



EqualityCare Pharmacy News

Dear Pharmacy Provider:

May 4, 2009

Effective May 28, 2009: Wyoming EqualityCare Office of Pharmacy Services will be changing to the new Pharmacy Benefit Manager (PBM) vendor, Goold Health Systems (GHS). The current PBM vendor, ACS Inc., will stop processing pharmacy claims on Tuesday, May 26, 2009, at 6 PM MDT. Therefore, NO EqualityCare pharmacy claims will be processed from 6 PM on May 26, 2009, to 8 AM on Thursday, May 28, 2009. Please talk with your EqualityCare clients ahead of time to remind them to **try** to fill their prescriptions before or after the system downtime. If you have a prescription that must be dispensed during the time the system is down, one of the following actions is recommended:

- Submit a paper claim for reimbursement
- Dispense the prescription and submit the claim via the Point-of-Sale (POS) system on May 28th
- Dispense enough medication for the downtime period and fill the remainder of the prescription and submit the claim via the POS system on May 28th.

Effective May 28th, 2009, the new GHS call center will be located in Cheyenne, WY and staffed by Wyoming licensed technicians and pharmacists. The new call center contact information is as follows:

GHS POS Help Desk/Provider Relations Department

P.O. Box 21719

Cheyenne, WY 82003

Phone: 877-209-1264

Times: Monday-Friday 8:00 AM-5:00 PM (MDT)

GHS Prior Authorization (PA)/Pharmacy Appeals/Clinical Call Center

P.O. Box 21719

Cheyenne, WY 82003

Phone: 877-207-1126

Times: Monday-Friday 8:00 AM-5:00 PM (MDT)

Goold Health Systems • PO Box 21719 • Cheyenne, WY 82003 1-877-205-8083 • FAX 1-866-964-3472



Following is a list of some additional key issues, clarifications and updates:

- **PAYMENTS:** Due to the State Auditor's financial payment cycle, there **may** be a one week delay in pharmacy claim payments because of the switch over.
- **BIN #:** The new BIN # will be 014293 and PCN: WYOPOP. No GROUP NUMBER will be required.
- **CLIENT ELIGIBILITY:** Providers should contact **GHS** with any issues regarding client eligibility.
- **PROVIDER MANUAL:** An updated Wyoming EqualityCare provider manual will be available on-line at www.wyequalitycare.org. Please review the manual closely as policy has changed and will be strictly enforced.
- **PREFERRED DRUG LIST (PDL):** Effective May 28th, 2009, the PDL will be available on-line at www.wyequalitycare.org and www.uwyo.edu/PDL. Updates to the PDL will be posted at the beginning of each month. Please be sure to check these websites for monthly updates.
- **OTC MEDICATIONS:** OTC drugs may be covered only if the drug is listed as rebateable on the quarterly (CMS) rebate file and the manufacturer has submitted all product data to Medispan. The product must have been assigned an NDC number and be ordered by a licensed prescribing practitioner.
- **DRUG COVERAGE:** It is extremely important pharmacies submit the actual NDC # being dispensed for both legend and OTC medications. EqualityCare will be watching for fraudulent billing activity and will recover on claims where the NDC number billed is not what was actually dispensed.
- **PHARMACY PROVIDER ENROLLMENT UPDATES:** Effective May 28th, new enrollments and updates for pharmacy providers shall be submitted to GHS.
- **ACS PAYMENT CYCLE:** Last ACS payment cycle will be Tuesday, May 26, 2009. ACS will mail checks on Friday, May 29, 2009.
- **ACS CALL CENTERS:** Effective 6:00 pm MDT on May 26, 2009, the ACS Help Desk and PA Help Desk will no longer accept pharmacy inquiries. ACS will continue to receive non-pharmacy inquires at their Provider Relations Unit, Monday – Friday from 9:00 AM to 5:00 PM at 1-800-251-1268.

- **DURABLE MEDICAL EQUIPMENT:** DME Claims billed on the CMS-1500 claim form will continue to be processed by ACS. DME provider manuals may be found on the ACS EqualityCare website at: <http://wyequalitycare.acs-inc.com>.