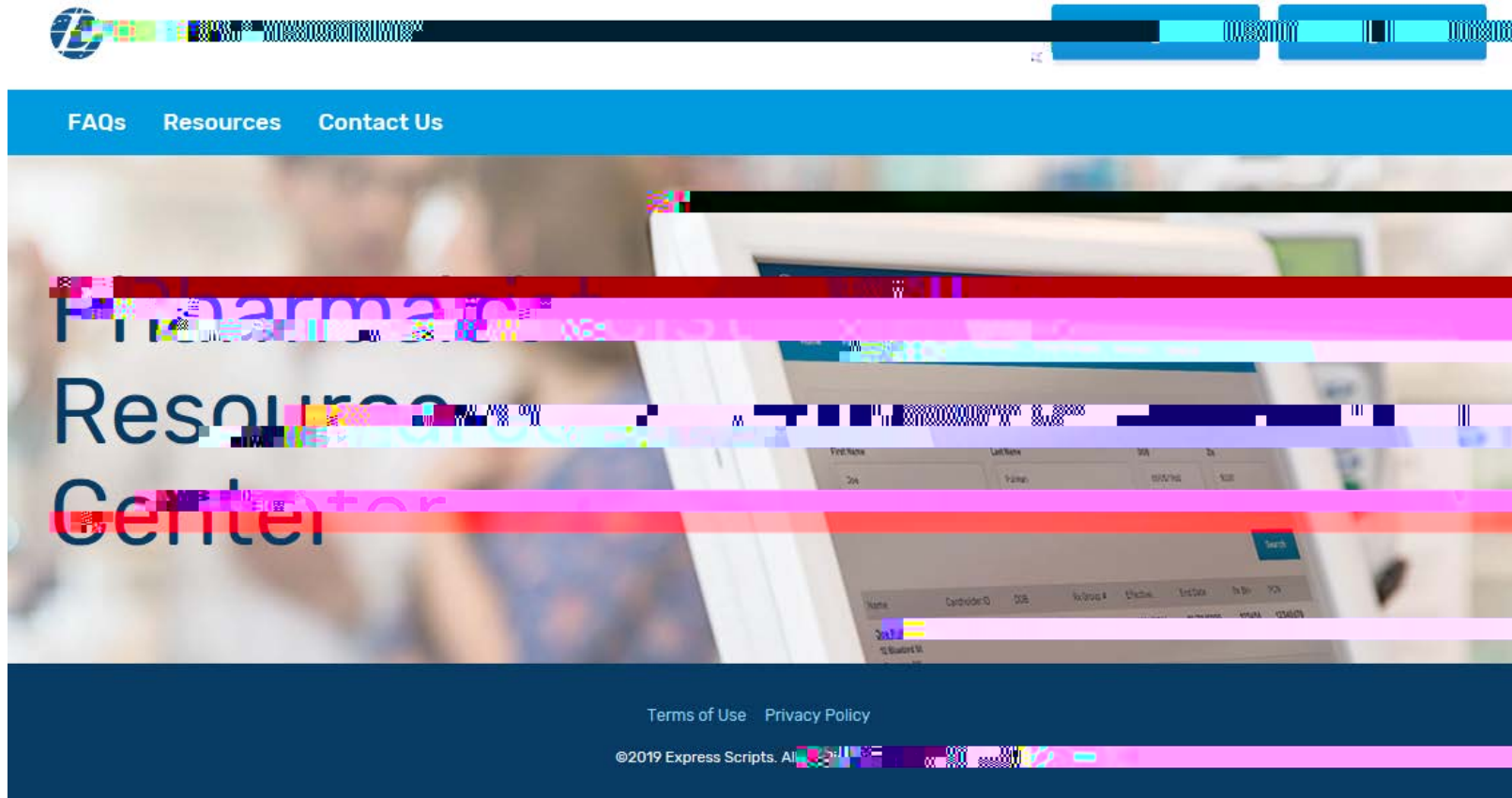


MAC Appeals Process

Create a PRC Account

- Navigate to the PRC website at <https://prc.express-scripts.com>
- Select the Register Button



