

PACE/SPBP

PROVIDER BULLETIN

December 6, 2018

PACE and SPBP Third Party Liability Recovery Project

FAQs

Following the bulletin advising of the Third Party Liability Recovery Project, several questions were received. These questions and answers are provided below:

1. Where will the correspondence related to the identified claims be sent?

The correspondence will be sent to the pharmacy that processed the identified claim. In the case of pharmacies that are part of a corporate chain, the correspondence will be sent to the corporate office.

2. What timeframe is allowed for reprocessing or refuting the identified claims?

90 days are allowed from the date of the notification to review the claim information, reverse and reprocess the claims identified, or refute the claims.

3. What is the process to refute a claim?

If found that a claim cannot be reprocessed due to rejection by the identified primary, prior audit recovery or other reasons, documentation must be provided. This information will be reviewed to determine if it meets the criteria to avoid recoupment.

4. Will claims need to be resubmitted through universal claim form processing?

No, a process has been implemented to allow these claims to be submitted electronically. This process is detailed in the notification letter.

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