

# Maximum Allowable Cost (MAC) Price Review Application



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## User's Guide

The Maximum Allowable Cost (MAC) Price Review application tool allows Pharmacy Providers to submit a request for the review of a MAC Price, and to track the status of submitted requests.

MC-21 is responsible for investigating all pricing review requests only if properly notified in the manner and time frame specified herein.

MC-21 will accept requests for reviews submitted within 60 days of the service date for commercial business lines, and up to 90 days after the service date for Medicare and Medicaid business lines.

Pharmacy will be notified of the result of the evaluation through an email originated by the MAC Price Review application tool.

The MAC Price Review application is available at <https://apps.mc-21.com/MACPR>.

This process applies to generic drugs included in:

- Banco Popular de Puerto Rico
- Bristol Myers Squibb (BMS)
- MAPFRE
- MMM Employees
- Walmart
- MCS Commercial
- Medicare y Mucho Mas (MMM-MPD)
- Constellation Health

Claims concerning Plan de Salud Vital del Gobierno de Puerto Rico must be made through ASES: [www.asespr.org](http://www.asespr.org).

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# One-Time Registration Process

mc21 Price Review Request

Go to <https://apps.mc-21.com/MACPR/>  
Select **Registration**

Pharmacy Login

Username

Password

[Registration](#) | [Forgot Password](#)

Login

Pharmacy Registration Form

NABP:

NPI:

Pharmacy Name:

Zip Code:

Email Address:

Email for Notifications:

Representative First Name:

Representative Last Name:

Password:

Confirm Password:

[Reset Form](#) | [Back to Login](#)

Register

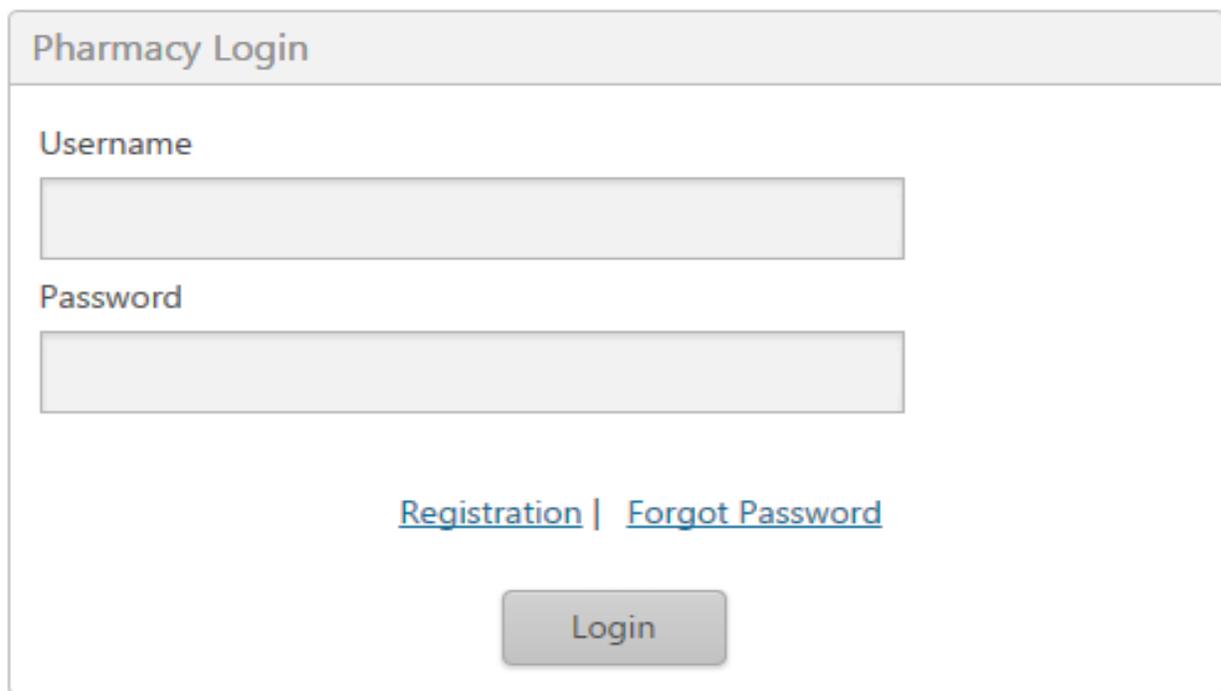
Provide Requested Information  
(see details below)