Step 1: Pharmacy Validation

- Enter your Pharmacy NPI #
- Enter your Pharmacy Email Address

The screenshot shows the Express Scripts website header with the logo and the text "EXPRESS SCRIPTS". Below the header is a navigation bar with links for "Print/Download" and "Log In". The main content area is a form for creating an account. The form includes fields for "Pharmacy Name", "Pharmacy Address", "Pharmacy City", "Pharmacy State", "Pharmacy Zip", "Pharmacy NPI", "Pharmacy Email", and "Account/User Type". A "Continue" button is visible at the bottom of the form. A red box highlights the "Pharmacy Email" field, and a text box next to it reads: "email not be in ESI's database the pharmacy can call our helpdesk at 1-800-922-1557 for it". Another text box at the bottom of the form reads: "Already have an account? [Log In](#)".

Submitting MAC Appeals

Navigate to the MAC Appeals screen

The screenshot shows the Express Scripts Pharmacist Resource Center website. The navigation menu at the top includes: Home, Patients, Claims, Pricing/MAC Appeal, Resources, and Contact Us. A red arrow points from the 'Pricing/MAC Appeal' menu item to the 'Pricing/MAC Appeal' button in the main content area. Another red arrow points from the 'Pricing/MAC Appeal' button to the 'Pricing/MAC Appeal' link in the 'Recent Messages' section.

EXPRESS SCRIPTS[®] Pharmacist Resource Center

Pharmacist Resource Center

Home Patients Claims Pricing/MAC Appeal Resources Contact Us

Welcome Pharmacist

Patient Search
Check benefits, drug coverage, in-network pharmacies

Claim Search
View processed and pending claims

Pricing/MAC Appeal
Check status of pending (MAC) appeals and file new appeals

Pharmacy Matters

Recent Messages

- August 29, 2019: Emergency override for Refill Too Soon due to severe weather and flooding in Texas (09/20/2019)
- August 27, 2019: Virginia Hurricane Dorian (09/03/2019)
- View Archive: Emergency override for Refill Too Soon due to Hurricane Dorian in Florida (08/30/2019)
- Emergency override for Refill Too Soon due to Hurricane Dorian in Georgia (08/30/2019)
- Express Scripts PDP and MA-EGWP plans implement emergency override for Refill Too Soon due to Tropical Storm Dorian in Puerto Rico (08/27/2019)

Step 1: Enter Claim information

Pricing / MAC Appeal

Submit inquiry Inquiry Status

Submit an AWP or MAC pricing inquiry

Look for RICARE, or Inside Rx MAC

Pharmacy Information

Pharmacy:

Pharm

Information not accurate?

Address:

Phor

NCPDP:

Claim Information

Rx Number of Claim:

6 or more digits

Date Of Service:

10/4/2018 or later

Continue to Pricing


Step 2: Enter Appeals information


Claim Information

Prescription Number:
NDC Number:
Product Description: **Claim Details**
Quantity:
Unit:
Days Supply:

[Change Rx](#)

Pharmacy Pricing Information

Acquisition cost 
\$ per

Desired reimbursement for this prescription 
\$


Primary reason for this pricing inquiry

I agree to send pricing coordination

By checking this box, I confirm my understanding that as part of the pricing inquiry submission process, Express Scripts requests that I fax my invoice showing the acquisition cost per unit. To ensure efficient handling, a customized fax cover sheet will be provided for printing once I submit my inquiry. (This customized fax cover sheet will also be available on the inquiry details page, in the Check pricing/NAC inquiry status section of this website.)

Contact information

Name

Email address 

Confirm email address

Phone number

[Submit](#)

Step 3: Print Fax Cover and Fax Invoice

EXPRESS SCRIPTS™ Pharmacist Resource Center Pharmacy Name - [User Icon]

Home Patients Claims Pricing/MAC Appeal Resources Contact Us

MAC Appeal

Submit Inquiry Inquiry Status

Submit an RMP or MAC pricing inquiry.

