

Using WellPoint at the Pharmacy Counter
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CMS, plans and pharmacists are working hard to ensure no Medicare beneficiary leaves a pharmacy without the prescription drugs they need. One key system in place to make this happen for dual eligible beneficiaries is the WellPoint point-of-sale option.

The WellPoint option allows full benefit dual eligibles not previously enrolled in a Part D plan, or where enrollment information cannot be found, to have immediate access to Medicare coverage for prescription drugs. Pharmacists should access the WellPoint option by following the four steps outlined below.

1. **Request a Part D Plan ID Card or Acknowledgement Letter.** The pharmacist should first request a beneficiary's Part D plan ID card or an enrollment acknowledgement letter from a plan. If the beneficiary has neither, the pharmacist should check the new E1 inquiry system designed to provide beneficiary enrollment information.
2. **Submit an E1 Transaction.** If a beneficiary does not have an ID card or acknowledgement letter, the pharmacist must submit an E1 transaction to confirm the beneficiary is not already assigned to a plan. Pharmacists unsure how to submit an E1 transaction can check the CMS Web site at <http://www.cms.hhs.gov/PrescriptionDrugCovGenIn/> or at Per-Se Technologies http://medifacd.ndchealth.com/home/MediFacd_home.htm

If the E1 transaction returns plan enrollment and billing information, the pharmacist should not submit the claim through WellPoint. If the transaction returns a plan help desk telephone number, it means the beneficiary is enrolled in a plan and the pharmacist should obtain billing data by calling that plan. In addition to calling the plan, in an emergency situation, the pharmacist may also contact 1-800-MEDICARE where their call will be fast-tracked to a CMS Regional Office contact to resolve the issue.

3. **Confirm Dual Eligibility.** After confirming the beneficiary is not already enrolled in a plan, the pharmacist should confirm dual eligibility as follows.

To verify Medicaid Eligibility the pharmacist can use:

- Medicaid ID Card, *or*
- Recent history of Medicaid billing in the pharmacy patient profile, *or*
- Copy of current Medicaid award letter.

To verify Medicare Eligibility the pharmacist can:

- Submit an expanded E1 query to determine Medicare part A, B, or A/B eligibility, *or*
- Request to see a Medicare card, *or*
- Request to see a Medicare summary notice (MSN), *or*
- Call the dedicated Medicare pharmacy eligibility line at 1-866-835-7595.

4. **Bill WellPoint.** After confirming the beneficiary is an unassigned dual eligible, the pharmacist should submit the claim to WellPoint. It is very important that pharmacists submit such claims in the required format, including both Medicare and Medicaid ID numbers. For detailed instructions call WellPoint's help line at 1-800-662-0210 or see: http://www.anthem.com/jsp/antiphona/apm/nav/ilink_pop_native.do?content_id=PW_A081085.