

Pharmacy Update



This update applies to:
All Network Pharmacies

States:
Nebraska

Line of Business:
Medicaid

Customer Care for Plan Members:
1.844.385.2192 (no change)

Prior Authorization:
1.844.330.7852 (phone)
1.877.386.4695 (fax)

Plan Website:
NebraskaTotalCare.com

Pharmacy Inquiries:
If you have questions, call the Pharmacy Help Desk number provided in the claim response or 1.800.974.5268 if one is not provided.

Payer Sheets:
For additional claim processing information, refer to the RxAdvance Payer Sheets (NCPDP Payer Sheets) at <http://www.rxadvance.com/wp-content/uploads/2018/07/RxAdvance-Payer-Sheet.pdf>

Urgent Claims Processing Change

Nebraska Total Care

Effective **April 1, 2019**, Envolve Pharmacy Solutions will transition Nebraska Total Care claims processing to RxAdvance.

Please update your claims system and your Prior Authorization systems to reflect the change in information.

Prior Authorization


- Phone: 1.844.330.7852 (No change)
- Fax: 1.877.386.4695 (New number)
- CoverMyMeds.com information will not change

Pharmacy Help Desk

- 1.800.974.5268 (New number)

Nebraska Total Care Claims Information

RXBIN	020545
RXPCN	RXA374
RXGRP	RXGMCNE01

NAME: Jane Doe RX: Envolve Pharmacy Solutions
 MEMBER ID: XXXXXXXXXX RXBIN: 020545
 RXPCN: RXA374
 PCP NAME: Jane Doe RXGRP: RXGMCNE01
 phone#: X-XXX-XXX-XXXX Pharmacy Help Desk
 after hours#: X-XXX-XXX-XXXX phone #: 1-800-974-5268

If you have an emergency, call 911 or go to the nearest emergency room (ER). If you are not sure if you need to go to the ER, call your PCP or Nebraska Total Care's 24/7 nurse advice line at 1-844-385-2192 (TDD/TTY 1-844-307-0342).

2525 N. 117th Avenue, Suite 100, Omaha, NE 68164
www.NebraskaTotalCare.com

IMPORTANT CONTACT INFORMATION

Members: Contact 1-844-385-2192 (TDD/TTY 1-844-307-0342) for the following:
 • physical health • behavioral health
 • vision • member services
 • file a grievance
 • report suspected fraud, waste, abuse
 Enrollment Broker: 1-888-255-2605

Providers: Pharmacy: 1-800-974-5268
 Pharmacy Prior Auth: 1-844-330-7852
 Provider Services & IVR Eligibility Inquiry: 1-844-385-2192

EDI/IFT/ERA please visit
 For Providers at
www.NebraskaTotalCare.com
 EDI claims - Please submit using payer ID 68069

Vision Claims:
 Envolve Vision, Inc.
 PO Box 7548
 Rocky Mount, NC 27804

All Paper Claims:
 Nebraska Total Care
 PO Box 5060
 Farmington, MO 63640-5060

Behavioral/Medical/Non-Claims Correspondence:
 Nebraska Total Care
 PO Box 5060
 Farmington, MO 63640-5060

Provider Claims Information via the web: www.NebraskaTotalCare.com

Pharmacy Testing

RxAdvance provides pharmacies the opportunity to submit test claims prior to the transition. The testing window will be from March 11, 2019 to March 22, 2019. Please contact our Pharmacy Help Desk at 800.974.5268 or email pharmacysupport@rxadvance.com to schedule a time for testing.