

# UnitedHealthcare Medicare Advantage prescription drug plans: Opioid overutilization prevention

Quick reference guide for pharmacy

Please use this quick reference guide to learn more about how to work with our UnitedHealthcare® Medicare Advantage prescription drug plan pharmacy programs. These programs can help your patients get the opioid treatments they need in safe and effective ways.

We use 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. Our goal is to implement these edits in a manner that helps minimize any additional burden on prescribers, pharmacists and our members.

For more information about resolving rejected prescription claims that have opioid safety edits or plan dispensing limits, please access the [Optum Rx Pharmacy Provider Manual](#) at [professionals.optumrx.com](https://professionals.optumrx.com).



## Pharmacy-based programs

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- 3 Retrospective Drug Utilization Review: Drug Management Program (DMP)



## Opioid Dispensing Limit

This program helps support safe and appropriate opioid use while limiting excess quantities.

Plan benefit	Description and messaging	Pharmacy action
<b>Opioid Dispensing Limit</b>	Limits opioid dispensing by mail and at retail locations to a 1-month supply per prescription. <b>POS message:</b> Maximum Days' Supply "displays plan limit" <b>Reject codes:</b> 76: Plan Limitations Exceeded 19: M/I Days Supply	Pharmacy cannot override the dispensing limit. Reprocess the prescription claim for a 1-month supply (day supply in reject messaging).



## Concurrent Drug Utilization Review (cDUR) (opioid safety alerts)

The cDUR program uses the pharmacy claims processing system to screen all prescriptions at POS. It screens for inappropriate drug prescriptions and utilization, as well as potentially dangerous medical implications or medication interactions. We communicate with the dispensing pharmacy at POS through claims messaging.

Opioid safety alert	Description and messaging	Pharmacy action
<b>7-day supply limit for opioid naïve patients</b>	<p>We'll limit members to a supply of 7 days or less if they haven't filled an opioid prescription within 120 days.</p> <p><b>POS message:</b> 7 day max opioid naïve</p> <p><b>Reject codes:</b> 88+925</p>	<p><b>If the member has historical opioid use:</b> Resolve at POS with pharmacist intervention.</p> <p><b>We allow the following resolution code combinations:</b></p> <p><b>MX, M0, 4J</b> Prescriber consulted; patient isn't opioid naïve</p> <hr/> <p><b>MX, R0, 4J</b> Pharmacist consulted; patient isn't opioid naïve</p> <hr/> <p><b>MX, MR, 4J</b> Medication review; patient isn't opioid naïve</p> <hr/> <p><b>If the patient doesn't have historical opioid use:</b></p> <ol style="list-style-type: none"> <li>1. The pharmacy resubmits the claim for a 7-day supply only.</li> <li>2. The pharmacy may override the rejection when an exemption exists. Use standard NCPDP Prospective Payment System (PPS) codes to resolve at POS.</li> <li>3. We require prior authorization for quantities of more than 7-day supplies that don't meet the above criteria.</li> </ol>
<b>Opioid care coordination (OCC) safety alert</b>	<p>Limits cumulative morphine milligram equivalent (MME)* dosage per day for all opioid prescriptions when the threshold exceeds 90 MME and the patient receives opioid prescriptions from more than 1 prescriber.</p> <p><b>POS message:</b> MME ### Exceeded; Total MME XXXmg, OCC: MD Consult use: HD-M0-1G, Exempt: use PPS codes; RxHelp 800-788-7871, Consider Naloxone for safety</p> <p><b>Reject code(s):</b> 88+922</p>	<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), we don't expect additional consultation with the prescriber.</p> <p><b>Prescriber consultation:</b> Enter HD-M0-1G.</p> <p>Pharmacist may override the rejection when an exemption exists. Exemptions may depend on pharmacy drug claim history, knowledge of the patient's diagnosis and prescriber specialty. Use standard NCPDP PPS codes to resolve at POS.</p> <p><b>Important note:</b> Pharmacies should only use the override code 1G after completing and documenting the care coordination activities with prescribers. We have the option to audit pharmacies' documentation.</p>

