



Provider Information Manual

for

Pharmacies Participating in the First Health[®] Rx Network

Contents

First Health[®] Rx Contact Information

First Health[®] Rx Sample ID Card

Sample Notification Material

Claims Submission and Processing Information

Important Information

First Health[®] Rx Network Payor Specifications

First Health

Attention: Pharmacy Network

750 River Point Drive

West Sacramento, CA 95691

E-mail: FirstHealthRx@firsthealth.com

www.firsthealth.com

First Health® Rx Contact Information

For all inquiries regarding claims adjudication or payment, please contact the toll-free number listed on the back of the plan member’s First Health ID card.

If participating pharmacy providers have questions, need assistance regarding the participation agreement, or need to communicate changes to the pharmacy information – for example, updating the pharmacy address or remittance address – contact us:

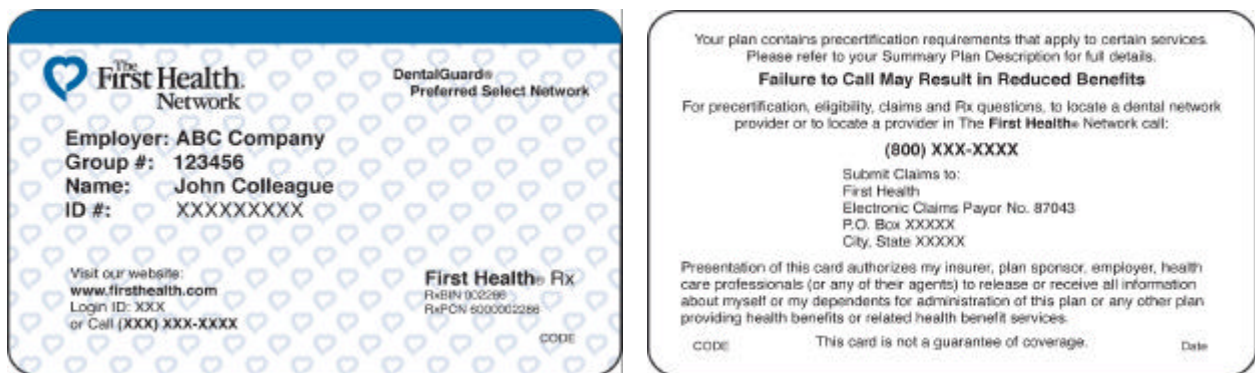
Mail documentation to:

First Health
 Attention: Pharmacy Network
 750 River Point Drive
 West Sacramento, CA 95691

Or send a detailed e-mail to:

FirstHealthRx@firsthealth.com

Sample ID Card



Be sure to review the plan member’s ID card for the **First Health® Rx** indicator, BIN number and processor control number. Please note that **First Health® Rx** uses the plan member’s Social Security number as the ID number. Due to confidentiality, some plan member ID cards will substitute “XXXXXXXXXX” for the ID number. Please confirm with the plan member the correct ID number.

Sample Notification Material

During implementation of new **First Health**® Rx clients, First Health will make every effort to notify participating pharmacies in advance of the client’s effective date. Following is a sample notification.



IMPORTANT UPDATE FOR PHARMACIES PARTICIPATING IN THE **FIRST HEALTH**® RX NETWORK

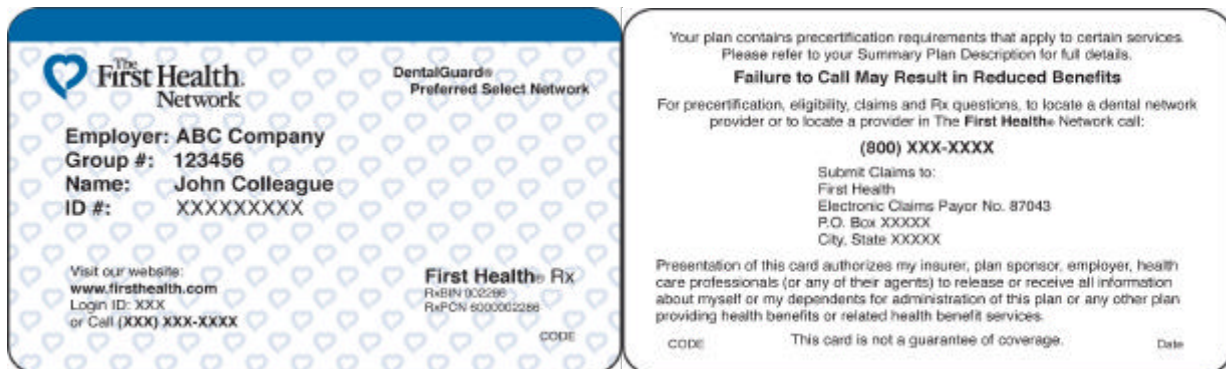
We are pleased to announce that First Health will administer the pharmacy benefits for **ABC Company** effective January 1, 2004. ABC Company is a [nature of company’s business] with locations in Charlotte, Atlanta, Dallas, Houston, Louisville and St. Louis.

