

Opioid Overutilization: UnitedHealthcare Medicare Advantage and Prescription Drug Plans Pharmacy Quick Reference Guide

UnitedHealthcare employs opioid safety edits at point-of-sale (POS) to prompt prescribers and pharmacists to conduct additional safety reviews to determine if the member's opioid use is appropriate and medically necessary. UnitedHealthcare has implemented these edits in a manner that minimizes any additional burden on prescribers, pharmacists, and members. We urge pharmacists, when appropriate, to resolve opioid safety limits/edits at the POS using standard NCPDP resolution codes.

Please use this **Quick Reference Guide** or refer to the **Optum Rx Provider Manual** to help with resolving rejected prescription claims associated with opioid safety edits and/or plan dispensing limits.

Important Note: Morphine Milligram Equivalent (MME) thresholds and days' supply limits are not prescribing limits.

UnitedHealthcare pharmacy-based programs

These programs are specific to UnitedHealthcare Medicare Advantage and Prescription Drug Plans.

1. Opioid Dispensing Limit
2. Concurrent Drug Utilization Review (Opioid Safety Alerts)
3. Retrospective Drug Utilization Review

Opioid Dispensing Limit

Supports safe and appropriate use of opioids while limiting excess supply in the market.

Plan Benefit	Description and Messaging	Pharmacy Action
Opioid Dispensing Limit	Limits opioid dispensing by mail and at retail locations to a one-month supply per prescription. Point-of service message: Maximum Days Supply "X" Reject Code(s): 76 - Plan Limitations Exceeded 19 - M/I Days Supply	Pharmacy CANNOT override dispensing limit. Reprocess prescription claim for a one-month supply (day supply in reject messaging).

Concurrent Drug Utilization Review (cDUR) program – Safety Alerts

The cDUR program uses the pharmacy claims processing system to screen all prescriptions at the point of service. It checks for possible inappropriate drug prescribing and utilization, as well as potentially dangerous medical implications or drug interactions. The program includes communication to the dispensing pharmacy at point of service through claims edits and messaging.

Opioid Safety Alerts	Description and Messaging	Pharmacy Action						
Seven Day Supply Limit for Opioid Naïve Patients	Members who have not filled an opioid prescription within the past 120 days will be limited to a supply of seven days or less. Point-of service message: 7 DAY MAX OPIOID NAÏVE Reject Code(s): 88+925	<p>Historical opioid use: Resolved at point-of-service by pharmacist intervention.</p> <p>Allowed resolution code combinations include:</p> <table border="1"> <tr> <td>MX, M0, 4J</td> <td>Prescriber consulted; Patient is Not Opioid Naïve</td> </tr> <tr> <td>MX, R0, 4J</td> <td>Pharmacist consulted; Patient is Not Opioid Naïve</td> </tr> <tr> <td>MX, MR, 4J</td> <td>Medication review, Patient is Not Opioid Naïve</td> </tr> </table> <p>No historical opioid use:</p> <ol style="list-style-type: none"> The pharmacy resubmits the claim for 7-day supply only. The pharmacy may override the reject when an exemption exists (i.e. active cancer related pain, end of life/palliative care, hospice etc.) Use standard NCPDP PPS codes to resolve at POS. Prior Authorization is required for quantities in excess of a 7-day supply that do not meet the above criteria. 	MX, M0, 4J	Prescriber consulted; Patient is Not Opioid Naïve	MX, R0, 4J	Pharmacist consulted; Patient is Not Opioid Naïve	MX, MR, 4J	Medication review, Patient is Not Opioid Naïve
	MX, M0, 4J	Prescriber consulted; Patient is Not Opioid Naïve						
MX, R0, 4J	Pharmacist consulted; Patient is Not Opioid Naïve							
MX, MR, 4J	Medication review, Patient is Not Opioid Naïve							
Opioid Care Coordination (OCC) Safety Alert	Limits cumulative morphine milligram equivalent (MME) dosage per day across all opioid prescriptions when the threshold reaches or exceeds 90 MME and the patient uses more than one prescriber for opioids. Point-of-service message: MME ### Exceeded; Total MME XXXmg, OCC: MD Consult use: HD-M0-1G, Exempt: use PPS codes; RxHelp 800-788-7871, Consider Naloxone for safety Reject Code(s): 88+922	<p>If the pharmacist recently consulted with the prescriber and has up to date clinical information (e.g., Prescription Drug Monitoring Program (PDMP) system or other records), additional consultation with the prescriber is not expected.</p> <p><u>Prescriber Consultation:</u> Enter HD-M0-1G <u>Pharmacist Review:</u> Enter HD-R0-1G</p> <p>A pharmacist may override the reject when an exemption exists (i.e. active cancer related pain, end of life/palliative care, hospice). Exemptions can be identified through pharmacy drug claim history, knowledge of the patient’s diagnosis and/or prescriber specialty. Use standard NCPDP PPS codes to resolve at POS.</p> <p>IMPORTANT: Pharmacies should only use the override code 1G upon completion and documentation of the care coordination activities with prescribers. Plan sponsor may consider auditing pharmacies’ documentation.</p>						

