

This update applies to:
All Network Pharmacies

States:
Kentucky

Line of Business:
Medicaid

Customer Care for Plan Members:
1-800-578-0775

Pharmacy Inquiries:
If you have questions, call the Pharmacy Help Desk number provided in the claim response or 1-888-512-8935 if one is not provided.

Payer Sheets: For additional claim processing information, refer to the CVS Caremark Payer Sheets at caremark.com/pharminfo > NCPDP Payer Sheets.

Reminder: Claims Processing for Foster Care Members Passport Health Plan

RXBIN: 004336
RXPCN: ADV
RXGRP: RX6420

Passport Health Plan (Passport) is an existing plan sponsor with CVS Caremark®. As of July 1, 2018, the majority of plans under Passport use RXGRP RX6432 when processing claims at the point of sale. **However, claims for Passport Foster Care members still need to be processed with the RXGRP RX6420.**

Claims for Foster Care members submitted with RXGRP RX6432 will reject as **Reject 69 <<Filled After Coverage Termed>>** and will not allow the claims adjudication system to find a Foster Care member's active coverage.

Many of the Foster Care members will not have an ID card. For questions related to their eligibility, please call Passport Health at **1-800-578-0775**.

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