

PACE/CRDP/SPBP PROVIDER BULLETIN

May 28, 2020

AUDIT CHANGES & CHANGES TO TELEPHONED PRESCRIPTION REQUIREMENTS

Effective immediately, due to COVID-19, the PACE/CRDP/SPBP Programs on-site pharmacy audits are suspended until further notice and will be converted to Desk Level Audits.

- When a pharmacy receives a Desk Audit Notification Letter, our auditors will call the pharmacy a few days after receipt to review the process for document submission.

Effective, July 01, 2020, the PACE/CRDP/SPBP Programs will require that **ALL** Telephoned Prescriptions contain written documentation including the full name of who the pharmacy spoke to from the physician's office.

claims will be disallowed on audit if this documentation is missing

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