

IMPORTANT INFORMATION REGARDING PAPER CLAIMS PROCESSING

If the pharmacy did not submit your prescription(s) electronically to the NPS system at the time of fill and *less than two weeks* have passed, please return to the pharmacy with your receipt and ask that they attempt to submit the prescription(s) electronically for reimbursement. If *more than two weeks* have passed, NPS can assist the pharmacy to process the 'expired' claim. Once the prescription(s) have been submitted, you should receive a refund from this pharmacy. They may call NPS for assistance to get you set-up in their computer. If more than two weeks have passed and the pharmacy is unwilling to process an 'expired' claim, please follow the instructions below.

As a member with NPS, you are able to access a paperless claims network of pharmacy providers. In the rare event that you are required to file a paper claim for a covered service from a non-participating pharmacy, you may request a Paper Claim Form from NPS, which must be filled out in its entirety and then forwarded to:

National Pharmaceutical Services
P.O. Box 407
Boys Town, NE 68010

Reimbursements are based on the established network agreements with our preferred providers. This agreement, in part, states that you, as a cardholder in the NPS network, will receive the "lesser of" usual and customary ("U&C") charge of this pharmacy provider, or the contracted price of the prescription drug product. Your actual reimbursement amount *may be lower than the amount submitted on your original receipt(s) by your pharmacy provider*. We may process your claim for payment or for reimbursement minus your co-payment in cases where you paid for the service. Requests must be submitted for review within 90 days of the date services were rendered. This request must include the original pharmacy receipt(s) and the paper claim form must be completed in its entirety to avoid delays in processing your request. NO PHOTOCOPIES of the pharmacy receipt(s) are accepted. Do not send cancelled checks or cash register receipts. The NPS network consists of pharmacies located in the United States and the U.S. Territories; therefore, no international claims will be processed. The form must be completed each time a claim is submitted to NPS. If you are responsible for a deductible (through primary or secondary insurance coverage), the claim will count toward the date/year in which the claims were received not the date/year the product was purchased. NPS network pharmacies are contracted to provide services for your employer group on a fixed reimbursement schedule and this reimbursement reflects these rates. Please visit our website at www.pti-nps.com to locate a pharmacy near you. NPS network pharmacy providers are terrific allies in building cost-containment programs for our employer groups, and we encourage you to use a NPS network pharmacy as your preferred pharmacy provider.

NATIONAL PHARMACEUTICAL SERVICES
PO BOX 407
BOYS TOWN, NE 68010
1-800-546-5677
Open 24 hours a day / 7 days a week

