

**PROVIDER UPDATE
IMPLEMENTATION UPDATES**

PROVIDER NOTICE 12.16.04 – 006

- **ProDUR Overrides:** Providers should CALL for a ProDUR override (NCPDP Error Code 88). Please do NOT send faxes.
- **Clinical Note Reminder:** Systematic modifications have been made for some drug products/ classes, including:
 - **Vitamins:** legend and OTC vitamins will process as covered; note NDCs must be for rebatable products.
 - **Prevacid™:** until further notice, Prevacid™ will process as covered.
 - **Tylenol #3™:** until further notice, will process as covered.
 - **Zyprexa™** until further notice, will process as covered.
 - **Zantac™** syrup until further notice, will process as covered.
- ❖ Providers should resubmit claims for these products.
 - **Gabapentin™:** Providers have asked about the coverage of this product: capsules are covered because they are A-rated, however the tablets are ZB-rated therefore not covered.
 - **Additional modifications are being reviewed and will be scheduled for quick implementation .**
- **Reversals:** Regarding claims that processed prior to December 4, 2004 and specifically claims that were processed with a 7-digit RX#: 7-digit numbers were truncated to store only the 2nd – 7th positions. Consequently only a 6-digit RX# was passed to FH. When providers try to submit a reversal or a re-bill transaction for these historical claims, the reversal denies because it cannot find the original RX#. FH can manually reverse these claims for you as necessary. Additionally, FH and Unisys are working together on a systematic solution. **Update: this is still in analysis stage.**
- **Personal Care recipients:** Providers may enter a “02” in the PATIENT LOCATION field to override copay for these recipients.
- **GROUP/ID:** This is still an issue—we understand some of the chains require their providers to enter this code in for each patient rather than corporate rolling out for the entire plan. If this can be accomplished at the corporate level, please do so.
- **Denials for Bad Data:** incoming data will be edited for appropriate syntax, format and values. In other words, if data is sent for a field that is NOT REQUIRED, it must be appropriate data or a “Missing/ Invalid” denial will be sent.