# PHD Compass - Clinician Administered Drugs (CAD) Network Override (Texas and Minnesota)

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**Description:** Use to help pharmacies resolve Rejects R6 and 40 for Clinician Administered Drugs (CAD) Network Override Texas and Minnesota.

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| Impact |

Pursuant to TX HB 1647 and MN S 2744, **effective 1/1/24**, Exchange and Commercial Fully Insured and Self-Insured Non-ERISA plans must allow members to go out-of-network for **Clinician Administered Drugs (CAD)** in certain circumstances. Clinician-Administered Drugs means an outpatient prescription drug other than a vaccine that cannot reasonably be self-administered or typically administered by a physician or other health care provider in a physician's office. The qualifying situations are if a delay in care would make disease progression probable, make death probable, cause a barrier to adherence/compliance with care, or the timeliness of delivery or dosage requirements necessitate delivery by a different pharmacy.

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| Impacted Clients |

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| Determine if CAD Network Override is Allowed |

Follow the steps below:

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| **Step** | **Action** | |
| **1** | Determine if this is a Reject R6 or a Reject 40.  If there are clinical or formulary rejections that are not permitted to be overridden by the client, alongside R6 or R40, the CAD Network override is not allowed. | |
| **If…** | **Then…** |
| R6 - Product/Serv not appropriate | Proceed to Step 2. |
| 40 - Pharmacy Not Contracted | Proceed to Step 2. |
| None of the above | Follow normal process steps. Refer to [PHD - NCPDP vD.0 Rejection Code and Verbiage (Reject 01 - Reject BE) (066523)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b4446282-d296-411f-8c36-45c51a195a10) and [PHD - NCPDP vD.0 Rejection Code and Verbiage (Reject BF-Reject 981) (066909)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=738f8abf-a4a8-48e6-b13c-7121705e0602). |
| **2** | Ask the Pharmacy if they have determined the reason the provider is requesting dispensing from their pharmacy.  The provider must indicate the reason for the request is one of the below:   * A delay in care would make disease progression probable. * A delay in care would make death probable. * A delay in care would cause a barrier to adherence/compliance with care. * The timeliness of delivery or dosage requirements necessitate delivery by a different pharmacy.   **Note:** If the reason given is not listed above, let the Pharmacy know that the CAD Network override is not allowed. | |
| **3** | Access the most current “Specialty Weekly Report” from High Spot by clicking on this link: <https://cvshealth.highspot.com/items/620abe2ab5e654af5d076354?lfrm=rhp-ft.0>.   * Login using SiteMinder (if required). * Click on “Specialty Drug List Details and Updates”.   **Result:**       * When the report opens, navigate to the right of the screen, click on the three dots and download the report to Excel.      * Open the downloaded Excel document and Navigate to the **Comprehensive –** **SRXMST-EES** tab.      * Search for the drug using CTRL-F function.   + Verify the strength/dosage of the drug. * If requested drug is designated as **Self-Administration Permitted** in column **AB** or not on the list, the drug is not in scope.   + Products which are designated HCP Administration Required or Certified HCP Administration Required should be considered Clinician Administered Drugs and eligible for a network override if they meet the other requirements. | |
| **4** | Go to the **Client and Processing Information** panel and click on the carrier code hyperlink to pull up the **CIF**.   * Navigate to the **Need to Know** section. | |
| **5** | Verify that the client is complying with the new state law – **TX HB 1647** **or** **MN S 2774** - and allowing the override. | |
| **Is Override Allowed…** | **Then…** |
| **Yes** | Go to the [Placing a CAD Network Override for Reject R6](#_Placing_a_CAD). |
| **No** | Direct the pharmacy as notated in the CIF. |

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| Placing a CAD Network Override for Reject R6 |

Follow the steps below:

