

# **Alabama Medicaid Agency Pharmacy – State Maximum Allowable Cost Program**

## **Myers and Stauffer LC – Provider Communication Plan**

The Alabama Medicaid Agency has contracted with Myers and Stauffer to provide assistance in establishing and maintaining a State Maximum Allowable Cost (State MAC) program for generic pharmaceuticals. As this is a new process to the pharmacy providers in the state of Alabama, 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 200**  
                              **Indianapolis, IN 46240**

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

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

**E-Mail:**           **[pharmacy@mslc.com](mailto:pharmacy@mslc.com)**

**Internet:**         **[al.mslc.com](http://al.mslc.com)**

To receive assistance with your question or concern, please indicate (regardless of the method of communication chosen) that you are an Alabama 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 “Requests by Pharmacies for State MAC Rate Reviews”.

## **Internet Support**

Myers and Stauffer has an Internet site to support the Alabama State MAC program. The Internet site, [al.mslc.com](http://al.mslc.com), 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 and updates
- Federal upper limits (FULs)
- Frequently asked questions (FAQs)
- Online forms to relay questions or concerns about State MAC rates
- State MAC Program educational material and informational releases

## **Requests by Pharmacies for State MAC Rate Reviews**

1. Pharmacy provider contacts Myers and Stauffer by telephone, fax, e-mail, 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 “Request for Medicaid Reimbursement 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. “Request for Medicaid Reimbursement Review” worksheets can be obtained online at [al.mslc.com](http://al.mslc.com) or one can be faxed to you for completion.
6. Pharmacy providers should send the completed worksheet and requested documentation to Myers and Stauffer by fax or regular mail.
7. Myers and Stauffer will acknowledge receipt of your worksheet and documentation within 24 hours of receipt.

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 Alabama Medicaid Agency (ALMA). Within 48 hours of receiving the completed "Request for Medicaid Reimbursement Review," and any supporting information, Myers and Stauffer will complete an analysis of the issue and deliver the results to the ALMA for review.
9. The results of the ALMA's 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 on 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 Medicaid Agency to address include:

- Questions regarding State MAC rates
- Changes in the ability to purchase drugs at or below the applicable State MAC rate
- 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 ALMA 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