

Introduction

Prime monitors drug utilization and will alert Pharmacies through the Point of Sale (POS) system using Drug Utilization Review (DUR) messaging in situations that include, but are not limited to:

- High Dose Alert
- Maximum Day Supply
- Early Refill

Dose verification is important and necessary to ensure member safety and accurate claim submission by the Pharmacy. Reasons for dose verification include:

- Prescribed doses outside of Food and Drug Administration (FDA) guidelines
- Prescriptions with “Use as Directed” directions for use
- Plan benefit requirements

Pharmacy Responsibility

Pharmacists should consult a drug reference if a prescribed dose appears to exceed FDA labeled guidelines. The National Library of Medicine provides a free drug reference, DailyMed, accessible at <http://dailymed.nlm.nih.gov/dailymed/index.cfm> on the National Institutes of Health website. In addition, the FDA maintains a database of approved prescription labeling, Drugs@FDA, accessible at <https://www.accessdata.fda.gov/scripts/cder/drugsatfda/> on the FDA website.

If the dose prescribed exceeds FDA-labeled recommendations:

- Contact the prescriber to verify the dose
- Document verification and all communication on the hard copy

For “Use as Directed” prescriptions, the Pharmacy must obtain, and document on the hard copy, the following information from the prescriber:

- Shampoos – frequency of use and size of area to be treated
- Creams and ointments – frequency of use and size of area to be treated
- Migraine medications – number of headaches treated per month
- Insulin - maximum daily dose for sliding scale directions
- Diabetic syringes, test strips, or lancets – maximum use per day

Pharmacies are reminded that specific dosing directions must be documented at the time of dispensing. If a sliding scale is used, the Participating Pharmacy must obtain and document maximum and minimum quantities at the time of dispensing. Directions limited to “Use as Directed” are not accepted.

Improper billing practices may be subject to full or partial recovery of the amount paid or other remediation. Examples include, but are not limited to:

- Submitting a claim for a greater quantity than what is necessary to supply the ordered dose(s)
- Billing for prescriptions to bypass POS edits or messaging
- Overriding DUR rejects without properly resolving and documenting the resolution

This information is intended to educate Participating Pharmacies on Prime’s billing requirements. For additional information please visit Prime’s website PrimeTherapeutics.com and navigate to:

Resources > Pharmacy + provider > Pharmacy providers > Provider manual

Thank you,

Your Pharmacy Audit & FWA team

If you have any questions, please contact the Pharmacy Audit department at pharmacyaudit@primetherapeutics.com.