



Re: MAC Research Process for GNP Provider Network

1. MAC requests are entered into our database and an acknowledgement of receipt is sent to the pharmacy via email or fax within 48-72 hours.
2. Internally GNPPN verifies that the MAC request claim is covered by a GNPPN contract. Non GNPPN claims MAC requests are returned to the pharmacy.
3. The contract for the plan network and days supply dispensed is identified.
4. The contract rate identified as either Brand or Non MAC'd Generic or MAC'd Generic.
5. For non-MAC'd requests, GNPPN identifies the AWP price and AWP effective date and calculates the expected reimbursement. If reimbursement is correct, pharmacy is notified via fax.
6. MAC requests paid at a MAC'd price that need justification or is not identifiable under our contracted rates are sent to the payers once a week.
7. Payer responses are sent to pharmacies via email or fax.
8. Payers that are non-responsive within five business days are sent a follow-up email and this continues until we receive a response. GNPPN management escalation occurs to determine reason for non-response to MAC inquires.
9. If no PBM response is received in 3 weeks a notice is automatically sent to the pharmacy as a courtesy to advise pharmacy of status.
10. If PBM declines MAC increase, that information is supplied to PRxO Generics team to keep apprised of market issues.