**Benefits Verification**

**Section:** Pharmacy Operations

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM-OP 2

**ACHC Standards:** DRX11-C

**Policy ID:** 7.2

**Approved by:**

**POLICY**

Upon referral for services, <insert practice name> will verify benefits with the various insurances as noted below

**PROCEDURE [PHARM-OP 2 (d-iii)]**

To verify benefits, appropriate pharmacy personnel will request the prescription insurance information directly from the patient/patient representative or contact the following:

**Primary Payers:**

1. Medicare Part B Primary: Call financial counselor to confirm patient has covered diagnosis for Medicare part B oral chemotherapy.
2. Medicare Part D: Check <insert computer system> for copy of pharmacy prescription card or perform E1 Eligibility Check using pharmacy operating system and process with online adjudication
3. All Commercial Plans: Check <insert computer system> for copy of pharmacy prescription card or call patient’s home pharmacy where previous prescriptions have been sent.
4. Medicaid: Check <insert computer system> for Medicaid number or copy of Medicaid/Managed Medicaid insurance card

**Secondary Payers:**

1. Medicare Part B Secondary: Call financial counselors to determine coverage/deductible amounts for patient
2. Medicaid: Check <insert computer system> for Medicaid number or copy of Medicaid/Managed Medicaid insurance card
3. Commercial Payers: Check <insert computer system> for copy of pharmacy prescription card or call patient’s home pharmacy where previous prescriptions have been sent.

If a claim rejects when processing, call the displayed Help desk number to inquire as to the proper policy ID, group number or other information. <insert practice name> staff may contact the patient directly to obtain insurance information if needed. Follow company privacy practices and HIPAA requirements when contacting all patients.

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