

PACE

PROVIDER BULLETIN

March 1, 2010

NEW PACE/PACENET CARD IMPLEMENTATION REVISION

The PACE/PACENET card implementation has been delayed until April.

The mailing of the new cards will begin April 2, 2010 and will continue until the middle of May.



The distribution of lists of cardholders that frequent your pharmacy will occur between April 2 and April 12, 2010.

Beginning April 2, Providers may submit claims using the new PACE/PACENET number.

NOTE: PACE WILL CONTINUE TO ACCEPT THE OLD ID NUMBER THROUGHOUT APRIL AND MAY.

➔ Because of this 2 month transition process, **No cardholder should be turned away because they do not have their new PACE ID.**

- If the old ID is entered during the transition, it will be accepted and the new ID will be returned in Field 504 F4 in the Response Segment with the message: “**NEW CH ID 9999X9999.**”
- Cardholder ID lists are being sent to chain pharmacy corporate offices and independent pharmacies well in advance of the June date.
- Providers or cardholders may call Cardholder Services if the cardholder has not received their new card by the beginning of June.

Effective Tuesday, June 8, 2010, only the new PACE/PACENET ID will be accepted. The old ID number will reject with the NCPDP error 07— M/I Cardholder ID number.

Claims rejected for NCPDP error 07 -- M/I Cardholder ID number will have the new ID returned in Field 504 F4 in the Response Segment with the message: “NEW CH ID 9999X9999.”

Cardholder questions should be directed to Cardholder Services at:
1-800-225-7223 8:30 AM to 5 PM, Monday through Friday.

Provider questions should be directed to Provider Services at 1-800-835-4080.