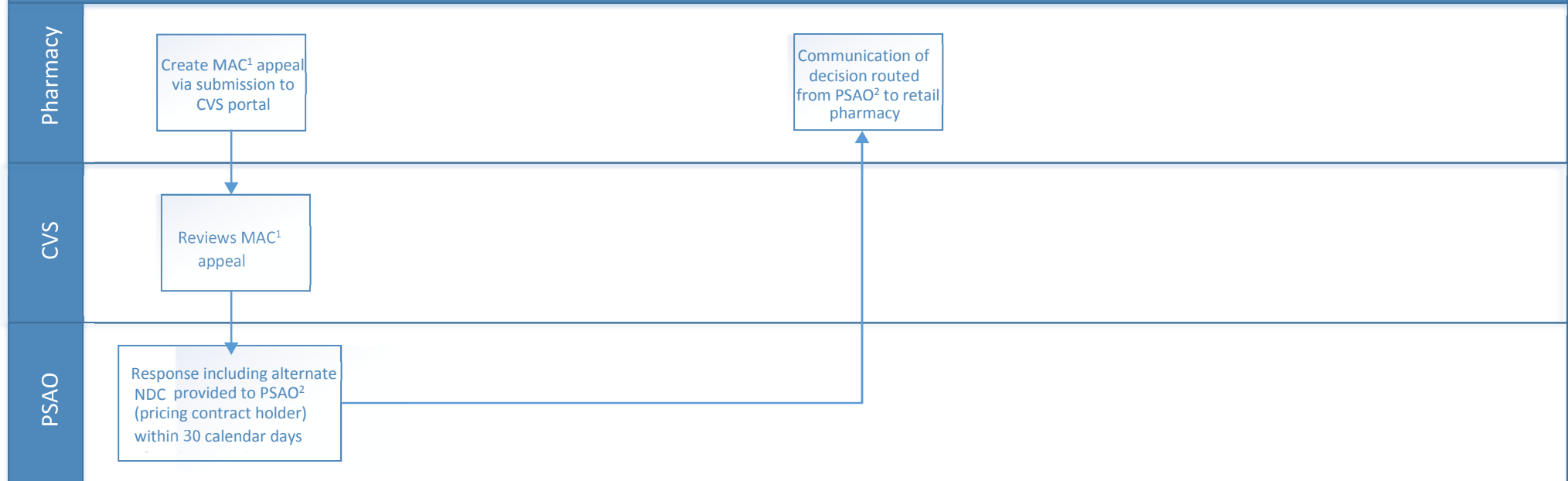


## CVS MAC Appeals Work Flow



<sup>1</sup> Maximum Allowable Cost

<sup>2</sup> Pharmacy Services Administrative Organization

### CVS (PBM)

- CVS Pharmacy Portal is available online at <https://rxservices.cvscaremark.com>
  - Allows for submission and review of appeals related to maximum allowable cost (MAC) pricing.
- All eligible appeals are investigated and resolved by CVS Caremark within 30 calendar days of the pharmacy submitting the appeal.
  - Notification of decision is provided by CVS Caremark to the submitting pharmacy or pharmacy services administrative organization (PSAO), dependent upon contract holder.
  - Upon denial, the information provided by CVS Caremark to the contract holder includes the following requirements in accordance with WA SB 5857 (2016).
    - Reason for denial
    - National Drug Code (NDC) of a drug that has been purchased at a price that is equal to or less than the MAC price
  - If an appeal is upheld, CVS Caremark follows the following steps as outlined by SB 5857 (2016):
    - Makes a reasonable adjustment on a date no later than one day after the date of determination.