- Pharmacy's NABP (7 digit numbers)
- Pharmacy's NPI (10 digit number)
- Pharmacy's Name
- Zip code for the Pharmacy location
- Email address at which you will receive the status of your request
- First name of the Pharmacy contact person
- Last name of the Pharmacy contact person
- Enter a password (at least 8 characters)

- Confirm password
- Select **Register** to submit. **Pharmacy will receive an email with instructions on how to login.**

## Using the Application

### Pharmacy Login



The screenshot shows a web form titled "Pharmacy Login". It contains two input fields: "Username" and "Password". Below the fields are two links: "Registration" and "Forgot Password", separated by a vertical bar. At the bottom of the form is a "Login" button.

- Enter the pharmacy's **NABP** in the **Username** field.
- Enter the password selected during the registration process.
- Select **Login**

## Password Reset

Forgot Password Form

NABP:

NPI:

Zip Code:

[Reset Form](#) | [Back to Login](#)

- Select **Forgot Password**
- Enter the pharmacy's NABP (7 digit numbers)
- Enter the pharmacy's NPI (10 digit number)
- Enter the zip code of the pharmacy location
- Select **Reset** to submit
- You will receive an email with instructions on how to change the password.

## Updating Pharmacy Information

- Select the **Pharmacy Information** tab to update contact person and / or the pharmacy email information.

Dashbo

Request

Pharmacy Information

Log Out

### Edit Pharmacy Information

NABP:

NPI:

Pharmacy Name:

Zip Code:

Email Address:

Email for Notifications:

Representative First Name:

Representative Last Name:

[Reset Form](#)

Submit

# Dashboard

Dashboard

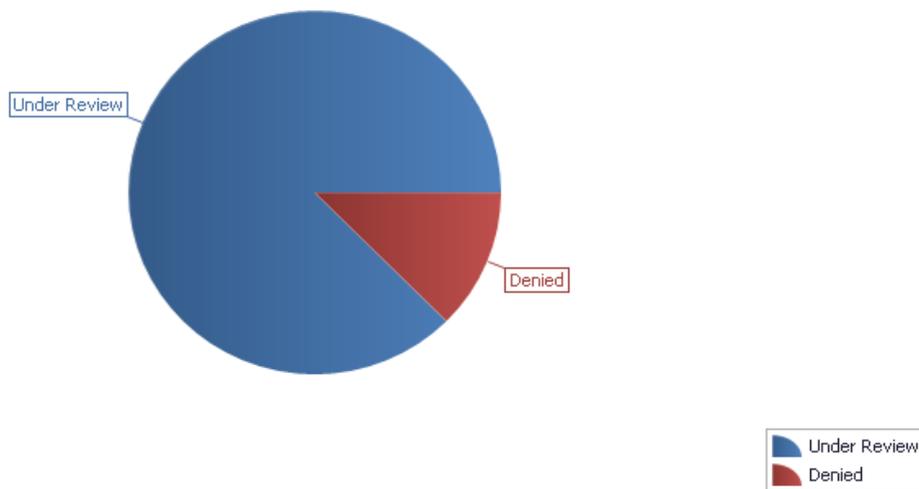
New Request

Log Out

Welcome Farmacia

Status	Total
<a href="#">Under Review</a>	7
<a href="#">Denied</a>	1

Price Review Requests By Status



- Enter the **Dashboard** tab to view the summary of the status of the requests submitted by your pharmacy.
- Select **Under Review** or **Denied** links to see the details of the requests submitted by your pharmacy.

## Submit a Price Review Request

### Notes:

Pharmacies can only submit one appeal per prescription and/or drug.

MC-21 will accept requests for reviews submitted within 60 days of the service date for commercial business lines, and up to 90 days after the service date for Medicare and Medicaid business lines.

