

Memorandum

To: Ohio Medicaid Enrolled Pharmacy Providers
From: Change Healthcare (formerly Goold Health Systems)
Date: 10/11/2016
Subject: New Medicaid Concurrent Claims Review Implementation

Attention Ohio Medicaid Pharmacy Providers:

Change Healthcare (CHC), formerly Goold Health Systems (GHS), is the pharmacy benefit administrator for the Ohio Department of Medicaid (ODM) Fee-for-Service program. Under ODM's direction, Change Healthcare is starting a Concurrent Claims Review process to assist pharmacies with identifying claims that may have been billed incorrectly, to allow the pharmacy to correct the claim and prevent future claims review findings and recoveries.

How it works:

Change Healthcare will review recent claims to identify those that may have billing errors, including:

- Duplicate claims
- Early refill
- Inconsistent dose per day
- High quantities
- High cost
- Package size errors
- Claims with Drug Utilization Review errors, such as age and gender discrepancies

If a potentially incorrect claim is identified, CHC will notify the pharmacy by FAX or email. Please review the claim and re-submit if appropriate.

If the claim is not re-submitted, additional communications will follow and additional information may be requested. The FAX/email notice will have instructions on how to respond.

We appreciate your attention to these communications, to ensure that Ohio's funds are spent wisely and waste is minimized.

Implementation:

The first FAX/email will be sent to pharmacy providers on Monday, October 24th.

For additional claims review details, please refer to the Ohio Medicaid Pharmacy Program website <http://pharmacy.medicaid.ohio.gov/> for the Pharmacy Claims Review Provider Manual or call the help desk at (877) 518-1545, option 3.