



Weekly Provider News

January 6, 2016

Overrides for Medication Dose Changes

One-time overrides for refill-too-soon rejections due to a change in dose (up to two times the prior dose) can be adjudicated online by submitting **“05” in the submission clarification field**. If you are unable to locate this field in your system, please contact your software vendor. If you are having difficulty processing the claim, please contact the Alliance Pharmacy Department at (831) 430-5507.

Any increase in dose that exceeds twice the previous dose will require a treatment authorization request (TAR) be submitted to the Alliance via fax to (831) 430-5851.

Emergency Overrides

When the Alliance is closed (i.e., weekdays between 5 PM and 8 AM, weekends, and holidays), the Alliance’s Pharmacy Benefit Manager, MedImpact, can be contacted for emergency five-day overrides. Please call MedImpact Customer Service at (800) 788-2949.

Complete TAR submissions

To constitute an authorization request, all of the following information must be provided:

- a) Member name, Member Identification Number (ID#) and Date of Birth (DOB).
- b) Requesting provider name and contact information.
- c) Description of requested drug or item (must include Healthcare Common Procedure Coding System (HCPCS) code if physician or facility administered drug is requested).

All of the following fields are also required for an authorization request to be considered complete:

- a) Prescriber name, phone number and fax numbers.
- b) Pharmacy name, address, phone# and fax# (if authorization submitted by pharmacy).
- c) Quantity requested per fill or per Date of Service (DOS) (in “quantity” field).
- d) Number of fills or DOS requested (in “units” field).
- e) Directions for use.
- f) Expected duration of therapy.
- g) Documentation of appropriate clinical information that supports the medical necessity of the requested drug or item. Specifically,
 - i. Other drugs or therapies for this indication that have already been tried and failed and include treatment outcomes.
 - ii. Why alternatives on the Alliance formulary cannot be used.
 - iii. Any additional information to support diagnosis and medical justification, such as lab results and specialist consults.

Questions?

Contact your Provider Services Representative or call Provider Services at (800) 700-3874 ext. 5504