



# An important message regarding Humana's COVID-19 response: April 2023 update

The federal public health emergency related to COVID-19 has been extended to May 11, 2023 and is set to expire on that date. The procedures below remain in effect through that date. Humana will communicate updates to these procedures in the near future.

## **Refill-too-soon edits**

Humana has implemented a process to override refill-too-soon (RTS) edits during the COVID-19 public health emergency in all states and U.S. territories. All contracted pharmacies can use this process as needed to ensure Humana members have appropriate access to their medications.

If you receive a denied Humana member claim for an RTS edit, the claim will return the message "USE PAC 911911 for EXTENDED DSTR RELIEF." To override the RTS edit, resubmit the denied claim by providing PAC 911911 in National Council for Prescription Drug Programs (NCPDP) field vD.0 462-EV. Please note that other clinical and safety edits are still in place. If RTS is the only issue with the claim, the claim should adjudicate with the submission of PAC 911911. Please note that the U.S. Department of Health and Human Services' determination that a public health emergency exists is effective through May 11, 2023 and is set to expire on that date.

Humana will continue to monitor federal and state declarations and requirements, and it will continue to make disaster overrides available based on such requirements. As described above, please continue to use PAC 911911 on resubmission of claims that deny for RTS in cases where the messaging described is included on the denied claim response (when appropriate and necessary).

## **Signature log requirements and mail/delivery restrictions**

Humana will waive mail-delivery or home-delivery restrictions for retail-only pharmacies for a limited time so that members can choose to receive medications from a retail-only pharmacy via mail or home delivery. The waiver is for claims with dates of service beginning in March 2020 through May 11, 2023. Humana will notify pharmacies of a decision to end the voluntary relaxation of the standard terms and conditions related to the mailing and delivery of prescription medications. Pharmacies are still required to comply with applicable federal and state laws, including state laws requiring licensure.

We understand that obtaining a physical signature from the member or member's representative may be difficult. If you are unable to obtain a signature in the event of an audit, Humana will accept original documentation verifying receipt of prescriptions without a member or member's representative signature or pharmacy point-of-sale documentation. This documentation includes the prescription number, date of service and date that the prescription was received by the member or delivered to the member for claims with dates beginning in March 2020 and for the duration of an applicable COVID-19 public health emergency declaration. Humana will continue to evaluate the waiver and will notify pharmacies in a pharmacy bulletin when it decides to end the waiver.

## **Potential drug shortages**

If a generic drug is not available and the drug has been removed from the maximum allowable cost (MAC) pricing, dispense-as-written (DAW) code 8 will allow the brand-name drug to process without a reimbursement penalty to the pharmacy.

## **Pharmacy audits**

Humana and its audit vendor, Conduent Payment Integrity Solutions ("Conduent"), will begin scheduling on-site audit visits in 2023. If your pharmacy is selected for an on-site audit, sufficient notice will be provided to allow for scheduling and preparation. Humana and Conduent will follow any communicated and posted safety protocols to ensure the safety of both the pharmacy staff and the auditor. If you have any questions about our on-site audit process, please contact a member of our team at [pharmacyvendormanagement@humana.com](mailto:pharmacyvendormanagement@humana.com).

**Submission requirements for Paxlovid™ co-pack emergency use authorization (EUA) – COVID-19 and molnupiravir (EUA) antiviral medications**

To receive payment of the \$12 dispense fee specific to COVID-19 antiviral medication, pharmacies must submit the claims with the NCPDP fields populated as shown in the following table:

Field number	NCPDP field name	Required administration information for processing
440-E5	Professional Service Code Field	MA (Medication Administration) or PE (Patient Education) AS (Patient Assessment)
438-E3	Incentive Amount Submitted Field	≥ \$0.00 to receive enhanced dispense fee of \$12
412-DC	Dispensing Fee Submitted	≥ \$0.00 (cannot be blank)
426-DQ	Usual and Customary Charge	> \$0.00
423-DN	Basis of Cost Determination	15 (free product or no associated cost)

This medication is covered for the following plans:

- Commercial
- Humana Healthy Horizons® in Florida
- Humana Healthy Horizons® in South Carolina
- Illinois-Humana Gold Plus Integrated (Dual-Demonstration)
- Medicare plans with Part D coverage only

**Vaccine claim submission process**

To receive payment of administration fees, pharmacies must submit the claims with the NCPDP fields populated as shown in the following table:

Field number	NCPDP field name	Required administration information for processing
440-E5	Professional Service Code Field	MA (Medication Administration)
438-E3	Incentive Amount Submitted Field	≥ \$0.00 (submit administration fee indicated below)
412-DC	Dispensing Fee Submitted	≥ \$0.00 (cannot be blank)
426-DQ	Usual and Customary Charge	> \$0.00
423-DN	Basis of Cost Determination	15 (free product or no associated cost)
420-DK	Submission Clarification Code (SCC)	2 for the first dose of a two-dose vaccine
420-DK	Submission Clarification Code (SCC)	2 for a single-dose vaccine
420-DK	Submission Clarification Code (SCC)	6 for the second dose of a two-dose vaccine
420-DK	Submission Clarification Code (SCC)	7 for additional dose
420-DK	Submission Clarification Code (SCC)	10 for vaccine booster (first and second dose)

Humana's Bank Identification Number (BIN) and Processor Control Number (PCN) combinations are the following:

	<b>BIN</b>	<b>PCN</b>
Non-Medicare	610649	03190000
Medicare PDP and MAPD, IL Dual-Demonstration	015581	03200000
Medicare Advantage (MA only)	610649	03200004
LINET	015599	05440000
CarePlus MAPD	015581	03200008
CarePlus MA-only	610649	03200000
Humana Healthy Horizons® in Florida	610649	03190000
Humana Healthy Horizons® in South Carolina	610649	03191504

Thank you for all you do to assist Humana members. If you have questions regarding this information, please call **888-204-8349**.