



THE STATE
of **ALASKA**
GOVERNOR SEAN PARNELL

**Department of
Health and Social Services**

DIVISION OF HEALTH CARE SERVICES
Director's Office

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September 26, 2013

Re: Prescriptions for Medicaid recipients must be from an enrolled prescriber – Update

Dear Pharmacists and Prescribers:

On September 18, 2013 the Department implemented a claims processing edit to comply with 42 C.F.R. 455.410(b) and ensure that only prescriptions from enrolled prescribers can process through the pharmacy point-of-sale system. The edit verifies that the prescriber's NPI number submitted in the prescriber ID field (NCPDP field 411-DB) matches an enrolled prescriber's NPI number for the date of service of the claim. Listed below are some common issues identified from rejected pharmacy claims over the last week and some resources to assist pharmacies in resolving claims processing issues due to this edit.

Common Issues

- Claims that reject because the submitted prescriber NPI number is for an incorrect non-enrolled prescriber with a similar name as an enrolled prescriber. Example: Dr. John D. Doe of Fairbanks and NPI number "1111111111" is enrolled with Alaska Medicaid but the claim is submitted with the prescriber being Dr. John C. Doe of Miami with NPI number "2222222222". There are at least two ways to resolve this issue:
 1. Verify the NPI number submitted in the prescriber field matches the NPI number on the prescription.
 2. Search the National Plan & Provider Enumeration System (NPPES - <https://nppes.cms.hhs.gov/NPPES/Welcome.do>) by the prescriber's name and state to verify the NPI number submitted in the prescriber field matches the local prescriber's NPI number. While it is common for the addresses in this database to be incorrect, this step may help identify whether the NPI number for the local prescriber is being used or if the NPI number submitted is for a prescriber in another state with a similar name.
- Claims that reject because the submitted prescriber NPI number is not on file but the prescriber is enrolled with Alaska Medicaid. There are at least two ways to resolve this issue:
 1. The prescriber is enrolled with Alaska Medicaid but a different NPI number is on file. Searching the National Plan & Provider Enumeration System (NPPES - <https://nppes.cms.hhs.gov/NPPES/Welcome.do>) by the prescriber's name and state may identify individuals that have multiple NPI numbers. Examples of this issue have been noted when a prescriber has an NPI number from when they were a student and they obtained a second NPI number when they graduated; one NPI number may be enrolled while the other is not.
 2. The prescriber is enrolled and the NPI number is on file but a system error is causing the claim to reject. Please contact Xerox at (800) 770-5650 and verify the prescriber and/or NPI number is

enrolled and on file with Medicaid. If the prescriber is enrolled and the NPI number is on file, Xerox will coordinate with state and Magellan staff to resolve any system issues that may exist.

- Claims that reject because the prescriber is not enrolled with Alaska Medicaid.
 1. Contact the prescriber's office or Xerox to verify whether the prescriber is enrolled with Alaska Medicaid. If the prescriber is not enrolled they may do so by contacting Xerox at (800) 770-5650 or by submitting an application via the enrollment web portal at <https://enroll.medicaidalaska.com/>.
 2. If a prescriber is issued a backdated enrollment with Alaska Medicaid then the pharmacy would be able to reprocess any claims with dates of service after the prescriber's enrollment date. Please note; Alaska Medicaid cannot guarantee payment for prescriptions dispensed prior to a prescriber's enrollment. All claims processing edits; including early refills, quantity limits and prior authorizations, will apply to all claims processed through the pharmacy point-of-sale system.
 3. If a non-enrolled prescriber is part of a group practice with other providers who are enrolled with Alaska Medicaid then it may be prudent to inquire whether one of the enrolled providers would reissue the prescription for the recipient if a patient-prescriber relationship has already been established.

Please contact Chad Hope at 907-334-2654 or chad.hope@alaska.gov with any questions.

Sincerely,



Chad Hope, Pharm.D.
Pharmacy Program Manager