

# Frequently Asked Questions

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## Pharmacy Point of Sale replacement project

This FAQ for the Pharmacy Point of Sale (POS) replacement project covers questions for:

- Providers, pharmacies, and hospitals
- Managed care organizations
- Drug manufacturers

### General

#### **When is the new point of sale (POS) system going live?**

The new system will go live on Sunday, October 29, 2023.

### Providers, pharmacies, and hospitals

#### **Will there be changes to group numbers, member ID numbers, or any parameters other than the BIN/PCN?**

We don't anticipate changes to group or member ID numbers or any parameters other than the BIN and PCN numbers.

#### **What changes will hospitals see after the POS replacement?**

Impacts to hospitals should be minimal and primarily focused on those with outpatient pharmacies. Pharmacies will need to change the BIN/PCN and group they bill for Apple Health (Medicaid) fee-for-service pharmacy claims. With the launch of a provider portal, the current faxing method will be replaced and now allow prescribing providers to submit their pharmacy and drug-related authorization requests and supporting documentation online.

#### **What learning support is available?**

We will host webinars and training sessions to prepare for the launch of the provider portal.

### Managed Care Organizations (MCOs)

#### **Where can I find more information about encounter file changes?**

View details about encounter file changes in the [companion guide](#) and [frequently asked questions](#).

### Drug manufacturers

#### **How will we receive and view future drug rebate invoices?**

RebateWeb is the new, secure, web-based portal available to drug manufacturers Sunday, October 29, 2023. This portal will allow drug manufacturers to update labeler information, access claim-level detail specific to their invoices, and view correspondence.

#### **Where can I get more registration and training information?**

[Sign up for the drug manufacturer email list](#) for more information, including training materials.