



July 24, 2012

Frequently Asked Questions for Pharmacies

Q. Are the Express Scripts plan sponsors listed in this communication moving to the Medco adjudication platform?

Express Scripts is combining the best technology from both legacy companies to create a “new” upgraded adjudication platform for the combined company. This will not only “upgrade” the member experience but will ultimately enhance the adjudication process for network providers as well.

Q. Is the attached Commercial Payer Sheet final?

It is the final Commercial Payer Sheet until further notice, but there may be additional changes as the integration progresses.

Q. Do the Commercial Payer Sheet changes apply to all ESI-supported BINs or just 003858?

The attached payer sheet applies to ALL Express Scripts commercial plans, including the following BIN numbers:

BIN	Description
003858	Express Scripts
610575	WellPoint Commercial
013550	WellPoint Commercial
610053	WellPoint Commercial

BIN	Description
010991	Emblem – Teamsters Local 237
013865	Emblem – GHI Commercial
400023	Emblem – HIP Commercial
010033	Emblem – Vytra Health Plan

Q. Does the updated payer sheet apply to all Express Scripts commercial plan sponsors or only to those indicated on page 1 of this communication?

The attached payer sheet applies to ALL Express Scripts commercial plan sponsors. You do not need to differentiate between plan sponsors migrated to the new adjudication platform and those that remain on the existing ESI platform. The changes will be accommodated on both the new platform and the legacy ESI platform.

Q. Will I receive plan information for PAID claims in field 301-C1 (Group ID) and field 524-FO (Plan ID)?

No. You will receive plan information in only one of these fields. Express Scripts is moving to field 301-C1 (Group ID) to return plan information for PAID claims. For those clients migrating to the new platform, plan information will be returned in the Group ID field. Until clients migrate to the new ESI platform, plan information will continue to be returned in field 524-FO (Plan ID).

Q. Why am I receiving an ‘E2’ reject code (M/I Route of Administration)?

Express Scripts now validates all submitted values against standard NCPDP External Code List (ECL) values. This includes validation of SNOMED codes submitted in field 995-E2 (Route of Administration).

Q. If I have questions regarding submission of a claim, what number should I call?

Claims submitted prior to August 1, 2012 for upgraded members will no longer be viewable on the Express Scripts pharmacy portal. If you have questions or need assistance processing one of these claims, please call the pharmacy help desk number indicated on the back of the member’s prescription drug ID card.

For assistance with claims submitted on or after August 1, 2012, please access the legacy Medco Pharmacy Resource Center web portal at www.medco.com/rph.

Q. Will my remittance change with this plan sponsor upgrade? If so, how?

Pharmacies that submit claims for the Express Scripts’ plan sponsors listed on page 1 of this communication will be reimbursed for those claims with their legacy Medco remittance.

As the integration progresses and more plan sponsors are upgraded, providers may receive multiple remittance advices; however, the remittance schedules are not changing with this plan sponsor upgrade. We will keep you informed by communicating any changes in advance.

Q. Will I be able to access claims on the Express Scripts’ pharmacy portal for upgraded members?

No. Beginning August 1, 2012, upgraded member claims will no longer be viewable on the Express Scripts portal. However, messaging on the portal will direct providers in how to access the correct information.