

# Pharmacy Update

## Urgent Claims Processing Change



**This update applies to:**  
All Network Pharmacies

**States:**  
Pennsylvania

**Line of Business:**  
Community HealthChoices

**Customer Care for Plan Members:**  
1.844.626.6813 (no change)

**Prior Authorization:**  
1.866.399.0928 (phone)  
1.877.386.4695 (fax)

**Plan Website:**  
[PAHealthWellness.com](http://PAHealthWellness.com)

**Pharmacy Inquiries:**  
If you have questions, call the Pharmacy Help Desk number provided in the claim response or 1.800.681.4572 if one is not provided.

**Payer Sheets:**  
For additional claim processing information, refer to the RxAdvance Payer Sheets (NCPDP Payer Sheets) at <http://www.rxadvance.com/wp-content/uploads/2018/07/RxAdvance-Payer-Sheet.pdf>

### Pennsylvania Health & Wellness

Effective **June 1, 2019**, Envolve Pharmacy Solutions will transition Pennsylvania Health & Wellness claims processing to RxAdvance.

**Please update your claims system and your Prior Authorization systems to reflect the change in information.**

#### Prior Authorization numbers

- **1.866.399.0928 (phone) – no change**
- **1.877.386.4695 (fax) – new number**
- **CoverMyMeds.com information will not change**

#### Pharmacy Help Desk

- **1.800.681.4572 – new number**

#### Pennsylvania Health & Wellness Claims Information

<b>RXBIN</b>	<b>020545</b>
<b>RXPCN</b>	<b>RXA373</b>
<b>RXGRP</b>	<b>RXGMCPA01</b>

Name: <First Last>  
DOB: <00/00/0000>  
MEDICAIDID#: <XXXXXXXXXXXX>  
PCP: <First Last>  
PCP Phone: <XXX-XXX-XXXX>  
PCP Address: <Street <Name>  
<City, State ZIP>

**RXBIN: 020545**  
**RXPCN: RXA373**  
**RXGRP: RXGMCPA01**

Effective Date:  
<mm/dd/yyyy>

**IMPORTANT CONTACT INFORMATION**

**Participant:** Participant Services: 1-844-626-6813  
TDD/TTY: 1-844-349-8916  
Nurse Advice Line: 1-844-626-6813  
Vision: 1-844-626-6813  
Dental: 1-844-626-6813  
File a Complaint: 1-844-626-6813  
File a Complaint Fax: 1-844-873-7451

**Medical Claims:**  
EDI Payer for Medical Claims 68069  
**PA Health & Wellness**  
Attn: Claims  
P.O. Box 5070  
Farmington, MO 63640-5050

**Providers:**  
Provider Services: 1-844-626-6813  
IVR Eligibility Inquiry - Prior Auth: 1-844-626-6813  
Vision: 1-844-788-4071  
Dental: 1-844-524-8255  
RxA Pharmacy Technical Help Desk: 1-800-681-4572

**PA Health & Wellness Address:**  
300 Corporate Center Drive  
Camp Hill, PA 17011

EDI/EFT/ERA please visit  
[PAHealthWellness.com](http://PAHealthWellness.com)

If you have an emergency, call 911 or go to the nearest emergency room (ER). Emergency services by a provider not in the PA Health & Wellness network will be covered without prior approval.

[PAHealthWellness.com](http://PAHealthWellness.com)

#### Pharmacy Testing

RxAdvance provides pharmacies the opportunity to submit test claims prior to the transition. The testing window will be from April 11, 2019 to April 22, 2019. Please contact our Pharmacy Help Desk at 800-681-4572 or email [pharmacysupport@rxadvance.com](mailto:pharmacysupport@rxadvance.com) to schedule a time for testing.