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| **Step** | **Action** | |
| **1** | Refer to [Compass - Entering an Override When a Prior Authorization is on File (050033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5181ac2a-5db5-4f45-9e7d-bb603ba05244).   * When you duplicate the PA, the PA setup and configuration details will be copied, which includes the Reason Code. | |
| **2** | Verify that the **Effective Period** field dates populate and show a period of 5 calendar days.  A close-up of a computer screen  Description automatically generated | |
| **3** | Set the **Override Specialty Reject** field to “Yes”.  A close-up of a computer screen  Description automatically generated  **Note:** This flag is the override component that can override the R6 specialty network reject. | |
| **4** | Run a Test Claim to ensure payment. | |
| **5** | Determine if there are other rejects. | |
| **If…** | **Then…** |
| Rejects for PA Required or Non-formulary | Advise the Pharmacy to ask the member to contact Customer Care. |
| Rejects for another reason outside of what is listed | Follow normal processing steps. Refer to [PHD - NCPDP vD.0 Rejection Code and Verbiage (Reject 01 - Reject BE) (066523)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b4446282-d296-411f-8c36-45c51a195a10) and [PHD - NCPDP vD.0 Rejection Code and Verbiage (Reject BF-Reject 981) (066909)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=738f8abf-a4a8-48e6-b13c-7121705e0602). |
| No other rejects | Follow normal steps to close the call. |

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| Placing a CAD Network Override for Reject 40 |

Follow the steps below to enter this override, the expected sequence would be Reject 40 before any other clinical or specialty rejects:

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| **Step** | **Action** | |
| **1** | Refer to [Compass - Entering an Override When a Prior Authorization is on File (050033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5181ac2a-5db5-4f45-9e7d-bb603ba05244).   * When you duplicate the PA, the PA setup and configuration details will be copied, which includes the Reason Code. | |
| **2** | Verify that the **Effective Period** field dates populate and show a period of 5 calendar days.  A close-up of a computer screen  Description automatically generated | |
| **3** | Set the **Override Specialty Reject** field to “Yes”.  A close-up of a computer screen  Description automatically generated  **Note:** This flag is the override component that can override the R6 specialty network reject. | |
| **4** | Reach out to the Senior Team to update the pricing for the override. | |
| **5** | Run a Test Claim to ensure payment. | |
| **6** | Determine if there are other rejects. | |
| **If…** | **Then…** |
| Rejects for R6 | Proceed to [Placing a CAD Network Override for Reject R6](#_Placing_a_CAD). |
| Rejects for PA Required or Non-formulary | Advise the Pharmacy to ask the member to contact Customer Care. |
| Rejects for another reason outside of what is listed | Follow normal processing steps. Refer to [PHD - NCPDP vD.0 Rejection Code and Verbiage (Reject 01 - Reject BE) (066523)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b4446282-d296-411f-8c36-45c51a195a10) and [PHD - NCPDP vD.0 Rejection Code and Verbiage (Reject BF-Reject 981) (066909)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=738f8abf-a4a8-48e6-b13c-7121705e0602). |
| No other rejects | Follow normal steps to close the call. |

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| FAQs |

Use as appropriate:

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| **Question** | **Answer** |
| **When was this first implemented?** | January 1, 2024. |
| **Does this apply to Med D members?** | No, this is specific to **Exchange** and **Commercial** Fully Insured and Self-Insured Non-ERISA plans. |
| **Can this override be placed more than once?** | The override is required for each separate qualifying emergency as noted in Step 2 to resolve the immediate member health concerns. |
| **Are there any quantity limits or day’s supply limits?** | The override should only be granted for Reject R6 or Reject 40. Rejections for quantity limits or day supply limits should not be overridden. |
| **If member is covered by a plan participating in TX HB 1647 or MN S 2744 but resides outside of Texas or Minnesota, are they eligible for this override?** | If the plan is subject to Texas or Minnesota law and has implemented this process, this would apply to all their members under the TX or MN plan regardless of the member address. |

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| Related Documents |

**Parent Document:**[DOC - 013205 - Retail Help Desk Overview](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-013205); [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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