



Provider communication

General information and system updates

December 3, 2019

Pharmacy Network Change and Impact to Walgreens

Applicable to: Mercy Care Complete Care, Mercy Care RBHA, Mercy Care Long Term Care and Mercy Care DD

Our provider notification regarding Pharmacy Network Change sent out on December 3, 2019, outlined the pharmacy changes for our Medicaid lines of business effective February 3, 2020.

This network change only applies to Mercy Care (primary) Medicaid members: Mercy Care Complete Care, Mercy Care DD, Mercy Care Long Term Care and Mercy Care RBHA.

Important information to keep in mind is that this network change does not impact:

- Mercy Care Advantage (MCA)
- Mercy Care Medicaid Duals Members that have Mercy Care Advantage as their Medicare Part D plan
- Mercy Care Medicaid Duals Members that have other Medicare part D as their Medicare Part D plan
- Mercy Care Medicaid members that have other health insurance as primary

If the above members' prescriptions are being filled at Walgreens, Walgreens should not turn away any member until they run a prescription claim and get a NCPDP Reject 40 Message at point of sale that tells Walgreens they are not a contracted pharmacy. Mercy Care wants to be clear on this in order to eliminate disruption for your patient and our member.

As always, don't hesitate to contact your Mercy Care Provider Relations Representative with any questions or comments.

We appreciate your continued assistance, support and cooperation!