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MEMORANDUM
IMPORTANT PHARMACY CLAIMS PROCESSING CHANGE FOR
MASSACHUSETTS HDAP AND TBDAP

TO: Pharmacy Provider

FROM: Craig Wells, MSL
Deputy Director of Policy, Infectious Diseases Drug Assistance Program

Alyssa Harrington
Deputy Operations Director, Infectious Diseases Drug Assistance Program

DATE: April 13, 2022

RE: Change to Pharmacy Benefits Management for the
Massachusetts HIV Drug Assistance Program (HDAP) and
Massachusetts Tuberculosis Drug Assistance Program (TBDAP)

This memo is to notify you of a significant change effective July 1, 2022 to claims processing for the MA HDAP and TBDAP programs administered by Community Research Initiative (CRI) on behalf of the Massachusetts Department of Public Health (MDPH).

CRI is transitioning from its current model of pharmacy claims processing and payment to one utilizing an outside Pharmacy Benefits Manager (PBM) for all pharmacy claims adjudication. Currently, CRI processes claims internally for insured clients (i.e. co-pay claims) and externally through CVS Caremark for uninsured clients (i.e. full-pay claims) for the Massachusetts HDAP and TBDAP programs.

Beginning **July 1, 2022 at 12:00 am EST**, both full-pay and co-pay claims for eligible clients of both programs will be processed by CRI's new PBM vendor, **Magellan Rx Management LLC ("MRx")** using its real-time adjudication system.

Information regarding billing instructions, payer specifications, and fee schedules will be sent directly by MRx in the coming weeks. In addition, beginning July 1st pharmacies will be able to contact MRx's Call Center for general pharmacy support, medication dispensing,

and access issues. Contact information for the Call Center will also be provided in a future communication.

This transition is the result of a year-long discovery process by CRI that determined that using a PBM with real-time claims adjudication for both copay and full pay claims would ease billing processes for pharmacy partners, increase efficiencies and reduce billing issues for CRI's internal teams, and ultimately lead to a better experience for our mutual clients.

Please note that this change does not apply to CRI's PrEPDAP and nPEP programs. Claims for eligible PrEPDAP and nPEP clients will continue to be billed directly to CRI. Please contact Kevin Herwig (kherwig@crine.org) or Katt Baker (kbaker@crine.org) for more information on those programs.

For questions regarding the PBM transition, feel free to contact us at billing@crine.org or call CRI's main line at 617-502-1700.

Thank you for your attention concerning this important matter. We appreciate your efforts and your assistance in providing these vital services on behalf of our clients.