

**In this update:**

- [Community CCR<sub>x</sub> News](#)

**Community CCR<sub>x</sub> News**

■ **2012 Pharmacy Incentive Program Announced**

Community CCR<sub>x</sub> is pleased to announce we will continue to offer the Pharmacy Medication Management Incentive Program in 2012. Pharmacies will be receiving the full details of the program in a mailing that will be arriving in stores this week.

- **State-Specific Generic Dispensing Rate Benchmarks Continue in 2012**  
Similar to 2011, Community CCR<sub>x</sub> will continue to measure pharmacies against their state's average generic dispensing rate for Community CCR<sub>x</sub> members. This provides for a peer-to-peer comparison between pharmacies in the same area. The Generic Dispensing Rate Incentive will continue to be paid as an additional dispensing fee at the point-of-sale for generic drugs.
- **2012 Maintenance Supply Dispensing Rates**  
In support of community pharmacies, Community CCR<sub>x</sub> has never offered a mail order component. In order to compete with plans that do offer mail order, we allow members to receive Maintenance Supplies (84+ days) at retail pharmacies. Community CCR<sub>x</sub> offers pharmacies the opportunity to earn an additional point-of-sale dispensing fee for **all medications** dispensed at the MemberHealth Medicare Part D contract rate. The 2012 Maintenance Supply tiers are shown below:

Maintenance Supplies Dispensing Rate*	Additional Dispensing Fee**
8% to 9.99%	\$0.05
10% to 11.99%	\$0.10
12% to 13.99%	\$0.15
14% to 15.99%	\$0.20
16% +	\$0.25

\* Maintenance Supplies Dispensing Rate is the percent of 84+ days supplies dispensed for CCR<sub>x</sub> members against all prescriptions dispensed for CCR<sub>x</sub> members by the pharmacy

\*\*Applies to all claims (not just maintenance supplies) that are dispensed at the MemberHealth Medicare Part D contract rate.

Your generic and maintenance supplies dispensing rates will be continuously tracked, posted and evaluated on a quarterly basis, allowing pharmacies the opportunity to improve performance and earn higher incentives throughout the year. To monitor your pharmacy's performance, log in to view your scorecard at [www.mhrx.com](http://www.mhrx.com) (requires username and password).

■ **New Community CCR<sub>x</sub> Pharmacy Help Desk Number**

Beginning January 1, 2012, please contact Community CCR<sub>x</sub> at our new pharmacy help-desk number: **1-866-693-4620**. This new number is also displayed on the back of our 2012 Member ID cards for easy reference.

**Pharmacist Resources**

**My CCR<sub>x</sub>**

- [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<sub>x</sub><sup>SM</sup>](#)
- [Order Plan Materials](#)
- [Provider Marketing Guidelines](#)

**Patient Care Programs**

- [Pharmacy Login \(MirixaPro<sup>SM</sup>\)](#)

**Pharmacy Help Desk**

1-866-684-5395  
1-866-684-5351 (TTY only)  
24 hours a day, 7 days a week  
[www.mhrx.com](http://www.mhrx.com)  
[experts@mhrx.com](mailto:experts@mhrx.com)