

What are Post Point of Sale adjustments?

Post Point of Sale (PPOS) adjustments occur when a claim is adjusted, reversed or resubmitted to correct inaccurate data.

In 2018, Prime expanded PPOS adjustments to all lines of business including Medicaid and Commercial claims. Prior to this change, PPOS adjustments were only made to Medicare Part D claims to ensure correct monitoring of network pharmacies and to provide verification to CMS.

Estimated Recovery Amount – what you need to know:

- If audit findings include incorrect data submitted on claims, these claims will be adjusted by Prime. The recovery amounts identified in the report are estimated. Therefore, it is possible that adjustments to claims may result in financial impact once the claim is adjusted.
- Prime encourages pharmacies to provide all documentation to support claims as billed. Failure to submit requested data may result in a full recovery of the claim.
- PPOS adjustments are made after the audit's appeal window has expired and no further appeals will be granted.
- Pharmacy will receive one or more PPOS Claim Adjustment Reports from Prime once the claims are corrected. These reports will include the actual recovery amounts. Please note that the amounts can differ from the original estimated amount.

Member Reimbursement:

- Pharmacies are informed of the overall change in the Covered Person's cost share after the claims have been adjusted. Pharmacies are expected to refund any amounts owed to the Covered Person and retain supporting documentation.
- Reimbursement cannot be requested from the Covered Person. It is the pharmacy's responsibility to submit claims correctly at the time of dispensing.

Medicare Part D claims with identified errors have associated claims reviewed for adjustment regardless of the fill date. Therefore, the report may include fill dates outside of the audit timeframe.

For additional information please visit Prime's website PrimeTherapeutics.com and navigate to: Resources > Pharmacy + provider > Pharmacy audits > Audit guidelines > FAQ: Claim Adjustments

Thank you,

Your Pharmacy Audit & FWA team

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