

PACE/CRDP/SPBP PROVIDER BULLETIN

July 9, 2020

REVISED AUDIT CHANGES & CHANGES TO TELEPHONED PRESCRIPTION REQUIREMENTS

Effective immediately, due to COVID-19, the PACE/CRDP/SPBP Programs on-site pharmacy audits are suspended until further notice and will be converted to Desk Level Audits.

- When a pharmacy receives a Desk Audit Notification Letter, our auditors will call the pharmacy a few days after receipt to review the process for document submission.

Effective, Monday, August 10, 2020, the PACE/CRDP/SPBP Programs Telephoned Prescriptions will be spot checked by our auditors. Authenticity of the prescriptions will be verified with the physician and/or patient.

claims will be disallowed on audit if the telephoned prescription cannot be verified

Questions may be directed to Provider Services at 1-800-835-4080