



Managed Care Pharmacy Claims Paid to ReCept Pharmacy #1

A Managed Care Network Provider Contracted Under Aetna Better Health of Texas, Inc.

Results in Brief

Why OIG Conducted This Audit

The Texas Health and Human Services (HHS) Office of Inspector General (OIG) Audit and Inspections Division (OIG Audit) conducted an audit of Medicaid managed care claims paid to ReCept Pharmacy #1 (ReCept) by Aetna Better Health of Texas, Inc. (Aetna), a managed care organization (MCO). Pharmacy audits are conducted to ensure that Medicaid and CHIP members have access to vital medications in accordance with contractual, state, and federal requirements.

During the period from September 1, 2020, through August 31, 2021, ReCept was paid \$435,989.59 for 324 Medicaid and CHIP managed care claims for prescriptions dispensed to Aetna members.

Summary of Review

The audit objective was to determine whether ReCept (a) properly billed for paid claims associated with Medicaid and CHIP members enrolled with Aetna and (b) complied with applicable contractual, state, and federal requirements.

The scope of the audit covered the period from September 1, 2020, through August 31, 2021.

Management Response

ReCept agreed with the audit recommendations and indicated corrective actions would be initially implemented by September 2022 and ongoing thereafter.

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Conclusion

ReCept Pharmacy #1 (ReCept) properly billed for paid claims and complied with applicable contractual, Texas Administrative Code, and federal requirements for most claims tested; however, ReCept did not consistently comply with requirements for accurate claims submissions and dispensing labels.

Key Results

ReCept properly billed for all 60 claims tested, and it complied with other requirements for 38 of 60 (63.3 percent) claims tested. However, ReCept did not consistently comply with certain requirements for the 22 remaining Medicaid managed care pharmacy claims. Specifically:

- For 2 of 60 claims tested, ReCept made administrative errors when submitting the claims. ReCept submitted (a) one claim with zero authorized refills when the prescription authorized two refills and (b) a second claim with an incorrect dispense as written (DAW) code.
- For 20 of 60 claims tested, ReCept printed refills remaining on the dispensing label that did not align with the prescription's total remaining refills.

Recommendations

ReCept should:

- Continue to ensure it accurately submits the correct number of authorized refills and the correct DAW code for each claim in accordance with contractual and Texas Administrative Code requirements.
- Ensure the number of authorized refills remaining stated on the dispensing label is accurate prior to dispensing medications.