

FAQS

COVID-19 Pharmacy FAQs

General Information

1. Will there to be disruption in services to pharmacies as a result of the COVID-19?

There will be no disruption in services to pharmacies. Prime Therapeutics is continuing the day to day operations with 99% of its employees in a work from home capacity.

2. If Prime Therapeutics agreement prohibits shipping or mailing will Prime be waive these restrictions temporarily?

Pharmacies can mail medications if they are licensed in the states that they are mailing or delivering to. Prime requires tracking of the prescription when it leaves the store until its delivered. If the member requests expedited delivery, there needs to be a verifiable tracking number for the courier along with the delivery information (delivered on x date) all kept with the prescription record.

3. Will Prime Therapeutics prioritize review and offer increased dispensing fees or monitoring AWP based on supply and demand issues?

Currently Prime is not providing an increase in dispensing fees.

4. Will Prime allow for payment of hand sanitizer compounds?

Our benefit sponsor's benefit plans are currently not allowing the compounding of hand sanitizer; however, this issue is being closely monitored and may change based on further instruction.

5. Will Prime Therapeutics lift or increase the percentage of prescriptions that fall under mail order so that pharmacies are not kicked out of the network for too high mail percentage?

Pharmacies can mail medications so long as they are licensed in the states that that they are mailing to. There is a difference between mailing medications as a delivery method and being a Mail-Order pharmacy. Prime allows pharmacies to mail medications, but Mail-Order pharmacies are limited in our networks.

6. Will Prime Therapeutics cover the cost of vendor delivery service?

No, the member has other options available for mail order where fees are currently being waived.

7. If there is a change to pharmacy operating hours or store closures, where should this information be directed to?

Prime is tracking changes in our pharmacy partners business models as a result of the COVID-19 pandemic. Any changes can be emailed to pharmacyops@primetherapeutics.com.

8. Should pharmacies expect any change in payment behaviors that would affect established pay schedule expectations?

There will be no impact to Prime’s current payment and billing. Prime Therapeutics is continuing day to day operations with 99% of the work force working from home.

9. Should pharmacies expect any change in sending paper remittance or 835 electronic remittance data?

There will be no impact to Prime’s current payment and billing process so you can still expect remittance information to be distributed in the same manner.

Claims Processing Information

1. What is Prime’s standard override information for Refill too Soon rejections?

Please use the following processing guidelines to override the “79 Refill too Soon” rejection:

NCPDP Field Number	NCPDP Field Name	Value
461-EU	PA Type	1
462-EV	Prior Authorization Number	7777777777

2. Why isn’t Prime Therapeutics using the industry standard SCC code of 13 like most PBMs?

Prime's current functionality doesn't support the use of SCC 13 to override refill too soon rejects. Prime is evaluating the use of SCC 13 in order to mitigate additional steps to override the rejected claims. We apologize for any inconvenience this has caused and appreciate your patience during this time.

Benefit Plan Information

1. Is Prime Therapeutics allowing for 90- day fill overrides?

The day supply maximum that is allowed is driven through the member's benefit plan. At this time, our Benefit Sponsors have not made any modifications to their current days' supply.

2. Will Prime Therapeutics be waiving copays whether due to an inability to pay or if Covered Persons are quarantined and do not have access to payment?

At this time, our benefit sponsor's benefit plans are not waiving copays unless required by law, however this issue is being closely monitored and may change based on further instruction.

Pharmacy Audit Information

1. Is Prime Therapeutics making any adjustments to their audit process during this time?

Effective March 24, 2020, and until further notice, Prime Therapeutics is suspending daily and historical desktop claim audits, other than FWA investigations and essential audits that may be required by federal or state law. This action follows our decision to cancel onsite audit visits effective March 16, 2020.

2. Can Prime Therapeutics temporarily waive the requirement for a physical signature?

If a pharmacy is unable to obtain a patient signature because of COVID-19, such as social distancing or home delivery, Prime will accept documentation indicating "COVID-19" on the prescription order, delivery carrier records, or a date and time stamped notation in the pharmacy's system.

Electronic delivery records should include the patient name, address, prescription order number, fill date, name of person receiving medication, and the date and time of delivery. If a member copayment is due, Prime may request evidence the member paid the copayment, when applicable.

Prime is following federal and state guidance regarding the management of PBM pharmacy audits and investigations.