Opioid safety alert	Description and messaging	Pharmacy action
<b>Cumulative MME opioid safety alert</b>	<p>Limits cumulative MME dosage per day for opioid prescriptions when the threshold exceeds 200 MME and the patient receives opioid prescriptions from more than 1 prescriber.</p> <p><b>POS message:</b> MME ### Exceeded; Total MME XXXmg, OPIOID MME PA REQ'D, 800-711-4555, Exempt: use PPS codes, Consider Naloxone for safety</p> <p><b>Reject codes:</b> 88+922+G4</p>	<p>The pharmacy may override the reject when an exemption exists. Use standard NCPDP PPS codes to resolve at POS.</p> <p>We require prior authorization in all other instances.</p>
<b>Opioids and buprenorphine (used in medication-assisted treatment (MAT))</b>	<p>Alert for concurrent use of opioids and buprenorphine.</p> <p>The pharmacist will conduct additional safety reviews to determine if the patient's concurrent use is safe and clinically appropriate. The pharmacist may contact the prescriber.</p> <p><b>POS message:</b> Opioid+Buprenorphine Hx, MD Cnslt: use DD-M0-1G; Exempt: use PPS code, RxHelp 800-788-7871</p> <p><b>Reject code:</b> 88</p>	<p>Pharmacist conducts an 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.</p>
<b>Opioids and benzodiazepines</b>	<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 pharmacist may contact the prescriber.</p> <p><b>POS message:</b> Benzo+OpioidHx; Consider Naloxone MD Cnslt: use DD-M0-1G; Exempt: use PPS code; RxHelp 800-788-7871</p> <p><b>Reject code:</b> 88</p>	<p>Pharmacist conducts an 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.</p>
<b>Duplicative long-acting opioid (LAO) therapy</b>	<p>Alert for concurrent use of multiple LAOs.</p> <p>Pharmacist conducts an additional safety review to determine if the patient's opioid use is safe and clinically appropriate. The pharmacist may contact the prescriber.</p> <p><b>POS message:</b> LA Opioid Dup Therapy, MD Cnslt: use TD-M0-1G; Exmpt:use PPS code; RxHelp 800-788-7871</p> <p><b>Reject code:</b> 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.</p>



## Retrospective Drug Utilization Review: Drug Management Program (DMP)

The Drug Management Program helps address overutilization of frequently abused drugs while maintaining member access to the medications as medically necessary. Each month, we identify the members who meet Medicare Part D Overutilization Monitoring System (OMS) criteria, such as members who are at-risk of obtaining opioids from multiple prescribers or pharmacies. We also review the prescriptions of members with histories of opioid-related overdose.

Plan benefit	Description and messaging	Pharmacy action
<b>Drug Management Program (DMP)</b>	<p><b>Reject codes:</b> 828 – Beneficiary Case Management Restriction 980 – Patient Locked into Specific Pharmacy(s) 979 – Patient Locked into Specific Prescriber(s)</p> <p><b>POS message:</b> Fax Written Request 877-275-6030</p> <p>*Multiple reject codes are possible if multiple restrictions are in place (e.g., pharmacy and prescriber lock in 979 + 980).</p>	<p>Pharmacy cannot override coverage limitations or restrictions resulting from our DMP review.</p> <p>To request changes to imposed coverage limitations or restrictions, please fax us at <b>877-275-6030</b>. Or, the member may contact Optum Case Management at 855-218-3456 for ongoing case management review.</p>



## Reminders

### Drug utilization review (DUR) intervention exemptions

- Residents of long-term care facilities
- Patients receiving hospice care
- Patients receiving palliative or end-of-life care
- Patients receiving treatment for active cancer-related pain or sickle cell disease

Please note that opioid safety edits don't impact patients' access to MAT.

### Clinical considerations

Consider offering naloxone when factors that increase risk for opioid overdose are present, such as:

- History of overdose
- History of substance use disorder
- Higher opioid dosages (more than 50 MME/day)
- Concurrent benzodiazepine use

### Resolving POS rejects

We encourage pharmacies to resolve safety edits expeditiously and avoid disruption of therapy. Please only submit prior authorization when it's necessary to resolve a POS reject. In this case, you can submit a prior authorization request using one of the following options:

- Visit [professionals.optumrx.com](https://professionals.optumrx.com)
- Call Optum Rx prior authorization at 800-711-4555, available 5 a.m.–10 p.m. PT, Monday–Friday and 6 a.m.–3 p.m. PT, Saturday



## Questions?

If you have questions, please contact the Optum Rx Pharmacy Help Desk, available 24 hours a day, 7 days a week at:

- 877-889-6510 (Medicare Advantage Prescription Drug Plan (MA-PD))
- 877-889-6481 (Medicare Prescription Drug Plan (PDP))