The screenshot shows a web interface for submitting a price review request. At the top, there are three navigation links: 'Dashboard', 'New Request', and 'Log Out'. The 'New Request' link is highlighted with a red rectangular box, and a blue arrow points from this box to the 'New Price Review Request' form header. The form itself is titled 'New Price Review Request' and contains several input fields: 'Prescription Number' (text input), 'Date Filled' (dropdown menu), 'Member ID' (text input), 'Client' (dropdown menu), 'NDC' (text input), 'Distributor' (dropdown menu), and 'Invoice Price By Units' (spinner control with '0' displayed). A 'Submit' button is located at the bottom of the form. Additionally, a blue arrow points from the 'Upload Documents' link (highlighted with a red rectangular box) to the form area.

- Select the **New Request** tab
- Enter the prescription's 12 digit number (include zeros at the left, if any).
- Enter the date on which the drug / prescription was filled.

- Enter the Member's ID
- Select the client's name
- Enter the NDC (11 digit number) (DO NOT USE HYPHENS)

- Select the Distributor
- Enter the invoice price per unit

**Examples:**

- **Cream per grams** – cream cost is \$160/45 grams = 3.55555 cost per unit
- **Drops per ml** – drops cost \$164.55/10 ml = 16.45500 cost per unit
- **Antibiotics** – antibiotics cost \$22.50/100 ml = .22500 cost per unit
- **Capsules / Tablets** – the cost is \$818.08/100 units = 8.1808 cost per unit

- Select **Upload Documents** to include a copy of the prescription and the invoice. BOTH documents are required. Documents must be uploaded in a PDF format.
- Review information and ensure you have uploaded the required documentation. Select **Submit**.
- The pharmacy will receive a confirmation email indicating that the request will be evaluated (approval, denial).

**Approved Price Review Requests**

- Pharmacy will receive a notice of approval by email.
- To see a list of approved Price Review Requests, go to:

Approved

From Date: 9/13/2015 Thru Date: 10/13/2015 Submit Export...

	Case Number	Request Date	Prescription Number	Date Filled	MemberID	Client	NDC	Product	Distributor	Invoice Price By Unit	Appeal	Reference Case	Denied Reason	Update Date
<a href="#">Documents</a>	PRR0001444	09/14/2015	000000012236	09/14/2015	8002174972100	ASES	00591271601	METHYLPHENID TAB 27MG ER	Cardinal Health	7.24789				10/07/2015
<a href="#">Documents</a>	PRR0001445	09/14/2015	000000012237	09/14/2015	8002174972100	ASES	00591271701	METHYLPHENID TAB 36MG ER	Cardinal Health	7.47569				10/07/2015

## Denied Price Review Requests / Appeals

The Pharmacy will receive an email indicating that the request has been denied. The Pharmacy may submit an appeal if claim was denied for any of the following reasons:

- **Invalid Information** – verify the NDC, the prescription number and the date filled.
- **Wrong Cost Submitted Cost** – submitted cost is incorrect.
- **Invoice not Submitted** – copy of the invoice was not received.
- **Prescription Not Received** – copy of the prescription was not received.
- **Adjudicates by AWP** – the claim adjudicated by the contracted AWP.
- **Claim Correctly Adjudicated**
- **Invoice not legible** – submitted invoice is not in a legible form.
- **No change in price** – the claimed drug does not have a change in price.
- **Reversed Claim** - the claim appears as reversed in the processing system.
- **Invoice price is lower than adjudicated price**
- **Rejected Claim** -- the claim appears as rejected in the processing system.

### How to Submit an Appeal

- Select the link in the **Appeals** column.
- In this new window – similar to the New Request window – review and correct information necessary to re-submit the claim.
- A new request is created, and the pharmacy will receive a confirmation email indicating that the request will be evaluated.

Questions regarding a denial decision may be sent to MC-21 by email ([MACappealsupport@mc-21.com](mailto:MACappealsupport@mc-21.com)) or by contacting the Pharmacy Providers Call Center (1-888-311-6001).