

## Maximum Allowable Cost (MAC) Review and Appeals - Nebraska

Participating Pharmacies have the right to submit a request to appeal, investigate, or dispute the MAC reimbursement amount to RxPreferred Benefits, LLC ("RxPreferred"), within fifteen (15) business days of the initial claim. All MAC appeal requests should be submitted using the approved RxPreferred MAC Appeal Form, which may be found on our website under "Provider Resources." MAC appeal detail must be filled out completely. Submissions with missing information will be invalid and excluded from review.

RxPreferred shall investigate and resolve the appeal within seven (7) business days after the fully completed form is received. MAC appeal requests will be reviewed to determine the appropriateness of pricing utilized. RxPreferred will utilize all available information to determine the appropriateness of reimbursement.

Submitting pharmacies may be required to submit their actual acquisition cost for each item reviewed. Unless specifically required, failure to submit the actual acquisition cost will not result in RxPreferred denying an appeal.

All MAC appeal review determinations on any individual claim are final. However, note that a pharmacy may have the right to appeal to its respective Department of Insurance or Board of Pharmacy, pursuant to the laws of its state.

If a pharmacy's appeal is successful, RxPreferred will:

- a) Make the change in the MAC List payment to at least the pharmacy acquisition cost;
- b) Permit the challenging pharmacy or pharmacist to reverse and re-bill the claim in question;
- c) Provide the National Drug Code that the increase or change is based on to the pharmacy or pharmacist; and
- d) Make an adjustment to the drug price no later than one (1) day following resolution of the appeal;

If the appeal is denied, RxPreferred will provide the challenging pharmacy or pharmacist the reason for the denial and identify the National Drug Code for the drug that may be purchased by the pharmacy at a price at or below the price on the MAC List as determined by RxPreferred.

If the National Drug Code provided by RxPreferred is not available below the pharmacy acquisition cost from the pharmaceutical wholesaler from whom the pharmacy or pharmacist purchases the majority of prescription drugs for resale, then RxPreferred shall adjust the maximum allowable cost as listed on the MAC List above the challenging pharmacy's pharmacy acquisition cost and permit

the pharmacy to reverse and re-bill each claim affected by the inability to procure the drug at a cost that is equal to or less than the previously challenged maximum allowable cost.

To submit a MAC list or a MAC appeal request, please email [info@rxpreferred.com](mailto:info@rxpreferred.com).

If you have any questions regarding the MAC appeal process or are following up on an inquiry you have previously submitted, please contact our help desk at [info@rxpreferred.com](mailto:info@rxpreferred.com).

Effective Date: 2025

Responsible Department: Legal

Department Review Date: 1/23/25