

## **Pharmacy Claims Processing**

All pharmacy claims are processed by a contracted pharmacy benefit manager for services rendered to eligible CMH participants. Claims transactions are edited for validity and payments are made only to CMH providers for covered services. Claim processing activities include:

- Electronic eligibility verification, claims capture and claims adjudication at the point of sale
- Maintaining the claims control system for exception processing claims
- Editing and pricing claims
- Maintaining the claims history file
- Continual evaluation of the point of sale system and recommendations for improvements
- Providing a backup system for batch processing available to providers
- Providing backup equipment and facilities within 48 hours of a disaster and providing service during the interim
- Allowing single entry by the provider while processing each transaction
- Providing a claim reversal and response process
- Producing reports for the CMH staff
- Identifying third-party carriers
- Maintaining the reference files required for claims processing and reporting functions