

North Carolina Division of Health Benefits Pharmacy – State Maximum Allowable Cost Program

Myers and Stauffer LC – Provider Communication Plan

The North Carolina Division of Health Benefits has contracted with Myers and Stauffer to provide assistance in maintaining the State Maximum Allowable Cost (State MAC) program for generic drugs and clotting factor products. Providers are encouraged to contact Myers and Stauffer regarding specific questions or concerns about the State MAC rate schedule or rate calculation process.

Contacting Myers and Stauffer LC

Pharmacies can reach the pharmacy unit of Myers and Stauffer by several methods, including toll free telephone, facsimile, e-mail, Internet, or regular mail.

Regular Mail: **Myers and Stauffer LC**
 Pharmacy Unit
 9265 Counselors Row, Suite 100
 Indianapolis, IN 46240

Telephone: **(800) 591-1183**

Facsimile: **(317) 571-8481**

E-Mail: **ncpharmacy@mslc.com**

Internet: **www.mslc.com/northcarolina**

To receive assistance with your question or concern, please indicate (regardless of the method of communication chosen) that you are a North Carolina Medicaid participating pharmacy with a question or concern regarding the State MAC program. If you call and a pharmacy reimbursement analyst is not available, you will be asked to leave a message. You will receive a return telephone call within 24 hours during the week (Monday – Friday). At that point additional information may be requested to properly evaluate your concern. An outline of the steps involved in evaluating and processing a concern regarding a particular rate is also provided in this document under the topic “State MAC Rate Review”.

Internet Support

Myers and Stauffer has an Internet site to support the North Carolina State MAC program. The Internet site, <http://www.mslc.com/northcarolina>, is available 24 hours a day, 7 days a week. The following items, or links to these items, are available on the site:

- Current State MAC listing for generic drugs and clotting factor products
- Online forms to relay questions or concerns about State MAC rates

Requests by Pharmacies for State MAC Rate Reviews

1. Pharmacy provider contacts Myers and Stauffer by telephone, fax, e-mail, internet, or regular mail, as outlined above.
2. Providers who contact Myers and Stauffer by telephone will be forwarded to a pharmacy reimbursement analyst. If an analyst is not available, the provider will be asked to leave a message. A return phone call will be made within 24 hours during the week (Monday – Friday).
3. Providers who fax, email, or otherwise contact Myers and Stauffer with their concerns will be contacted by telephone to confirm their contact information within 24 hours.
4. Providers with concerns about a particular State MAC rate will be asked to complete a “State MAC Rate Review.” This request should be completed by filling in the appropriate information, and submitting copies of drug purchase records to illustrate your current purchase price for the particular drug(s) in question.
5. “State MAC Rate Review” forms and an online submission link can be found at www.mslc.com/northcarolina under the state MAC Rate Review link.
6. Pharmacy providers may submit a request for rate review online or send the completed form by fax or email. Copies of purchase records that illustrate costs must be faxed or emailed.
7. Myers and Stauffer will acknowledge your request and documentation within 24 hours of receipt, Monday through Friday.

8. Based on the information obtained, Myers and Stauffer may conduct additional inquiries with other pharmacies to obtain additional pricing information to determine if there has been a change in the market. After reviewing the data submitted by the pharmacy, and any corroborating information that can be obtained, Myers and Stauffer will prepare an analysis of the issue for The North Carolina Division of Health Benefits.
9. The results of The North Carolina Division of Health Benefits' review will be communicated to the pharmacy as soon as a final decision is made.
10. If a rate adjustment is approved, a file will be prepared to update the State MAC rate listing in the claims payment system.

Providers are encouraged to contact the Myers and Stauffer pharmacy unit using one of the means outlined above. Examples of issues that Myers and Stauffer will work with The North Carolina Division of Health Benefits to address include:

- Questions regarding State MAC rates
- Changes in the acquisition cost of a drug
- Changes in product availability
- Obtaining a copy of the State MAC list

Myers and Stauffer is serving as the consultant for rate research and analysis, and will not respond to policy questions. Therefore, you will be referred to The North Carolina Division of Health Benefits for issues concerning:

- Program policy questions and clarifications
- Prior approval issues
- Reimbursement questions not related to State MAC
- Other issues or concerns regarding program policy