

POLICY AND PROCEDURE

DEPARTMENT: Ambetter Grievance & Appeals Departments	DOCUMENT NAME: Pharmacy Appeals
PAGE: 1 of 3	REPLACES DOCUMENT: N/A
APPROVED DATE:	RETIRED: N/A
EFFECTIVE DATE: 01/14	REVIEWED/REVISED: 02/15, 02/16, 02/17, 02/18
PRODUCT TYPE: Health Insurance Marketplace	REFERENCE NUMBER: HIM.PHAR.02

SCOPE:

Involve Pharmacy Solutions Clinical Pharmacy Operations and Health Insurance Marketplace (Ambetter) Plan Grievance & Appeals Departments.

PURPOSE:

To ensure the Ambetter Grievance & Appeals Department has the necessary support and communication channel to properly research, process and update the coverage determination of the appeal of an adverse coverage decision for pharmacy claims under the Health Insurance Marketplace (HIM) product line.

POLICY:

Involve Pharmacy Solutions Clinical Pharmacy Operations will provide clinical pharmacy support to the Ambetter Grievance & Appeals Department, when necessary, during the process of preparing a response to an appeal for review by the Medical Director or Chief Medical Officer. When an adverse coverage determination is reversed through the appeals process, it will be the responsibility of Involve Pharmacy Solutions Clinical Pharmacy Operations to make the necessary updates to the pharmacy benefit management (PBM) system to ensure proper adjudication and coverage. **Note:** Nothing in this policy should be construed to imply that Involve Pharmacy Solutions will process appeals on behalf of the plans.

PROCEDURE:

CLINICAL SUPPORT

When an appeal is received by the local Ambetter Grievance & Appeals Department and the preparation of the appeal requires the intervention or support of clinical pharmacy knowledge:

1. The local Grievance & Appeals coordinator will email Involve Pharmacy Solutions using the **AMBETTER RX APPEALS** mailbox.
2. In preparing the email, the local Grievance & Appeals coordinator will include all pertinent data required for Involve Pharmacy Solutions to provide a complete response. This includes, but is not limited to:
 - Member name and ID number
 - Initial coverage determination

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- Appropriate clinical policy(ies)
 - Any new information obtained from the provider
 - Explanation of what information or decision is required
3. Once received in the mail box, the Grievance & Appeals coordinator will receive an automated return email confirming receipt.
 4. Within 48 hours, the Grievance & Appeals coordinator will receive a response from an Envolve Pharmacy Solutions pharmacist.

All appeals-related communication with Envolve Pharmacy Solutions should be made via the **AMBETTER RX APPEALS** mailbox.

AUTHORIZATION UPDATE in the PBM SYSTEM

If a previous adverse coverage determination is reversed through the standard appeals process, the appropriate updates must be made to the PBM system to allow adjudication of the prescription. When it has been determined that an update is required:

1. The Grievance & Appeals coordinator will email the AMBETTER RX APPEALS mailbox and request an authorization be entered into the PBM system to allow adjudication (coverage of the medication). The email must contain:
 - Member Name
 - Member ID
 - Member Date of Birth
 - Drug Name, Strength and Dosage Form
 - Length of Approval
2. Director of Marketplace Product at Envolve Pharmacy Solutions will make the appropriate updates in the PBM system and email the Grievance & Appeals coordinator when the update is complete within one business day of request.

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3. Upon confirmation of the PBM system update, the Grievance & Appeals coordinator will notify the provider and/or the member that the update has been made to allow adjudication.

REFERENCES: N/A

ATTACHMENTS: N/A

DEFINITIONS: N/A

REVIEW/REVISION LOG

REVISION	DATE
Changed reference from Corporate Pharmacy Department to US Script Utilization Management Department. Changed mailbox reference to reflect correct mailbox.	02/16
Changed reference from US Script Utilization Management Department to Envolve Pharmacy Solutions.	02/17
Added Note section under Policy. No other changes.	02/18

POLICY AND PROCEDURE APPROVAL

Pharmacy & Therapeutics Committee: Approval on file

EPS Director, Marketplace Approval on file

Sr. V.P., Chief Medical Officer: Approval on file

NOTE: The electronic approval is retained in Compliance 360.