



Pharmacy Appeals

Prime Therapeutics (Prime) offers an appeals process to pharmacy providers that have been audited and/or investigated. This process provides pharmacies the opportunity to respond to audit and/or investigation results by providing additional documentation that supports the manner in which audited prescriptions were dispensed and submitted for payment.

Prime encourages pharmacies to appeal results when there is evidence to support the pharmacy's position or there are extraordinary circumstances that impacted the results.

All supporting documentation submitted will be reviewed according to the terms of the Pharmacy Participation Agreement, Prime Provider Manual and applicable state and federal regulations. Documentation that confirms the initial audit and/or investigation finding will not overturn results.

In general, chargebacks that are assessed for lack of response to an audit or investigation request will not be reconsidered.

To submit an appeal, pharmacies must complete and sign the section below and attach the completed Pharmacy Appeal Form. Supporting documentation for each prescription that is part of the appeal must be included.

Mail Appeals to: Prime Therapeutics LLC
Attn: Pharmacy Appeals
2900 Ames Crossing Road
Eagan, MN 55121

Or fax to: 877.765.4551 Attn: Pharmacy Appeals

Pharmacy Request for Appeal

Pharmacy name:	
NABP:	NPI:
Pharmacist in charge:	Date of audit:
<i>As the pharmacy representative submitting this appeal, I attest that the documentation submitted for review is true and correct, was used when dispensing the prescription and has not been altered, back-dated, or recreated after the order was filled.</i>	
Pharmacy representative signature:	Date:
Printed name:	