



WHAT HAVE WE LEARNED ABOUT PBM AUDITS RECENTLY?

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Pharmacy Benefit Manager (PBM) audits continue to plague pharmacies. There are more desk audits than ever before and plans are finding new ways to recoup payment on prescriptions.

For example, some plans now recover full payment on prescriptions that are not picked up within 14 days! Therefore, be sure to reverse prescriptions that are not picked up within 14 days and return them to stock until the patient needs them.

INSULIN PENS

EnvisionRxOptions is a PBM that expects pharmacies to split boxes of insulin pens. If the prescriber writes for one box of pens and the dosage is 36 units per day, the pharmacy could dispense three pens (9mls) as a 25DS. This is the only PBM known to Pharmacy Audit Assistance Service (PAAS) National that requires pharmacies to break a box of insulin pens. Florida Medicaid also expects pharmacies to break the box of pens.

With other plans, a complete box of pens is acceptable as long as you don't refill the prescription early. In other words, if a box of pens should last 50 days and you refill the medication with the patient's monthly medications, you will be cited for

early refills and have to pay back the entire cost of the box of pens. Plans typically expect pharmacies to wait at least until 75-80 percent of the medication is used – in this case 38-40 days minimum.

Other insulin issues occur with products such as Levemir® and Humulin® U-500. These products have a 42- and 40-day expiration date, respectively. If the plan maximum is a 30-day supply, then these items must be entered as a 30-day supply; however, pharmacies still need to be cautious with early refills by waiting until 75-80 percent of the medication is used before dispensing a refill.

PRESCRIPTION ORIGIN CODES

Another audit trap is prescription origin codes. Some plans take back the entire cost of goods sold for entering the wrong origin code, so it is very important to enter the correct code at the time of dispensing.

- 1 = Written
- 2 = Telephone
- 3 = Electronic
- 4 = Fax
- 5 = Pharmacy (Any reason to give a prescription a new number, such as reassigns, pharmacist prescribing by protocol or prescription transfers from another pharmacy.)