

Maximum Allowable Cost (MAC) Pricing Frequently Asked Questions

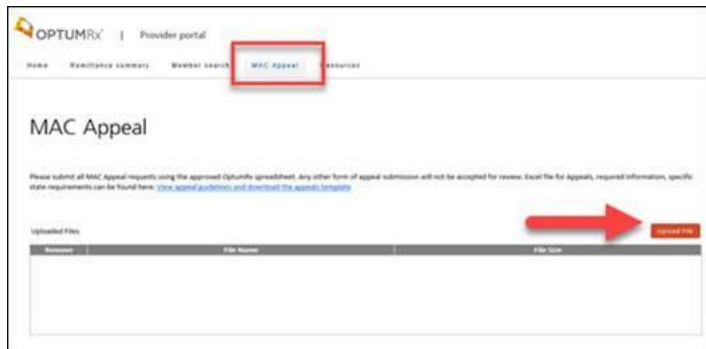
MAC Pricing Information and MAC Price Research Request (Appeal) Forms?

OptumRx is updating the Maximum Allowable Cost (MAC) appeal submission process to be more efficient and to better assist our providers.

New Process

When submitting a MAC appeal request, providers and/or PSAOs should follow the steps below.

1. Download and complete the **MAC Reimbursement Review Form** located at this [link](#).
 - This form is an Excel document. If you do not have access to Excel, email MAC@optum.com.
 - Form link: <https://professionals.optumrx.com/resources/manuals-guides/appeals-submission-guide.html>
 - Save the form to your desktop.
2. Visit the **OptumRx Provider Portal** and login (with your username and password): <https://professionals.optumrx.com/>
 - New users (to the OptumRx Provider Portal) must create a new account.
 - An account is required to submit a MAC Appeal.
3. Click the **MAC Appeal** tab to upload your form.



Important

OptumRx will no longer accept MAC appeals via email. All MAC appeal requests must be submitted through the OptumRx Provider Portal for reimbursement / resolution. Failure to do so may delay reimbursement payment and/or resolution.

For more information on the OptumRx MAC appeal submission process:

- Contact OptumRx MAC at 1-800-613-3591 extension 9, Monday through Friday, 6 AM – 4 PM PT, or your OptumRx Provider Liaison; or the Call Center at 800-424-5815 to request a MAC price.
- Visit: <https://professionals.optumrx.com/resources/manuals-guides/appeals-submission-guide.html>
- MAC Price Research Request Form: <https://www.tn.gov/content/dam/tn/tenncare/documents/ORxMacAppealSubmissionTemplate.xlsx>

How do enrolled Tennessee CoverKids pharmacy providers request a MAC pricing review?

- Pharmacy providers may request a MAC price review by submitting a fully completed MAC Price Research Request Form to OptumRx within seven (7) business days of the paid claim's adjudication date.
- The pharmacy must include an original invoice for the NDC being appealed:
 - The NDC reflected on the invoice must match the NDC submitted on the pharmacy claim and MAC Price Research Request Form.
 - The date reflected on the invoice must coincide with the date of service on the MAC Price Research Request Form and pharmacy claim submitted
 - The appeal will be denied if it lacks requisite information or is inaccurate or ambiguous
- OptumRx will provide a written response indicating the outcome. If a MAC price adjustment is not warranted, OptumRx will provide alternatives within the response (when possible) that demonstrate product availability below the current MAC rate.

What types of appeals will result in automatic denials?

- Duplicate MAC submissions from the same pharmacy for the same NDC when OptumRx has provided a previous response.
- Claims with a final price type of AWP, FUL or U&C, as these reimbursement types are not regulated by OptumRx

What should an enrolled Tennessee CoverKids pharmacy provider do if unable to access lower cost alternatives recommended below the current MAC rate?

- Providers should submit documentation verifying that they are unable to access the less expensive alternative(s) below the current MAC rate.

Whom should an enrolled Tennessee CoverKids pharmacy provider contact for questions?

- Enrolled pharmacy providers are encouraged to contact OptumRx (Provider.Relations@Optum.com) or your OptumRx Provider Liaison regarding all concerns with MAC pricing, changes in product availability and the status of a MAC research request submitted