

## Pharmacy Network FAQs

### ▲ Where do I call if I have a question about a rejected claim?

In the additional rejection message received, you will see the number to call for assistance. If you're not able to locate the number in the rejection message, you can call us at 1-866-993-7422.

### ▲ What are the hours of operation of the Pharmacy Help Desk?

Pharmacy Help Desk is available 24 hours a day, 7 days of the week, 365 days a year.

### ▲ Where can I submit a price appeal?

Via Abarca's Pharmacy Portal.

### ▲ Why do I need to register for Abarca's Pharmacy Portal?

The Pharmacy Portal has a lot of valuable information in regard to processes and new documentation, as well as the tools for submitting price appeals.

Some documents available in the Pharmacy Portal are: Pharmacy rejection codes, Providers Manual, Payer sheets, Explanation of Payments, 835 files, Compliance documents and more.

### ▲ What is the URL for Abarca's Pharmacy Portal?

Abarca's Pharmacy Portal pertaining to BIN 610674: <https://abarca.darwinrx.com/operational>

### ▲ Is there a way for the pharmacy to have direct deposit for the payments made by Abarca?

Yes. You can fill out the information in Abarca's Pharmacy Portal or download the form to complete at a later time.

### ▲ If I encounter any issues with the Pharmacy Portal, where should I call?

You can contact us at 1-866-993-7422.

### ▲ If I have any questions in regards to my explanation of payments, where should I write?

Write to: [PharmacyPayments@abarcahealth.com](mailto:PharmacyPayments@abarcahealth.com)

### ▲ What is RxTarget™?

RxTarget™ is a web-based application that helps you keep track of adherence to drug therapy through a separate Portal. The RxTarget™ Portal may be accessed at: <https://abarca.darwinrx.com/rxtarget>

### ▲ Where should I send my credentials for renewal?

Submit your renewed credentials to: [credentialing@abarcahealth.com](mailto:credentialing@abarcahealth.com)

