

In this update:

Community CCR_x News

■ 'Spring Cleaning' Pharmacy Tip

Spring is a great time for cleaning and getting organized. It's also the perfect time to make sure your pharmacy is ready for the change to the new NCPDP Version D.Ø claims standard, which takes effect Jan. 1, 2012.

Starting in January, all network pharmacies must begin submitting claims in vD.Ø, which will replace the current NCPDP V5.1 claims standard.

To ensure your pharmacy's readiness for a smooth transition to the new claims standard, we suggest the following activities:

- Check with your software vendor to ensure that their vD.Ø software will be certified to handle vD.Ø by the Jan. 1, 2012, deadline.
- Ask your software vendor for their vD.Ø software rollout schedule to determine when your pharmacy will be receiving the updated software.
- Confirm with your software vendor that your software system upgrade will be for all lines of business (commercial, Medicare Part D, and Medicaid).
- Review your current workflow to determine if any changes are needed.
- Prepare your staff by providing training for the new fields and values for successful and efficient claims processing during the vD.Ø implementation process. View the Version D.Ø [Payer Sheet](#).

■ Accepting vD.Ø Claims Now!

Community CCR_x already has begun accepting vD.Ø claims. If your pharmacy has the updated software, you can start submitting vD.Ø claims today. By starting the process early, you can greatly reduce your chances of claims processing delays.

■ Ask the Experts

Q: How can I check the status of a coverage request for my patients?

A: There are three different ways to check on the status of a pending coverage request.

1. Visit the [Prior Authorization Status Search](#) page;
2. Call our automated service at 1-866-316-6049; or
3. Check to see if you received a fax from us each morning. We fax doctor's offices and pharmacies during evening hours, with lists that indicate the status of outstanding Prior Authorization requests. All requests will be listed by member as either approved, denied or in process.

Find out the answers to other [Frequently Asked Questions](#) on our Web site.

Pharmacist Resources

My CCR_x

- [Check My Scorecard](#)
- [Check Status of PA](#)

Formulary Tools

- [Formulary \(Printable\)](#)
- [Formulary \(Searchable\)](#)
- [Formulary Changes, Addendums](#)
- [PA Forms](#)

Claims Processing

- [Payer Sheet](#)
- [Pharmacy Services Manual](#)
- [2011 Quick Reference Guide](#)
- [Fraud, Waste and Abuse](#)
- [MAC Appeal Form \(NEW!\)](#)

Plan Information

- [Community CCR_xSM](#)
- [Order Plan Materials](#)
- [Provider Marketing Guidelines](#)

Patient Care Programs

- [Pharmacy Login \(MirixaProSM\)](#)

Pharmacy Help Desk

1-866-684-5395

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