Confirmation

Express Scripts has received your pricing inquiry. An email message, which includes the case number noted below, has been sent to the email address shown below. Your inquiry should be completed within 90 business days. We will communicate with you via email any status changes on this inquiry.

Check pricing/MAC inquiry status [Link]

Please go to Inquiry Status and print your customized fax cover page and fax it with your invoice, showing the acquisition cost per unit related to this inquiry, to our toll-free fax line, 1-877-333-2020. Please use the fax cover page provided here, as it includes the case number of this inquiry and will ensure efficient handling of your pricing inquiry. The cover page also provides further direction about the expected invoice contents.

Inquiry information

Request/Case Number	AP194
Internal Reference Number	551100
Primary Reason	product short

Claim information


No. Number Of Claim	Claim Details
Date Of Service	
NDC Number	
Product Description	
Quantity	
Unit	
Days Supply	

Pharmacy information

Pharmacy	Pharmacy Details
Address	
BN Number	
NCPDP Number	

Contact information

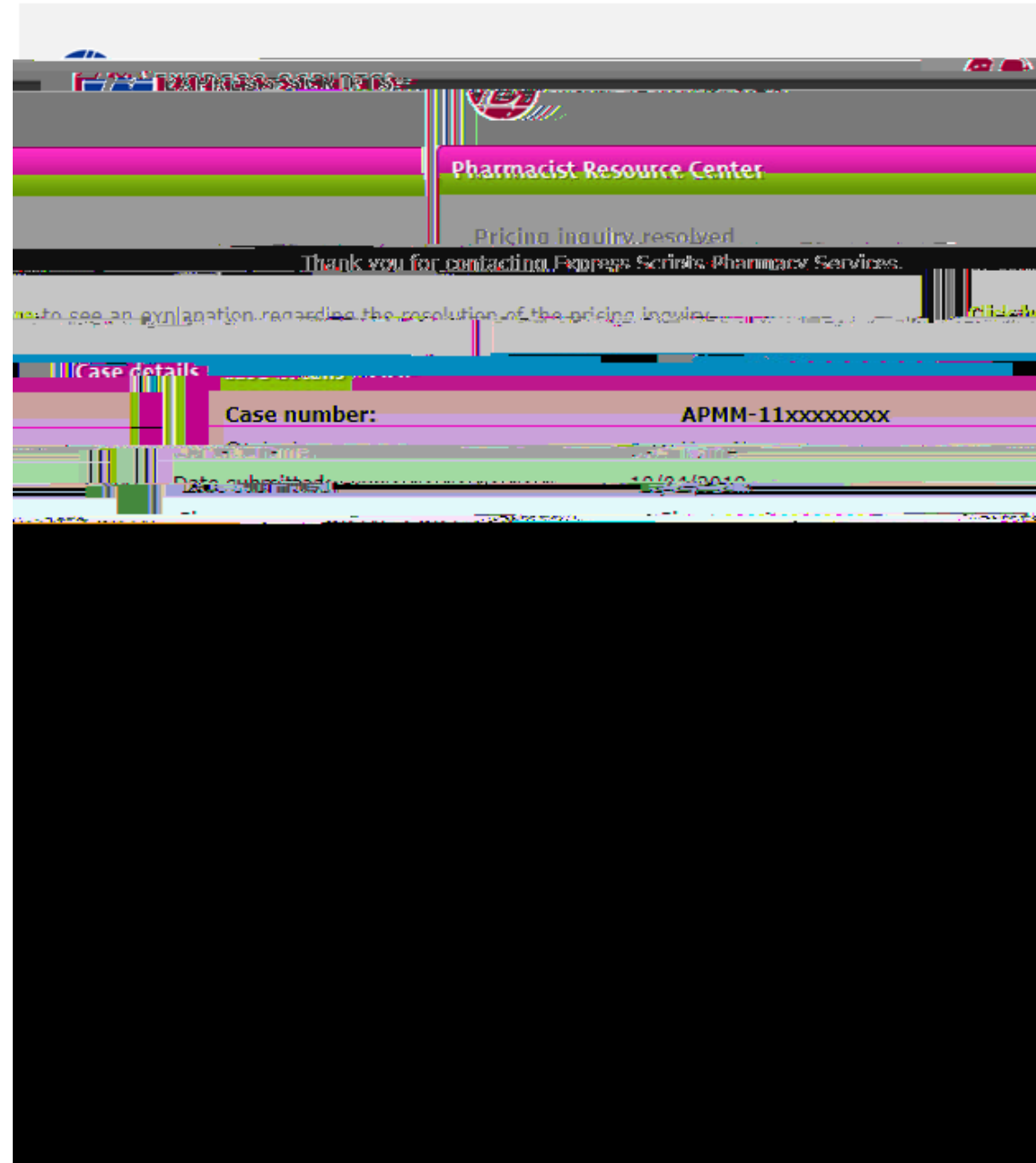
Name	User Details
Email Address	
Phone Number	

