IMPORTANT INFORMATION REGARDING
Claims Processing for UnitedHealthcare Community Plan for Adults
Pennsylvania

Effective January 1, 2015

UnitedHealthcare Community Plan of Pennsylvania will provide pharmacy benefit coverage for members of the State’s Healthy Pennsylvania Private Coverage Option (PCO) Plan effective January 1, 2015. Members will receive new ID cards as a result. If the member has not yet received their new ID card, please call 877-305-8952. OptumRx is our pharmacy benefits manager and will manage claims processing for these members.

**Processor Information**

- Name of Processor: OptumRx
- Bank Identification Number (BIN): 610494
- Processor Control Number (PCN): 9999
- Submitted Group (Group): ACUPA

**Sample of New ID Card**

To reduce processing errors, please confirm the information on each member’s ID card before submitting claims.

**Dispensing Five-Day Supply Emergency Prescriptions**

Medications may be dispensed as an emergency five-day supply when there is a need to start drug therapy without delay and prior authorization is not available. This rule applies to non-preferred drugs on the UnitedHealthcare Community Plan Preferred Drug List and any drug that is affected by a clinical or prior authorization edit.

- A five day supply will be issued on a one-time only basis per member per drug.
- The quantity of medication dispensed must be limited to a five-day supply.
• When dealing with medications that cannot be dispensed as an exact five-day supply, the minimum quantity must be dispensed as a five-day supply.
  o Examples of such medication include, but are not limited to: metered dose inhalers, nasal sprays, topical preparations and powders for reconstitution.

• When submitting a five day supply, please include the following:
  o Prior Authorization Type code" (Field 461-EU) = ‘8’
  o “Prior Authorization Number Submitted” (Field 462-EV) = ‘00000000120’
  o “Day Supply” in the claim segment of the billing transaction (Field 405-D5) = ‘5’

TO REDUCE PROCESSING ERRORS, PLEASE CONFIRM THE INFORMATION ON MEMBER’S ID CARD PRIOR TO SUBMITTING PRESCRIPTION CLAIMS.

Should you have any questions or require assistance, please contact the OptumRx Help Desk, 24 hours a day, 7 days a week:

OptumRx Help Desk phone numbers:

  • UnitedHealthcare Community Plan at 877-305-8952.

Thank you for your continued support. Please distribute immediately.