Opioid Safety Alerts	Description and Messaging	Pharmacy Action
Cumulative MME Opioid Safety Alert	<p>Limits cumulative MME per day across all opioid prescriptions when the threshold reaches or exceeds 200 MME and the patient uses more than one prescriber for opioids.</p> <p>Point-of-service message: MME ### Exceeded; Total MME XXXmg, OPIOID MME PA REQ'D, 800-711-4555, Exempt: use PPS codes, Consider Naloxone for safety</p> <p>Reject Code(s): 88+922+G4</p>	<p>Pharmacy may override the reject when an exemption exists (i.e. active cancer related pain, end of life/palliative care, hospice). Use standard NCPDP PPS codes to resolve at POS.</p> <p>Prior Authorization is required in all other instances.</p> <p>Notify Prescriber: Prior authorization required. Provider to initiate review by contacting the OptumRx Prior Authorization Department at 800-711-4555</p>
Opioids and Drugs to Treat Opioid Use Disorder (OUD)	<p>Alert for concurrent use of opioids and drugs used to treat OUD. The pharmacist will conduct additional safety reviews to determine if the patient's opioid use is safe and clinically appropriate. The prescriber may be contacted.</p> <p>Point-of-service message: Opioid+Buprenorphine Hx, MD Cnslt: use DD-M0-1G; Exempt: use PPS code, RxHelp 800-788-7871</p> <p>Reject code: 88</p>	<p>Pharmacist conducts additional safety review to determine if the patient's concurrent opioid use is safe and clinically appropriate. Use standard NCPDP PPS codes to resolve at POS if/when appropriate.</p>
Opioids and Benzodiazepines	<p>Alert for concurrent use of opioids and benzodiazepines.</p> <p>The pharmacist will conduct additional safety reviews to determine if the patient's opioid use is safe and clinically appropriate. The prescriber may be contacted.</p> <p>Point-of-service message: Benzo+OpioidHx; Consider Naloxone MD Cnslt: use DD-M0-1G; Exempt: use PPS code; RxHelp 800-788-7871</p> <p>Reject code: 88</p>	<p>Pharmacist conducts additional safety review to determine if the patient's concurrent opioid use is safe and clinically appropriate. Use standard NCPDP PPS codes to resolve at POS if/when appropriate.</p>
Duplicative Long-Acting Opioid Therapy (LAOs)	<p>Alert for concurrent use of multiple LAOs.</p> <p>The pharmacist will conduct additional safety reviews to determine if the patient's opioid use is safe and clinically appropriate. The prescriber may be contacted.</p> <p>Point-of-service message: LA Opioid Dup Therapy, MD Cnslt: use TD-M0-1G;Exmpt:use PPS code; RxHelp 800-788-7871</p> <p>Reject Code: 88</p>	<p>Pharmacist conducts additional safety review to determine if the patient's opioid use is safe and clinically appropriate. Use standard NCPDP PPS codes to resolve at POS if/when appropriate.</p>

Retrospective Drug Utilization Review

The Drug Management Program (DMP) limits access to opioids and benzodiazepines for patients who are considered by the plan to be at risk for prescription drug abuse or misuse. The goal of a DMP is better care coordination for safer use. Patients are identified for the program by opioid use involving multiple doctors and pharmacies and undergo case management conducted by the plan with the patients' prescribers.

Plan Benefit	Description and Messaging	Pharmacy Action
Drug Management Program (DMP)	<p>Reject Code(s):</p> <p>828 - Beneficiary Case Management Restriction</p> <p>980 - Patient Locked into Specific Pharmacy(s)</p> <p>979 - Patient Locked into Specific Prescriber(s)</p> <p>Point-of-Service Message:</p> <p>Fax Written Request 877-275-6030</p> <p><i>*Multiple reject codes are possible if multiple restrictions are in place (i.e. pharmacy and prescriber lock in 979 + 980).</i></p>	<p>Pharmacy CANNOT override coverage limitations/restrictions resulting from drug management program review.</p> <p>To request change(s) to imposed coverage limitations/restrictions members/providers MUST fax requests to 877-275-6030, or the member may contact OptumHealth case management at 855-218-3456 for ongoing case management review.</p>



Residents of long-term care facilities, those in hospice care, patients receiving palliative or end-of-life care, and patients being treated for active cancer-related pain or sickle cell disease are exempt from the above interventions. UnitedHealthcare's opioid safety edits do not impact patients' access to medication-assisted treatment (MAT). UnitedHealthcare encourages pharmacies to resolve safety edits expeditiously and avoid disruption of therapy.



Clinical reminders: Consider offering naloxone when factors that increase risk for opioid overdose, such as history of overdose, history of substance use disorder, higher opioid dosages (≥ 50 MME/day), or concurrent benzodiazepine use, are present.

Questions?

Should you have any questions or require assistance, please contact the OptumRx Pharmacy Help Desk (24 hours a day, 7 days a week):

- AARP® MedicareComplete® and UnitedHealthcare® MedicareComplete Plans: 877-889-6510
- AARP® MedicareRx, United MedicareRx, UnitedHealthcare MedicareRx Plans: 877-889-6481
- UnitedHealthcare® Medicaid Plans: 877-305-8952
- All other Plans: 800-788-7871