



Medical Fee Dispute Resolution Findings and Decision

General Information

Requestor Name

Memorial Wellness Pharmacy

Respondent Name

Allmerica Financial Benefit Insurance Co

MFDR Tracking Number

M4-23-2624-01

Carrier's Austin Representative

Box Number 01

DWC Date Received

June 13, 2023

Summary of Findings

Dates of Service	Disputed Services	Amount in Dispute	Amount Due
December 20, 2022	31722-0581-60	\$267.20	\$266.13
		\$267.20	\$266.13

Requestor's Position

"The carrier denied the bill based on LACK OF PREAUTHORIZATION. These medications do not require preauthorization therefore do not need a retrospective review."

Amount in Dispute: \$267.20

Respondent's Position

The Austin carrier representative for Allmerica Financial Benefit Insurance Company, is JT Parker & Associates LLC. The representative was notified of this medical fee dispute on June 20, 2023.

Per 28 Texas Administrative Code §133.307(d)(1), if the DWC does not receive the response within 14 calendar days of the dispute notification, then the DWC may base its decision on the available information.

As of today, no response has been received from the insurance carrier or its representative. We will base this decision on the information available.

Findings and Decision

Authority

This medical fee dispute is decided according to Texas Labor Code §413.031 and applicable rules of the Texas Department of Insurance, Division of Workers' Compensation (DWC).

Statutes and Rules

1. 28 TAC §133.307 sets out the procedures for resolving medical fee disputes.
2. 28 TAC §134.530 sets out the requirements of prior authorization.
3. 28 TAC §134.503 sets out the fee guidelines for pharmacy services.

Denial Reasons

The submitted explanation of benefits did not contain an ANSI reason code or text to explain the reason for reduction/denial.

Issues

1. Is the requestor entitled to Medical Fee Dispute Resolution?
2. Is the requestor entitled to reimbursement for Duloxetine HCL?

Findings

1. The requestor is seeking reimbursement for oral medication dispensed on December 20, 2022. The insurance company's explanation of benefits (EOBs) did indicate a reason for not paying the disputed service. The service in dispute will be reviewed per applicable fee guideline.

The requestor submitted copies of the initial EOB, which was received by the insurance carrier on January 3, 2023 and a copy of the reconsideration EOB which was received on March 6, 2023. The DWC finds that the requestor submitted sufficient documentation to support that the dispute is eligible for MDR review.

2. Rule 28 Texas Administrative Code §134.503 (c)(1)(A)(B) states in pertinent part (c) The insurance carrier shall reimburse the health care provider or pharmacy processing agent for prescription drugs the lesser of:

(1) the fee established by the following formulas based on the average wholesale price (AWP) as reported by a nationally recognized pharmaceutical price guide or other publication of pharmaceutical pricing data in effect on the day the prescription drug is dispensed:

(A) Generic drugs: $((\text{AWP per unit}) \times (\text{number of units}) \times 1.25) + \4.00 dispensing fee per prescription = reimbursement amount;

(B) Brand name drugs: $((\text{AWP per unit}) \times (\text{number of units}) \times 1.09) + \4.00 dispensing fee per prescription = reimbursement amount;

Drug	NDC	Generic(G) /Brand(B)	Price /Unit	Units Billed	AWP Formula	Billed Amt	Lesser of AWP and Billed
Duloxetine	31722058160	G	6.99	30	\$266.13	\$267.20	\$266.13

The total reimbursement is \$266.13. This amount is recommended.

Conclusion

The outcome of this medical fee dispute is based on the evidence presented by the requestor and the respondent at the time of adjudication. Though all evidence may not have been discussed, it was considered.

DWC finds the requester has established that reimbursement in the amount of \$266.13 is due.

Order

Under Texas Labor Code §§413.031 and 413.019, DWC has determined the requestor is entitled to \$266.13 reimbursement for the disputed services. It is ordered that Allmerica Financial Benefit Insurance Co., must remit to Memorial Wellness Pharmacy \$266.13 plus applicable accrued interest within 30 days of receiving this order in accordance with 28 TAC §134.130.

Authorized Signature

Signature

Medical Fee Dispute Resolution Officer

August 9, 2023
Date

Your Right to Appeal

Either party to this medical fee dispute has a right to seek review of this decision under 28 TAC §133.307, which applies to disputes filed on or after **June 1, 2012**.

A party seeking review must submit DWC Form-045M, *Request to Schedule, Reschedule, or Cancel a Benefit Review Conference to Appeal a Medical Fee Dispute Decision (BRC-MFD)* and follow the instructions on the form. You can find the form at www.tdi.texas.gov/forms/form20numeric.html. DWC must receive the request within **20 days** of when you receive this decision. You may fax, mail, or personally deliver your request to DWC using the contact information on the form or the field office handling the claim. If you have questions about DWC Form-045M, please call CompConnection at 1-800-252-7031, option 3 or email CompConnection@tdi.texas.gov.

The party seeking review of the MFDR decision must deliver a copy of the request to all other parties involved in the dispute at the same time the request is filed with DWC. **Please include a copy of the Medical Fee Dispute Resolution Findings and Decision** with any other required information listed in 28 TAC §141.1(d).

Si prefiere hablar con una persona en español acerca de ésta correspondencia, favor de llamar a 1-800-252-7031, opción 3 o correo electrónico CompConnection@tdi.texas.gov.