

### **MEMORANDUM**

**DATE:** June 2, 2020

**TO:** Santé Community Physicians

**FROM:** Kelly Lilles, Director, Physician Services

**RE:** Anthem Blue Cross - CVS Specialty Pharmacy Process

Santé would like to remind you that effective **July 1, 2020**; Anthem Blue Cross has designated CVS Specialty Pharmacy for specialty medications administered in the office or outpatient hospital setting. Providers will be **required** to obtain specialty pharmacy medications through CVS. This applies to all specialty drugs covered through the commercial HMO member's medical benefits where Anthem has financial risk for the cost of specialty medications. Santé will continue to be responsible for UM and prior authorization of specialty medications.

For dates of services **on or after July 1, 2020**, providers will be required to contact CVS Specialty's dedicated Anthem line listed below to order medical specialty medications for commercial HMO members. CVS Specialty can ship specialty mediations for commercial HMO members home, work, physician's office, or location of their choice, including more than 7,800 CVS pharmacy locations across the country. Providers should continue to submit for administration of the medication, but <u>not</u> bill for the medication itself. CVS Specialty will bill Anthem and they will pay them directly. **If specialty medications are not obtained through other pharmacies, the claim will be denied.** 

Enclosed you will find the Medical Specialty Pharmacy process for your reference.

Please see below for the contact information for CVS Specialty Customer Service.

Phone Number: (877) 254-0015 Fax Number: (866) 336-8479

Hours of Operation:

Monday - Friday 8:00am - 10:30pm Eastern Time

Saturday – 9:00am – 1:00pm Eastern Time

If you have any guestions, please contact our customer service team at (559) 228-5410.



# **Medical Specialty Pharmacy Process**

The intent of Medical Specialty Pharmacy Process, as described below, is to assist providers navigate delivery of specialty drugs to Anthem HMO members. This process document applies to <u>shared risk groups</u> wherein specialty drugs covered through the HMO member's medical benefits are Anthem's financial risk for the cost of specialty medications. Division of Financial Responsibilities (DOFR) may vary, please refer to your Medical Services Agreement to determine financial risk.

#### Step 1

 Prescribing provider requests an authorization from the HMO medical group assigned to the member.

### Step 2

- HMO medical group completes utilization review and authorization of the specialty drugs.
- •For any questions on specialty drugs or member benefits, contact Anthem Provider Services at 800-677-6669.

# Step 3

 HMO medical group provides the authorization of the specialty drug to the prescribing provider and advises mandatory submission to CVS Specialty Pharmacy for fulfillment.



- CVS Specialty Pharmacy dispenses the specialty drug.
- CVS Specialty Pharmacy can ship specialty drugs to a member's home, work, physician's office, or location of their choice including CVS retail pharmacy locations.

#### Step 5

- CVS Specialty Pharmacy enrolls the member and obtains consent from the member to bill Anthem for the specialty drug.
- Note: There are instances when the specific CVS Specialty location indicated on the authorization is unable to dispense the drug. In such cases, CVS will contact the HMO medical group to revise the pharmacy name and location on the authorization.

### Step 4

- Prescribing provider submits the prescription with the authorization to CVS Specialty Pharmacy via fax: (866) 336-8479.
- Note: Specialty drug name and dosage must be identical on the prescription and authorization. Any discrepancy will be rejected which causes delay in dispensing the specialty drug.



## Step 7

- CVS Specialty Pharmacy bills
   Anthem directly for the specialty drug.
- Prescribing provider bills the HMO medical group for the administration.

- For specialty pharmacy questions, please contact Anthem Provider Services at (800) 677-6669.
- For urgent access issues that requires escalation when normal resolution channels have been exhausted, please email Anthem Network Relations at <a href="mailto:CAContractSupport@Anthem.com">CAContractSupport@Anthem.com</a> for an escalation.

**Note**: There are certain specialty drugs that only the manufacturer can dispense. CVS Specialty Pharmacy would be able to provide information on which manufacturer can dispense the specialty drug.

CVS Specialty Dedicated Anthem Provider Service Phone Number: (877) 254-0015