2024 3rd party plan glitches/resolutions

If our eligibility check tool returns a plan "MEDCO BIN 610014 PCN COBSEG"

Write down the member ID number from this eligibility check result

- Exit out of the results, go back to the add 3rd party plan popup and enter condor code "/4000" and pick option 3 "Medco Express Scripts 610014" and enter the ID number you wrote down, and use group "HMRK001" and it *should* work

The **PAXCESS Patient Assistance Program for Government Program** beneficiaries and the uninsured covers the full cost of Paxlovid. Due to the unexpected outage of Change Healthcare systems, pharmacies are unable to bill prescriptions to this program. To address this temporary barrier preventing retail pharmacy from billing and dispensing under TPPC 41395, AssistRx is supporting an overnight mail pharmacy solution.

This process is only applicable for government program beneficiaries (Medicare, Medicaid) and the uninsured and only while AssistRx is unable to process pharmacy claims submitted under TPPC 41395.

What Pharmacy Teams need to know:

Always attempt to process Paxlovid through the patient's primary insurance, first

If the patient's primary insurance does not cover or has a high copay, notify the patient of the PAXCESS program and how to enroll

- Online at www.paxlovid.com
- By phone: 1-877-219-7225

If patient enrolls, attempt to process claim through PAXCESS PAP using the billing information provided by the patient after enrollment

If AssistRx is unable to process, the pharmacy will receive the following rejection:

- Reject code 92: Host Processing Error
- Message: *CVS* PHARMACY MUST call PAXCESS at 1-877-450-4412, transfer RX to PAXCESS, then PAXCESS will overnight ship medication to patient at $0 copay
- Obtain patient consent to transfer the prescription and confirm mailing address
- Pharmacist calls 1-877-450-4412 to transfer the prescription and confirm mailing address

CVS Savings Finder Universal Code
Condor code: /4444
ID number: 4444
Relationship: Cardholder

Narcan
Condor code: /40885
ID number: Naloxone
Group: Naloxone
Patient residence: 1 (home)
Relationship: Cardholder

Enter the appropriate Line Numbers to override the ThirdParty billing sequence to override the COB (primary should be first) After the PA Naloxone Copay Assistance Program plan has been added, $75 should be deducted from the original copay.

Caremark Drug Discount
BIN: 004336
PCN: DCADV
Group: RX9710A0016
Bill this for employees to get discounted price on Rx's filled, will pay AWP price instead of cash price

Car insurance/AutoRx
Condor code: /38635
ID number is the claim # from the insurance
Group is the carrier (eg. "erie" for erie insurance)

Employee Flu vaccine
Condor code: /26725
ID number is employee's ID number
Group is RX0601

Worker's comp
Condor code: /1427
ID number is usually the patient's SSN
Group is usually not required
[Click here for the full job aid](#)

Veterans Affairs Billing (patients should be given a voucher with this information by the VA but in case it gets lost or the patient claims they never received one)
Condor code: /38620
ID number is usually the patient's SSN
Group: HHS1322

Medicare part B (red, white & blue card)
Condor code: /22345
Diagnosis code for billing immunization (if system asks for it): Z23 "encounter for immunization"
Only can bill the following:

- Blood glucose meter, strips, lancets
  - If very first time using, may need to bill meter before strips/lancets
- Diabetes continuous glucose monitor
  - Must bill reader/monitor device before you can bill for the sensors that go with it
  - [CLICK HERE](#) for instructions on billing Freestyle Libre sensors to Medicare Part B
- Nebulizer solution
  - We do not fill nebulizers at CVS, but solution can be billed to medicare B
  - [CLICK HERE](#) for a guide on nebulizer solution quantities and billing
  - [CLICK HERE](#) for the main ABN job aid
- Anti-organ transplant rejection drugs
- Insulin when administered in an insulin pump

If you need the pt's ID number, running an eligibility check with their SSN (instead of typing 9999) may return their Med A/B ID number.

Some Medicare part D plans will also return the Med A/B ID number if you eg. run a test strip/lancet to Medicare part D, view the rejection, and hit TP and some plans will give a pop-up with the ID number to input for Medicare part B.

Receiving checks in the mail from third party payers
Forward any checks received at the store level to:

CVS PHARMACY, INC.

83649 Collection Center Dr

Chicago, IL 60693-0836