[Inquiry Status](#) [Print this page](#)  [New Inquiry](#)

Email Confirmation



Email Resolution



Checking MAC Appeals

Step 1: Select the Inquiry Status tab

The screenshot displays the Express Scripts Pharmacist Resource Center interface. At the top, the logo and name 'EXPRESS SCRIPTS® Pharmacist Resource Center' are visible on the left, and 'Pharmacy Name' with a user icon is on the right. A navigation bar below contains links for 'Home', 'Patients', 'Claims', 'Pricing / MAC Appeal', 'Prescription', and 'Control'. The 'Pricing / MAC Appeal' section is active, showing two tabs: 'Submit Inquiry' and 'Inquiry Status'. The 'Inquiry Status' tab is highlighted with a green underline, and a blue arrow points to it from the right. Below the tabs, there is a large grey area with a blue arrow pointing to the right, and a black bar at the bottom.

Step 2: Search for your Appeal

Inquiry status

To search for the status of a previously submitted pricing inquiry, please enter the Rx information below.

Search by case number

Please provide the case number of the pricing inquiry you want to review.

Case number:
(for example: APMM-12345)

or

Search by other criteria

Please complete at least two of the following criteria for the pricing inquiry(s) you want to review.

Rx number:

Date of service:
(within the past 16 months) From: To:

Inquiry submitted:
(within the past 120 days) From: To:

NDC number:
(for example: 99999-9999-99)

Submit

Step 3: Review your Appeal

Inquiry status

[Perform another search](#)

[Print Fax cover page](#)

[Print this page](#)

Below is the status of your inquiry.

Inquiry: [REDACTED]

Inquiry information

Case number:	J2764		
Status:	Completed		
Notes:	Text Appeal		
Last updated:	10/04/2019 12:10 PM		
Inquiry submitted:	10/04/2019	Submitted via:	Internet

If you have not already faxed your invoice showing the acquisition cost per unit, please download and print the customized fax cover page and fax it with your invoice to our toll-free fax line, 877.246.2926.

Pharmacy information

NPI number: [REDACTED]

NCPDP number: [REDACTED]

Claim information

Rx number of claim:	[REDACTED]		
Date of service:	10/04/2019		
Cardholder Group Number:	[REDACTED]	Quantity:	90.000
NDC number:	[REDACTED]	Unit:	Each
Product description:	ESCITALOPRAM OXALATE 10 MG	Days supply:	90

Pharmacy pricing information

Acquisition cost per unit:	\$5.00 per
Desired reimbursement for this prescription:	\$51.00
Primary reason for this pricing inquiry:	Product shortage

Contact information

Express Scripts' response to this inquiry will be provided to the contact below.

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]