COB/Primary/Medicare Check

Its my understanding that technicians are aware of primary insurances/Medicare eligibility, and the reasons why there are rejections.

In the effort to decrease the number of PAs that get moved to Medreview, I believe, like eligibility checks, the technicians should be able to use their understanding of the claims and eligibility involved with primary insurances and Medicare eligibility, and cancel accordingly.

I realize this will increase our cancels, but if they get to the pharmacists, they are getting cancelled anyway.

In the effort to decrease PA processing time, I purpose the following situations for working these.

Technicians: When they note that member has primary insurance or Medicare Part D, the technician will call the pharmacy (if open) and have them process the correct COB code (2,3,4) or handle accordingly (having the pharmacy/prescriber follow up with primary if needed)

1. Call pharmacy to process medication correctly.

2. Cancel the PA and send a fax back to the prescriber, similar to how they do ineligible, and inform the prescriber that pharmacy achieved a paid claim.

3. If pharmacy is not open, they cancel and send the fax back, similar to how they do the ineligible.

If a pharmacist gets in Medreview a PA that a member has primary or Medicare involvement.

1. The pharmacist will contact the technician who did the eligibility check and they will call the pharmacy and process as the eligibility check listed above

2. If the original technician is not available the pharmacist will contract someone who does have a case locked to them in pending to complete the process as the eligibility check.