**Federal and State Excluded Prescriber Customer Care Talk Track**

[Validating the Excluded Prescriber Status](#_Toc139267980)

[Questions and Answers](#_Toc139267981)

[Related Documents](#_Toc139267982)

**Description:** Provides information when a prescriber is excluded by a Federal or state health care program, any claims for prescription items that are written or authorized by the prescriber are ineligible for reimbursement by that program as of the effective date of the exclusion.

|  |
| --- |
| **Validating the Excluded Prescriber Status** |

The health plan clients that have implemented this process will not pay a prescription claim if an excluded prescriber wrote the prescription.

**Note:** Some State Medicaid lists use different terminology, like “suspended,” “terminated, or “sanctioned” with the same effect of prohibiting payment for the prescription items.

* This excluded prescriber process applies to all prescription claims, whether submitted by a retail, mail order, or specialty pharmacy.
* There are many reasons why a prescriber may be excluded, but Customer Care representatives **should not speculate** about this or express any opinions about the prescriber or exclusion.
* The process references many different databases to identify excluded prescribers including the federal Department of Health and Human Services, Office of Inspector General (OIG) database, which is called the List of Excluded Individuals/Entities (LEIE), the federal General Services Administration (GSA) database called the System for Award Management (SAM), the federal Center for Medicare and Medicaid Services’ (CMS’s) Preclusion List, and individual State Medicaid databases.

Review the rejected claim and if the member’s benefit plan will not pay for this prescription at retail, inform them that they can:

* Fill their prescription by paying the full cost or
* Obtain a prescription from a prescriber who is not excluded.

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Review the rejection messages: | |
| **If Reject Code and Message states…** | **Then…** |
| **RxClaim:**  Reject Code A1  Supplemental message of Prescriber ID is “state excluded”. | This is a state exclusion, proceed to the Step 2.  Do not tell the caller that it is an Office of Inspector General (OIG) issue or refer the member to them. State databases are separate from OIG. |
| **RxClaim:**  Reject Code A1  Supplemental message of Prescriber ID is “federally excluded”. | This is a Federal (**Examples:** OIG or GSA)exclusion, proceed to Step 2. |
| **2** | Inform the member that their prescriber is excluded and is not covered under the member’s prescription benefit plan.   * If their benefit plan will not pay for this prescription at retail, they can fill their prescription by paying the full cost.  The member may also obtain a new prescription from a different prescriber in order to have the member’s prescription claim processed by their prescription benefit plan for payment. | |

[Top of the Document](#_top)

|  |
| --- |
| **Questions and Answers** |

Use as needed:

|  |  |
| --- | --- |
| **Question** | **Answer** |
| **Q1. What if I spoke with my prescriber and the prescriber said he or she is not excluded?** | Contact the Senior Team for assistance, refer to [PeopleSafe - When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51).  **Result:** The Senior Team will research the prescriber’s status and submit a dispute form as appropriate. |
| **Q2. What does it mean when it says my prescriber is excluded?** | It means that no payment may be made for items or services provided by that person, including items or services furnished, ordered, or prescribed by that person. |
| **Q3. What are my alternatives for getting my prescription filled?** | * If your benefit plan will not pay for this prescription at retail, you can fill your prescription by paying the full cost. * You may also obtain a new prescription from a different prescriber in order to have your prescription claim processed by your prescription benefit plan for payment. |
| **Q4. Can I just pay cash for the medication that was prescribed by the excluded Prescriber?** | * Yes, you can. * If your benefit plan will not pay for this prescription at retail, you can fill your prescription by paying the full cost. * You may also obtain a new prescription from a different prescriber in order to have your prescription claim processed by your prescription benefit plan for payment. |
| **Q5. Can you give me my prescription medication now while I am looking for a new prescriber?** | If your benefit plan will not pay for this prescription at retail, you can fill your prescription by paying the full cost. |
| **Q6. What if I cannot get in to see another prescriber and I need my prescription medication refilled?** | If your benefit plan will not pay for this prescription at retail, you can fill your prescription by paying the full cost. |
| **Q7. I was told by my pharmacist that my prescriber is on an exclusion list, but this is the first I am hearing of this; how can I get my prescription medication filled?** | * If your benefit plan will not pay for this prescription at retail, you can fill your prescription by paying the full cost. * You may also obtain a new prescription from a different prescriber in order to have your prescription claim processed by your prescription benefit plan for payment. |
| **Q8. How do I find out which prescribers are on the excluded list under my prescription benefit plan?** | * You may look for the prescriber using the OIG database online for federally excluded prescribers, or you may use the state exclusion list for your state if they are state excluded. Both of these can be found by searching online * Contact the Senior Team if further questions are asked, refer to [PeopleSafe - When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51). |

[Top of the Document](#_top)

|  |
| --- |
| **Related Documents** |

[Customer Care Abbreviations, Definitions and Terms](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606) Index (017428)

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

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**