

OptumRx MAC Appeal Submission Guide and FAQ

Appeals **must** be submitted within 30 days of the claim fill date or within such time period as may be required by applicable state law. Appeals exceeding the allowable submission period will NOT be reviewed. Please refer back to the pharmacy manual for information specific to your state.

Please submit all MAC Appeal requests using the approved OptumRx spreadsheet. Any other form of appeal submission will not be accepted for review. As we continue to streamline and integrate our processes and systems, we ask that you continue to submit your MAC appeals requests via your normal channels as listed below:

Submit all OptumRx list 1 RxBIN Appeals to Rxreimbursement@optum.com

Submit all OptumRx list 2 RxBIN Appeals to Catamaran.MAC@optum.com

Note: OptumRx RxBIN list information can be found in the OptumRx Pharmacy Manual.

Please submit a claim only once, duplicate claims will NOT be reviewed.

MAC Appeal Detail must be filled out completely unless noted as "Optional". Submissions with missing information will be Invalid and excluded from review.

All reviews of any individual claim from a pharmacy are final and will NOT be reviewed again.

Formatting

Any formatting errors will cause the entire file to be sent back for corrections and resubmission. Please follow the specifications in the headings so your appeals can be processed as quickly as possible.

- The following fields must be filled out in order to be processed:
 - Filled Date
 - BIN
 - PCN
 - NCPDP
 - RX #
 - NDC
 - Compound
 - Reason for Appeal
- Extra fields are provided and are optional to complete.
- Following Fields must reflect information from the Drop Down Menu as follows:
 - Reason for Review
 - ◆ MAC Unit is below cost
 - ◆ Drug is experiencing supply issues, please review MAC.

- ◆ Dispensed least expensive generic
- ◆ Other – Please use the notes section to explain
- Compound Y/N
 - ◆ Y (select Y to indicate a compound)
 - ◆ N (select N to indicate a non-compound)

Common Formatting Errors

- Not including leading zeros in BIN, NCPDP, RX#, PCN, or NDC (example NCPDP 412345 instead of 0412345).
- Incorrect or missing date of fill (example 3/10/**2103** instead of 3/10/**2013**).
- Changing the format to custom to give the appearance of leading zeros. Numbers must be in text format to be processed.
- Missing any of the required fields.
- Adding letters to BIN numbers (example 012353A instead of 012353).
- Entering NDC with dashes (example 00012-3456-78 instead of 00012345678).

If you have any questions regarding this process or any concerns, please let us know so we can address them. Please refer to the Pharmacy Manual for contact information.

Resolution Responses and definitions:

Action:	Definitions:
Increase	MAC price increased
Ok	Appeal denied. MAC price accurate
Non-CTRx	Claim could not be found within Optum given the supplied criteria.
Non-OPTRx	Claim could not be found within Optum given the supplied criteria.
Duplicate	Duplicate Appeal Submission
Not found	Claim could not be found within Optum given the supplied criteria.
FFUL	Claim Paid at Federal Upper Limit
FUL	Claim Paid at Federal Upper Limit
HCFA	Claim Paid at CMS pricing
No Change	Appeal denied. MAC price accurate
Prev Change	MAC price increased
Rejected / X (Reversed) /Claim Reversed	Appeal as submitted is for a reversed or rejected claim. Can only appeal paid claims.
Submitted/SD	Claim Paid at Submitted Usual and Customary cost
Too Old	Appeal exceeds allowable submission period
U&C	Claim Paid at Submitted Usual and Customary cost
Pending Review	Pending Review
WAC	Claim paid at WAC pricing
AWP	Claim paid at the contracted AWP rate
PatPay	Non MAC Claim
ZERO	Non MAC Claim
CLIENT/ Pharmacy MAC	Claim Paid at the Contracted Rate
PLAN MAC	Claim Paid at the Contracted Rate
NADAC	Claim paid at NADAC pricing
AAC	Claim paid at the contracted AAC rate
AACLA	Claim paid at the contracted AAC rate
MACGSM	Claim Paid at the Contracted Rate