As the nation’s premier health-benefits services company, First Health is committed to strengthening the relationship the participating pharmacy may already have with ABC Company’s plan members. We will strive to make the transition from ABC’s current PBM, [name of current PBM], to **First Health**® Rx seamless for plan members and simple for our participating pharmacies.

Please note the following:

- The BIN number for claims submission is the same as the current BIN number for all other **First Health**® Rx commercial business:
BIN – 002286 PCN – 6000002286
- The phone number to use for claims questions is located on the back of the plan member’s ID card.

Sample ID Card



Claims Submission and Processing Information

- All claims transactions should be submitted at the point of service (POS). In the event a claim cannot be submitted via POS, some benefit plans allow paper claims. Please refer to the plan member's ID card for the toll-free number and the claim-submission address. Participating pharmacies should include a written explanation as to why the claim was not processed online. Claims submitted to First Health on paper are processed in accordance with the requirements of the plan sponsor and carry no guarantee of payment.
- Effective July 1, 2003, First Health began to transition our commercial group health pharmacy program clients to a new claims adjudication system. We anticipate that all commercial group health clients will be using the new claim system by April 2004. The new system will complement our ongoing commitment to deliver fast and efficient transactions with our participating pharmacy providers.
- On an interim basis, participating pharmacies may receive payments and remittance advices (RAs) from two First Health locations – Salt Lake City, Utah, and Richmond, Virginia. Payments and RAs mailed from Salt Lake City are for claims processed on the new claims adjudication system. If the participating pharmacy services any plan members who are part of a **First Health® Rx** client group that transitioned to the new claim system, then the payments and RAs will originate from Salt Lake City. The pharmacy will continue to receive payments and RAs from our Richmond location until all our commercial group health client groups are transitioned to the new claims system. At that time, all the participating pharmacy's payments and RAs will originate from our Salt Lake City location.
- Payments and RAs are mailed on the same weekly cycle from both locations. The pharmacy's total cycle payment is a combination of the payments from the two locations.
- As part of this transition, there is **no** change to the current BIN number or payor specifications the participating pharmacy currently uses to transmit claims to us.

Participating Pharmacy Reimbursement Appeals

In the event a participating pharmacy wishes to appeal the reimbursement amount, the pharmacy should contact the toll-free number on the plan member's ID card. This begins the appeal process.

Please note: Pharmacy providers participating in the First Health® Rx network are required to dispense medications to the plan members of First Health's clients *regardless of an intent to appeal*. Failure to dispense a medication may result in immediate termination from the network, pursuant to the network contract.

Important Information

- Pharmacies participating in the **First Health**® Rx network are required to participate in and adjudicate claims for all applicable First Health commercial business sectors.
- If participating pharmacies experience difficulty submitting a POS transaction, they should contact the toll-free number located on the plan member's ID card.
- The **First Health**® Rx system automatically, in accordance with NCPDP standards, relays a message code when prior authorization is required. To obtain prior authorization, please contact the toll-free number located on the plan member's ID card.
- **First Health**® Rx recognizes dispense as written (DAW) codes, as defined by NCPDP, in accordance with the plan member's benefit coverage.
- It is crucial to submit the correct quantity and National Drug Code (NDC) for the medication being dispensed. If the reimbursement amount appears erroneous, call **First Health**® Rx at the number that appears on the plan member's First Health ID card.
- Participating pharmacies are prohibited from waiving or excusing plan members from co-payments, except where applicable by local and federal laws.
- Participating pharmacies are subject to audits in which First Health may inspect all records of the participating provider relating to the agreement, including original signed prescriber's orders, telephoned prescriber's orders, signature logs, computer records, and invoices showing purchase or receipt of covered items.
- This provider manual and the accompanying NCPDP v.5.1 telecommunications standard payor specifications are for use with **First Health**® Rx, the pharmacy benefit manager for First Health's commercial and federal health plan business. All other First Health government-funded health care assistance plans or Medicaid business are administered by First Health Services Corp., a wholly owned subsidiary of First Health Group Corp. For all such government-funded health care assistance or Medicaid issues, please refer to First Health Services Corp.

First Health® Rx Payor Specifications

Enclosed with this manual is a copy of the Payor Specifications Information document that identifies the NCPDP telecommunications standard mandatory, required and optional fields that must be submitted to receive payment from **First Health® Rx** (BIN 002286 PCN 6000002286).

Please note that for “optional” and “not supported” fields, submitted data must be in the valid data format as specified by the NCPDP telecommunications standard.

First Health® Rx is implementing NCPDP v.5.1 effective October 16, 2003. Please note that the functionality of v.5.1 will be introduced incrementally. Designated transactions and segments will be required on the implementation date; others will be required at a future date to be determined.