



315 SW Fifth Avenue, Suite 900
Portland, Oregon 97204
503-416-4100 or 800-224-4840
800-735-2900 (TTY/TDD)
www.careoregon.org

Dear Pharmacy Provider:

We are writing to inform you that **on January 1, 2010, Express Scripts, Inc. will begin administering the pharmacy benefits management services for CareOregon (Medicaid) and CareOregon Advantage (Medicare)**. If you are not contracted with Express Scripts to provide pharmacy benefits for CareOregon members, please call 866-296-9943, option 4.

CareOregon will establish a **90-day claims run-out period with RxAmerica for submissions, adjustments and reversals of claims with dates of service prior to January 1, 2010**. Please contact the CVS Caremark Help Desk at 866-668-6681 for assistance with claims submitted before 2010.

Please note the following important information **effective January 1, 2010**:

- **Claims Processing Numbers:** **BIN = 003858**
 PCN =A4
 RxGRP =JY3A

- **Express Scripts Pharmacy Help Desk:** **800-824-0898**
Call for assistance with benefit inquiries, claims adjudication, administrative overrides, emergency supplies and transition supplies.

- **Change in Policy and Procedure for Compound Claims**
 1. Submit compound claims using a claim segment format in which the highest cost legend ingredient NDC is submitted in the Product/Service ID field (407-D7).
 2. Enter "2" in the Compound Code field (406-D6) referencing that the claim submitted for adjudication is a compound Rx.
 3. Refer to the ESI Pharmacy Manual at <http://www.express-scripts.com/> for more information.
 4. Compound Rx claims in excess of \$150 will require prior authorization.

- Historical claims and prior authorizations will be transferred to ESI to ensure successful claims adjudication on 1/1/10 and beyond. All other CareOregon pharmacy benefit policies and procedures will remain in effect.

We value the service you provide to our members and appreciate your assistance with this transition. If you have any questions, please contact us at 503-416-4100.

Sincerely,
Pharmacy Unit, Medical Management Department