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Pharmacy Announcement

Use of Pharmacy Drug Discount Cards by Recipients and Retro-Eligible Refunds

Per Nevada Medicaid's [Billing Manual for Nevada Medicaid and Nevada Check Up](#), any payment collected from a Nevada Medicaid recipient for a covered service must be returned to the recipient if they are later determined eligible for retroactive coverage that includes those dates of service. Nevada Check Up does not offer retroactive coverage. Nevada Medicaid offers up to three months of retroactive eligibility from the date in which the individual filed their application for assistance.

Drug discount cards can cause reimbursement issues for Medicaid recipients. If a recipient is pending Medicaid or becomes retro-eligible and has used a drug discount card for a drug claim, the transaction must be cancelled by the drug discount card processor in order to bill Medicaid. Pharmacies will be unable to bill Medicaid and reimburse the recipient until the initial claim using the discount drug card has been reversed. Online reversal of the claim may not be possible due to retail pharmacy company policies and system limitations. Manual reversal of the claim may or may not be possible; therefore, reimbursement cannot be guaranteed.

Pharmacies are encouraged to notify recipients using drug discount cards of this policy regarding future refunds.