

CVS Caremark Electronic Billing Process

Effective DATE TO BE DETERMINED*, ABACUS will begin billing electronic claims to CVS Caremark on Mondays, Wednesdays and Fridays. CVS Caremark records will load into Recovery with the “Electronic Bill Pending” grouping code and a pull date set to 7 days in the future. (Please note – there are system jobs in place to ensure ALL Caremark records go out Electronically to the correct PCN/BIN however, users need to ensure their CVS Caremark HICs are properly set up with an electronic payer). The system will batch the records and send them electronically on the next run. If a record is in the “Electronic Bill Pending” grouping and the pull date is in the past, please create a helpdesk ticket including the control number to report the issue so we may research why the record did not submit electronically.

Once a record is submitted electronically, the system will update the grouping code to “Electronic Bill Submitted” and set the pull date for 30 days in the future. From this point, the normal workflow will continue. If a response is received, a system note will be updated on the account along with the grouping code and pull date. If no response is received by the system generated pull date, the record will move to the appropriate FLUP queue (TPC or CIV) for a user to follow up on the claim.

For DoD facilities, Caremark does a manual review on the following reject codes:

- Reject 01/04/06 (Stand alone or in a combo)
- Reject 05
- Reject 25 (Medicaid Non-Med-D ONLY)
- Reject 40 (Non-Medicaid ONLY)
- Reject 99
- Reject 97
- Reject 52/06
- Reject 4y U7 (DOD Only)
- Reject N4 N5
- Reject EK
- Reject 2N

If a claim is rejected with any of the codes above, please allow 60 days for the manual review by Caremark staff. If no response is received by the 60th day from the reject, UBO staff may contact Caremark for further review.

Additional details of the electronic billing process can be found in the Operations Manual as well as the EDI RX PowerPoint provided.

*please note – upon the go live date of the CVS Caremark Electronic billing, sites will be grouped into 1 of 6 groups so we can automatically re-bill all CVS Caremark claims placed in Recovery from 07/20/2017 through the current date that are still open with a balance and **have not** already been submitted electronically. Users do not need to make changes to these records for the system to batch them and submit them electronically. This process will have to be completed for each group prior to the regular bills going out on Mondays, Wednesdays and Fridays. We expect the back billing to be completed on DATE TO BE DETERMINED and ongoing billing to begin DATE TO BE DETERMINED for all sites.