IMPORTANT INFORMATION REGARDING

Maximum Allowable Cost (MAC) Pricing, Review and Appeals
MAC State-Specific

Effective 3/31/2015

The below MAC Appeal process supersedes appeal resolution timing as described in Section IV, Subsection I (Pages 42 - 45) of the 2015 Pharmacy Manual:

Please Note: Not all state requirements apply to all Claims or all lines of business (e.g. Commercial, Medicare, Medicaid and ERISA exempt Benefit Plans)

Michigan — Administrator will investigate and resolve the MAC Appeal within ten (10) business days after the completed form is received by Administrator.

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

Faxed general announcements and the Pharmacy Manual can be found at the following:
http://learn.optumrx.com/pharmacymanual

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® Medicare Prescription Drug Plan (PDP): 1-877-889-6481
• UnitedHealthcare® Medicaid Programs: 1-877-305-8952 or 1-888-306-3243
• UnitedHealthcare® Employer & Individual: 1-800-788-7871

Please distribute immediately.