



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.

Appeals must be submitted using the approved OptumRx spreadsheet. Any other form of appeal submission will not be accepted for review.

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.

Purchase Price of Drug from primary wholesaler is required. Invoice may be requested if additional information is required.

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
 - Purchase Price of Drug
 - 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 03/10/2103 instead of 03/10/2013).
- 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.