

PACE/CRDP PROVIDER BULLETIN

November 22, 2017

Effective Monday December 11, 2017 PACE and CRDP will enhance the existing prescriber edit. PACE and CRDP require that a cardholder's prescription must be written by:

- a prescriber licensed by the Commonwealth or
- a prescriber licensed by Delaware, Maryland, New Jersey, New York, Ohio, Virginia, West Virginia or the District of Columbia.

If the NPI does NOT identify a prescriber with an active Pennsylvania license, the enhanced edit checks the address on the prescriber's file. If the address is not for one of the states listed above or the District of Columbia, the claim will deny with NCPDP Error **2N**, "**Missing/Invalid prescriber state address.**"

POSSIBLE CAUSES FOR DENIAL:

- The NPI Registry, does not require prescribers to update their address. For example, the NPI Registry may have an old California address for a prescriber now practicing in Delaware treating PACE cardholders.
 - **If** the address information contained on the prescription confirms that the prescriber meets the state criteria listed, please contact the prescriber's office to be sure you have the correct NPI.
 - **If** the NPI is correct and the state criteria is met, call Provider Services with the NPI and the prescriber's phone number. The prescriber's out of state license will be verified and the file will be updated. The claim can be resubmitted the next business day.
- The PACE cardholder may have a prescription written by a prescriber who does reside in a state other than those listed. PACE cannot honor those prescriptions.

Questions may be directed to Provider Services at 1-800-835-4080.