand over Generic Products****

March 26, 2020

System Changes Affecting Reimbursement for Preferred Brand Medications

The Kentucky Department for Medicaid Services (DMS) put in several emergency system changes related to COVID-19. These changes caused unintended reimbursement errors on several preferred brand name respiratory and antibiotic medications. The system algorithm was not recognizing the National Average Drug Acquisition Cost (NADAC) brand price point, resulting in underpayment on these products.

These changes were put into effect on the afternoon of March 13 and made retroactive to March 11 date of service. Any pharmacy with affected claims on or after this date, are asked to reprocess said claims. All payment adjustments will be reflected in your remittance; we apologize for the inconvenience.

List of Affected Products

- Advair Diskus
- EES 200mg/5 mL suspension
- Kitabis Pak
- ProAir HFA
- Proventil HFA
- Pulmicort respules
- Suprax suspension
- Symbicort
- Vandazole

Thank you for helping Kentucky Medicaid members maintain access to prescription coverage by selecting drugs on the preferred drug list whenever possible. Please contact Magellan Medicaid Administration at kyproviders@magellanhealth.com for any additional information or questions you may have.

Sincerely,

Shaleigh Hammons, CPhT

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Account Manager I

kyproviders@magellanhealth.com



****If you would like to be added to the Fee-For-Service Pharmacy Program distribution list to receive updates and information please email kyproviders@magellanhealth.com.****

Kentucky Medicaid Fee-for-Service Pharmacy Program's Contact Information		
Clinical Support Center	1-800-477-3071 Sunday – Saturday 24 hours a day	Please contact the Clinical Support Center to request a prior authorization (PA) or to check the status of a request.
Pharmacy Support Center	1-800-432-7005 Sunday – Saturday 24 hours a day	Please contact the Pharmacy Support Center when claims assistance is required. Timely filing, lock-in, and early refill (ER) overrides can be obtained through this Call Center.
Provider Services	1-877-838-5085 Monday – Friday 8:00 a.m. – 4:30 p.m.	Please contact Provider Services if you have questions about enrollment or when updating your license or bank information.
Member Services	1-800-635-2570 Monday – Friday 8:00 a.m. – 5:00 p.m.	Please contact Member Services if you are a member or if you as the provider have questions regarding the member's benefits or eligibility coverage dates.