

PACE/CRDP/SPBP

Provider Bulletin

October 28, 2015

Cost Exceeds Maximum Edit Revision

Currently claims reject with NCPDP Error 78 “Cost Exceeds Maximum” when the usual and customary submitted amount is equal to, or greater than, \$4,000.00. If Provider Services is contacted for information on the rejected claim, a Medical Exception can *usually* be granted upon confirmation of the medication, quantity and day’s supply.

Effective Tuesday, November 10, 2015, this threshold is being reduced to \$3,000.

All other aspects of the current policy remain the same:

Providers calling in response to the “Cost Exceeds Maximum” rejection will be asked:

- to confirm the cardholder’s name and the medication
- the prescriber’s name and phone number.

Upon receipt of this information, a **“1 Time”** Medical Exception will be entered.

Following this authorization and before the next dispensing date, a Provider Representative will:

- call the prescriber for a diagnosis
- confirm the number of refills
- call the cardholder to confirm receipt of the medication.

After the prescriber and the cardholder have been contacted, a medical exception *may* be extended based on the diagnosis. This Medical Exception will be for the length of time covered by the number of refills specified.

IMPORTANT:

The “1 Time” Medical Exception will NOT be repeated or extended without the cardholder and prescriber being contacted, and PACE is able to verify the appropriateness of the medications.

Please contact Provider Services with any questions at 1-800-835-4080.