PACE

PROVIDER BULLETIN

June 7, 2010

NEW PACE/PACENET CARD EDIT

The new PACE/PACENET card mailing has been completed.

Distribution of pharmacy cardholder lists was completed in early April.

Weekly reports show that despite the Programs' efforts, many providers continue to submit claims with the cardholder's old ID number.

The Department is delaying the implementation of the edit, <u>NCPDP Error 07— M/I Cardholder ID number</u> by 1 week until Tuesday, June 15th with the hope that providers will use this extension to update their files with the cardholder's new PACE ID.

On Tuesday, June 15, only the new PACE/PACENET ID will be accepted. The old PACE ID number will reject with the NCPDP error 07— M/I Cardholder ID number. THE NEW ID WILL BE RETURNED IN FIELD 504 F4 IN THE RESPONSE SEGMENT WITH THE MESSAGE: "NEW CH ID 9999Z9999."



CARDHOLDERS CONTACTING PACE REPORTING DIFFICULTY RECEIVING MEDICATIONS BECAUSE THEIR PHARMACY FAILED TO RECORD THEIR NEW PACE ID NUMBER WILL BE DIRECTED TO A CHAIN OR INDEPENDENT WHOSE SUBMISSION HISTORY SHOWS THAT THEY ARE SUBMITTING NEW PACE ID'S.

The Department has maintained that NO cardholder should be refused their medication because the cardholder's old ID is being entered at the pharmacy.

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