

Kentucky Maximum Allowable Cost Appeals Process

This document contains the deadlines applicable to VytlOne's Maximum Allowable Cost ('MAC') Appeals Process, and a description of the steps within the Process as required by Kentucky ('KY') law. This Process is available to all KY pharmacies contracted with VytlOne for all covered prescription drugs or devices included in a MAC list dispensed to VytlOne's members.

MAC Pricing Appeal Process

1. A pharmacy, or the pharmacy's designee (e.g., PSAO, GPO) must file its MAC appeal with VytlOne within sixty (60) days of the initial claim submission.
2. The pharmacy, or their designee, may initiate a MAC appeal with VytlOne by, email, phone, or mail.
 - a. Email at MACAppeals@vytlone.com (preferred); or
 - b. Phone at 833.355.3092; or
 - c. Mail at Attn: Networks Dept. / MAC Appeals
VytlOne
320 S. Polk Street, Suite 200
Amarillo, TX 79101
3. The following minimum necessary information should be included with your MAC appeal submission. Individuals initiating a MAC appeal by phone will be requested to provide this information by at the time of their call.
 - a. **Contact Information.** Name (first and last name) and the email address for the individual responsible for the MAC appeal.
 - b. **NCPDP Provider ID.** The 7-digit number for the appealing pharmacy.
 - c. **Prescription (Rx) Number.** The 12-digit unique number identifying the prescription(s) being appealed.
 - d. **Filled Date.** The date the appealed prescription(s) was filled.
 - e. **NCD 11.** 11-digit universal product identifier number.
4. An acknowledgment of submission will be sent upon our receipt of your MAC appeal email submission. MAC appeals initiated by phone receive a verbal acknowledgement.
5. VytlOne will make a final determination resolving the pharmacy, or their designees, MAC appeal within ten (10) calendar days of receiving the complete MAC appeal request (i.e., a MAC appeal that contains the minimum necessary information in [step 3](#)). That notification will include the date the decision was made and our contact information (e.g., name of VytlOne team member making the decision and their phone number, mailing address, email address, title).
 - a. **Untimely MAC Appeals:** If the MAC appeal is submitted to VytlOne after sixty (60) days of the initial claim submission, a response will be sent to the appealing pharmacy, or their designee, indicating that their MAC appeal was not submitted timely and therefore their MAC appeal is rejected.
 - b. **Approved MAC Appeals:** If the appeal is approved, VytlOne will notify the appealing pharmacy, or their designee, that their appeal was granted, the amount of adjustment, the drug name, National Drug Code (NDC), the prescription number(s) of the appealed drugs, and any additional information required by law. The appealing pharmacy is allowed to reverse and resubmit the claim(s) within

sixty (60) days of notification that the appeal was granted. Retroactive price adjustments will be made in the next payment cycle.

- c. **Denied MAC Appeals:** If the appeal is denied, VytlOne will notify the appealing pharmacy, or their designee, that their appeal was denied, the reason for the denial, the NDC of a therapeutic equivalent drug, the name of a licensed national or regional wholesaler in the state that currently has stock of the drug at or below our MAC, and any additional information required by law.

Incomplete Information MAC Appeals

If VytlOne receives a MAC appeal from a pharmacy, or their designee, that does not contain all information required, VytlOne will accept the incomplete appeal and hold it open pending receipt of additional information. A response may be sent to the initiating party indicating that their MAC appeal cannot be reviewed because the minimum necessary information was not provided and therefore is being excluded from our review until additional information is provided to us.

Similarly Situated Pharmacies

When applying the findings from a MAC appeal that was resolved in favor of the appealing pharmacy, we will make that MAC list change to the initial date of service the appealed drug was dispensed. We will also make the MAC change available to all other similarly situated pharmacies in the network, which fill a prescription for a covered VytlOne member under the same client's plan to the initial date of service the appealed drug was dispensed. These pharmacies may reverse and resubmit their impacted claims. Retroactive price adjustments will be made in the next payment cycle.

Individual Pharmacy MAC Appeal Notifications

VytlOne will electronically notify all other similarly situated KY pharmacies in the network that a retroactive MAC adjustment has been made as a result of a MAC approval and will include the information required by KY law.

Information Requests by the Department

If the KY Department of Insurance ('Department') requests additional information that is needed to resolve an appeal, information will be made available to the Department by VytlOne. If the Department is unable to obtain this information from us, the appeal will be granted in favor of the appealing pharmacy.

VytlOne MAC Appeals Team Contact Information

Email: MACAppeals@VytlOne.com

Mail: Attn: Network Dept. / MAC Appeal

VytlOne

320 S. Polk Street, Suite 200

Amarillo, TX 79101

General Questions: 800.687.0707

Initiate a MAC Appeal by Phone: 833.355.3092

Website: vytlone.com

KY MAC List: vytlone.com/reporting