

MDCH Hemophilia Use Management Solutions Program - Pharmacy Provider FAQs

When is the go-live date for the Michigan Department of Community Health (MDCH) Hemophilia Management Solutions program?

Effective July 1, 2012, the Michigan Department of Community Health (MDCH) will be implementing a new Hemophilia Management Solutions program for patients with bleeding disorders.

How does the Hemophilia Management Solutions program work?

The Hemophilia Management Solutions program works to partner with the dispensing specialty pharmacies, hemophilia treatment centers, and hemophilia prescribing community, to provide patients, their caregivers, and treatment providers with ongoing clinical support and delivery of appropriate hemophilia replacement therapy while effectively managing costs.

What is the purpose of this program?

The Hemophilia Management Solutions program is focused on improving clinical oversight, quality of care, product utilization and assay management for our beneficiaries.

Will MDCH or another vendor be administering this program?

MDCH, via its contract with Magellan Medicaid Administration, Inc., is partnering with ICORE Healthcare (ICORE), a leading specialty pharmacy solutions provider, to administer this program.

What is the dispensing pharmacy's role as it relates to this program?

The beneficiary's dispensing pharmacy will be required to complete the [MDCH Hemophilia Case Review Form](#) and submit clinical and dosing information to ICORE prior to dispensing a beneficiary's order.

What happens after the Case Review Form is submitted to ICORE?

Upon receipt of the form, ICORE will review the order for clinical appropriateness and assay utilization efficiency (based upon market available assays). Within one business day, ICORE will fax the completed dose management review back to the dispensing pharmacy detailing the approved dispense quantity.

What are additional benefits of this review process?

As part of the assay management process, ICORE will match the dispensed units to the physician's prescribed units to provide therapeutically required doses at the lowest cost. Additionally, the review will also help keep track of patient's dispensed medication history before the product expires.

Where can I get a copy of the Case Review Form?

The MDCH Hemophilia Case Review Form is available online for easy access. The form can be accessed by visiting <http://icorehealthcare.com/icore-util/mi-medicare-case-review.aspx>.

Will a MDCH Hemophilia Case Review be required when DCH is the secondary or tertiary payer?

A review is only required if the primary payer(s) payment is less than half of the pharmacy provider's charge.

Can a MDCH Hemophilia Case Review preliminary determination be made before a beneficiary has DCH program eligibility?

Processing a [MDCH Hemophilia Case Review Form](#) is not possible until the system shows active beneficiary eligibility.

What should I do if I've dispensed hemophilia therapy replacement product to an individual and they are later granted retroactive eligibility?

Retroactive authorization will be granted when a pharmacy submits the [MDCH Hemophilia Case Review Form](#) and retroactive eligibility is verified. Please provide supporting documentation of the retroactive eligibility to expedite processing of retroactive authorization requests.

How do I contact ICORE for more information?

For more information about this program, please contact ICORE at **800-327-1395**. For more information about ICORE, please visit www.icorehealthcare.com.

What provisions are in place for emergency supply dispensing during and after regular business hours?

During regular business hours, please notify the ICORE staff if your request is for an emergency supply. This will expedite your request to further ensure the appropriate system overrides are in place for your claim to process for payment. After ICORE's normal business hours, calls to the ICORE line will be routed automatically to Magellan Medicaid Administration call center staff (available 24/7) trained to authorize a 5-day emergency supply. The pharmacy is responsible for contacting ICORE at **800-327-1395** and providing the completed case review form for any additional doses needed for the beneficiary.