

SMALL PHARMACY

Instructions for Filing a Reimbursement Appeal

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SMALL PHARMACIES

Instructions for Filing a Reimbursement Appeal

WHO CAN FILE

A network pharmacy with LESS THAN 15 retail outlets located in Washington State under its corporate umbrella. The pharmacy must have received a reimbursement denial or is unsatisfied with the reimbursement amount. The denial must have been received within the last 30 days. See WAC 284-180-420(1).

FIRST TIME SUBMISSION

If this is your first time filing a small pharmacy reimbursement appeal, use the following guidelines:

- Go to the OIC website insurance.wa.gov
- Under “How Do I?” click on “Appeal a small pharmacy reimbursement decision”. This will take you to the *Small Pharmacy Reimbursement Appeals information* page.



- After you have read the content on this page, scroll down to “I’m ready to file an appeal.” Click on “First time submission of an appeal with OIC.” This will take you to the appeal page.



1. Enter some basic information:
 - ❖ First and Last name
 - ❖ Email address you will be using to track appeals and receive decisions
 - You will need to answer the next four questions which will determine whether or not we have authority to review the particular appeal:
 - ❖ The appeal must be from a small pharmacy located in Washington State ([see WAC 284-180-420\(1\)\(e\)](#))
 - ❖ The reimbursement must be for the cost of the drug only (does not include the dispensing fee) ([see RCW 19.340.100\(2\)\(g\)](#))
 - ❖ The drug in question must be a multi-source generic drug ([see RCW 19.340.100\(1\)\(c\)](#))
 - ❖ You must have authority to file an appeal on behalf of the small pharmacy ([see WAC 284-180-400\(7\)](#))
 - Once it is determined you can move forward with the appeal click “Next” at the top of the page.
2. Enter PBM appeal information:
 - Enter the date you filed the appeal with the Pharmacy Benefit Manager (PBM).
 - You will need to select whether or not you have received a denial from the PBM.
 - *NOTE: The denial must have been received within the last 30 days.*
 - If the PBM has not issued a decision, you can still file with the OIC as long as the 30 day timeframe has been met. An appeal is deemed denied if the PBM has not made their decision within 30 days. ([See WAC 284-180-400\(3\)](#))
 - Enter the name and address of the PBM. Please provide as much information as possible to ensure that the correct party can be identified by the OIC.
 - Click “Next” at the top of the page
3. Here, you will enter your pharmacy information:
 - ❖ Pharmacy Business Name
 - ❖ National Provider Identifier (NPI)
 - ❖ Federal Employer Identification Number (FEIN)
 - ❖ Pharmacy Email address
 - ❖ Pharmacy business address, city, and zip code
 - *NOTE: You will not be able to change the state. This is because the pharmacy must be located in Washington State*
 - Click “Next” at the top of the page
4. You can now enter the pharmacy’s mailing address if it’s different than the business address. Click “Next” at the top of the page
5. You will have to certify your eligibility to file the appeal
 - Once this is done, click “Agree & submit complaint”. You will receive an automatic email to the email address you entered with your user ID and temporary password.

Don't forget to print the appeal petition as it must be served on the PBM.

YOUR APPEAL IS NOT YET COMPLETE. You will need to upload documentation in support of your appeal. The following documents are required:

- ❖ Certification ([Certification Form](#))
- ❖ MAC List (if you do not have the MAC list, provide an explanation)
- ❖ Invoice
- ❖ PBM Determination
- ❖ Appeal filed with PBM
- ❖ Any other supporting documentation

➤ **NOTE: Only submit documents that are relevant to your appeal. If you have a document that contains information that does not pertain to your appeal, that information must be completely redacted. If you fail to do so, your documents may be rejected.**

To go back to the home page in your portal, click on the highlighted “Appeals” at bottom of page.

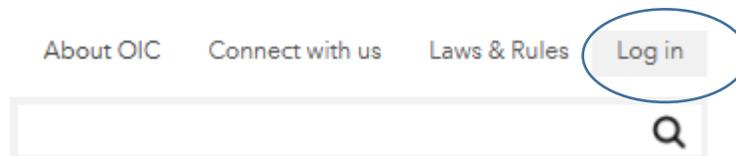


Return to your [Appeals](#) home page.

RETURNING USERS

If you have already created an account in the portal, you can use the following steps to login into your portal account

- Go to the OIC website insurance.wa.gov
- Click on the “Login” button



- Click on “Submit a new appeal or track an existing one(Login)”

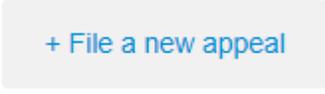
Small pharmacies

First time submission of an appeal with OIC



Submit a new appeal or track an existing one (Login)

- Enter your login credentials
 - ❖ User Name
 - ❖ Password
- Click “Login In”. This will take you to your homepage which includes a list of your pending appeals.
- Click on “+ File a new appeal” located on the right side of the screen



+ File a new appeal

- *NOTE: Refer to “[First Time Submission](#)” instructions if you need help navigating through filing another appeal*

REVIEW PENDING APPEALS

You can review and upload documents for each appeal:

- Click on the Appeal Number which is highlighted in blue
- Click on “Upload file” to add additional documents to that specific appeal

THINGS TO KEEP IN MIND

- You must upload all documents to support your appeal petition. *If you fail to upload your documents, your appeal may be dismissed.*
- You only have 7 calendar days to respond to a Request for Additional Information from the presiding officer. *Failure to provide the requested evidence will result in a denial or dismissal of your appeal.*
- If you disagree with the Initial Decision issued by the presiding officer, you may file a Petition for Review with the OIC Hearings Unit within 21 calendar days from the date the Initial Order was served.