

December 7, 2020

COM-2020-091

TO: PHARMPPIX, CORP- PUERTO RICO NETWORK PHARMACIES

SUBJECT: Insulin Pens – Billing Changes

PharmPix, Corp. is committed to helping patients access appropriate medicines and guarantee the full continuum of care. In November 2019, the U.S. Food and Drug Administration (FDA) published an update to the labeling of insulin pens to "Dispense in the original sealed carton with the enclosed instructions for use."

For this reason, we are notifying our network pharmacies about the billing change for insulin pens and instructions on how to submit the claim correctly.

Network Pharmacy Provider Instructions:

PharmPix Corp. encourages you to bill these products by following the instructions below.

Days' Supply and dispensing limitations:

- The drug quantity to be submitted should be based on the frequency of use of this medicine, according to the physician's instructions, packaging guidelines, and product stability. The pharmacy should dispense the pens to a single patient in the original single carton. It should be corroborated that the package size of the dispensed insulin pen is not larger than necessary.
- The total quantity should be the smallest commercially available package size according to the patient plan limits.
- Consider the duration of the previous dispatch of these products before billing a refill of the same prescription; in this way, we ensure that the pharmacy does not dispatch supplies ahead of time.
- We recommend that in situations where the pharmacist, based on their professional judgment, may choose to dispense individual insulin pens (out of the box), not in accordance with FDA-approved labeling, the pharmacy should consider the known risks of dispensing individual insulin pens and incorporate additional safety measures to mitigate those risks. We urge you to document in the patient's prescription and/or pharmaceutical record the date and time dispensed, the reason the individual insulin pen was provided, and the additional safety measures taken to mitigate these risks.



The pharmacy is responsible for ensuring insulin pens prescriptions are filled according to this document. Non-compliance by the pharmacy with its corresponding responsibility could result in findings in future PharmPix audits.

PharmPix is pleased to serve you. If you have any questions or concerns, please contact our audit department at 787-522-5252 ext. 217 or via email at auditunit@pharmpix.com.

Best regards,

PharmPix Audit Team



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