IMPORTANT INFORMATION REGARDING
State of New Jersey SHBP & SEHBP Claim Processing

Effective Date: 01/01/2018

State of New Jersey: State Health Benefit Plan (SHBP) & State EGWP Health Benefit Plan (SEHBP)

Commercial SHBP:  
Bin: 610011  
PCN: IRX  
Group ID: SONJCOM

EGWP SEHBP:  
Bin: 610011  
PCN: CTRXMEDD  
Group ID: EGWPS037

Retail pharmacies are experiencing a Point Of Sale (POS) rejection due to pharmacy claim submission errors for State of New Jersey members.

Pharmacies should ensure you are following the instructions below to process claims:

- Utilize the full member ID that is listed on the member’s ID card.
- Please confirm the correct member First and Last name, Date Of Birth, and Gender are used for processing.

Please note: The last three digits of the member’s ID does NOT denote if a member is the cardholder/spouse/dependent information. The final three digits of the member’s ID should not be viewed as a person code.

Example: Members who are “cardholders” in their family and their member ID ends in a 002 or 003 do not need to be issued new ID cards, as this is not an error. Please contact the appropriate Pharmacy Helpdesk information from below if you require assistance.

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: 
Commercial Pharmacy Help Desk: 844-368-8740 (24 hours a day, 7 days a week)  
EGWP Pharmacy Help Desk: (844) 368-8765 (24 hours a day, 7 days a week)

For questions regarding this communication call: 
Provider Relations (877) 633-4701 or e-mail provider.relations@optum.com

Please distribute immediately