

Pharmacist Credentialing, Contracting & Billing FAQs

Credentialing

How will fee assignment work and enrollment for pharmacists for a store, groups of stores, or chain? Some pharmacists are in a practice, but many will be related to pharmacies specifically. Generally, an MCO will contract with a legally established contracting entity with a tax ID at whatever level the provider desires. If a pharmacist is employed by a store, a group of stores, or a chain, the store(s) that the pharmacy is employed by can receive the payment. MCOs will require a contract with the pharmacy or the medical practice if they are the entity to receive payment.

If a medical practice or a health system owned medical practice already has a contract with a MCO, please advise on how a pharmacist employed by and seeing patients in the practice can be credentialed by the MCO and added as a provider under the contract.

The practice or entity may need to amend their contract to include the individual pharmacists, or to execute a new contract. Pharmacists will need to be individually credentialed and can be added to those existing contracts through amendments or re-negotiation.

Will CHIP follow the same process for Pharmacist credentialing?

Yes.

Are pharmacists required to enroll/be credentialed in order to bill for administering vaccines?

No. An MA enrolled pharmacy may bill for vaccine administration, rather than the individual pharmacist.

Contracting

If a pharmacist is employed by a hospital and sees patients in a hospital operated clinic, can the clinic bill for services provided by the pharmacist if the clinic/hospital has a contract with the MCO for patient care provided in the clinic?

Yes. The pharmacist would need to submit a credentialing application, and payment would be made according to the terms of the contract.

Billing

Are pharmacists that practice in behavioral health providers, such as an inpatient psychiatric hospital, able to bill Behavioral Health MCOs for services, or must they contract with and bill Physical Health MCOs?

A pharmacist providing services in a behavioral health setting may bill for their services. However, these services are considered medical services, not behavioral health services, and therefore must be billed to the patient's Physical Health Managed Care Organization (MCO). This may require contracting and credentialing with an MCO other than the one that the employing behavioral health provider typically contracts with. Please note that accepted places of service for covered pharmacist services include 11 – Office, 12 – Patient's Home, 50 – Federally Qualified Health Center, and 72 – Rural Health Center, depending on the billed procedure code.

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Is it possible to obtain what billing systems/clearinghouses are accepted by each MCO to help pharmacies select billing platforms to support this billing process?

MCO Name	System(s) Used
AmeriHealth Caritas and Keystone First	Change Healthcare, or other vendors using EDI payer ID 23284
Geisinger Health Plan	Change Healthcare, Verdigm, Avality
Health Partners Plans	SDS: Smart Data Solutions
Highmark Whole Care	SDS: Smart Data Solutions
UPMC <i>for You</i>	Change Healthcare, RelayHealth, Trizetto/GatewayEDI/Cognizant, Allscripts/PayerPath, Insight, Experian. Can establish direct EDI transactions with providers.
United Healthcare	Change Healthcare

Are there specific details that DHS or MCOs want included in the claims supporting documentation? We want to make sure all information is captured in the record to fulfill audit requests. How will we need to send documentation to the MCOs when annual reviews/audits take place?

All MCOs have Provider Manual, which include Medical Records Standards. Please refer to those sections of the Provider Manual for any MCO with whom you contract. If you are selected for an audit, details about the process for sending documentation to the MCO will be shared by the MCO at that time.

For general guidance about claims supporting documentation in the medical record, please refer to the CMS training on this topic available at <https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Education/Downloads/docmatters-presentation-handout.pdf>. Another helpful resource from CMS is the fact sheet available at [MLN909160 – Complying with Medical Record Documentation Requirements \(cms.gov\)](#).

What documentation of care will be required in the patient record if billing for vaccine administration?

All MCOs have Provider Manual, which include Medical Records Standards. Please refer to those sections of the Provider Manual for any MCO with whom you contract. Examples of documentation that may be required are:

- Date of vaccine administration
- Vaccine manufacturer
- Vaccine lot number
- Name and title of person administering vaccine
- Address of the facility where the permanent record will reside
- VIS date printed, and date provided to the patient or parent/guardian

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Any pharmacy-specific guidance on the E/M code level determination?

MCOs will reimburse according to the terms of their provider contracts. According to the American Medical Association, Evaluation and Management (E/M) coding and billing involves use of the fee schedule CPT codes ranging from 99202 to 99499. If these codes are included in a pharmacist's contract with an MCO, the pharmacist will receive specific instructions from that MCO.

General

Is a specific referral order from a physician required for pharmacist to provide services?

No referral is required.

Helpful Links

Pharmacist Enrollment Medical Assistance Bulletin:

<https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20MAP/MAB2024020101.pdf>

DHS Provider Enrollment Training Session: <https://www.youtube.com/watch?v=EmT4BzgBcmc>

CAQH Application: <https://www.caqh.org/providers>

Pharmacist Billing Medical Assistance Bulletin:

<https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20MAP/MAB2024021301.pdf>

DHS Telehealth Policy:

<https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20MAP/MAB2023080201.pdf>

Determining Eligibility Using EVS: [https://www.dhs.pa.gov/HealthChoices/HC-Services/Documents/Eligibility%20Verification%20System%20\(EVS\).pdf](https://www.dhs.pa.gov/HealthChoices/HC-Services/Documents/Eligibility%20Verification%20System%20(EVS).pdf)

MCO Specific Credentialing Pages:

Health Partners: <https://www.healthpartnersplans.com/providers/join-our-provider-network> and

<https://www.healthpartnersplans.com/providers/join-our-provider-network/credentialing>

United: <https://app.smartsheet.com/b/form/55ef1ef0d5b34851b7548304718d2057>

UPMC: <https://www.upmchealthplan.com/providers/medical/join-us/>