OUTPATIENT PHARMACY

TECHNICIAN'S USER MANUAL

Version 7.0
December 1997

(Revised July 2009)

Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists "All," replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

Date	Revised Pages	Patch Number	Description
07/09	37g-37h, 58, 58a-58b, 67	PSO*7*289	Added an ePharmacy Menu section that has the new NDC Validation option. (M. Anthony, PM; G. O'Connor, S. B. Scudder, C. Liles, Tech Writers)
01/09	9, 25-28, 40, 44	PSO*7*305	The following changes are included in this patch. • Automate refill processing. • Switch between Release Date and Fill Date display on Medication Profile. • "CMOP Status" renamed to "Processing Status" and included on all duplicate drug messages. (G. Tucker, PM; S. B. Scudder, Tech Writer)
11/08	v-vi, 37a-37f,	PSO*7*303	Added text for Tricare functionality. (M. Anthony, PM; G. O'Connor, S. B. Scudder, Tech Writers)
08/08	4, 41, 47, 50, 53, 54	PSO*7*225	The following changes are included in this patch. • The Environmental Indicator, "Environmental Contaminant," has been replaced with "Southwest Asia Conditions" or "SW Asia Conditions." • "Was treatment related to PROJ 112/SHAD?" has been added. • The Service Connected question has been updated. • Original provider comments no longer being carried over to renewal orders has been noted. (S. Templeton, PM; S. B. Scudder, Tech Writer)
10/07	27, 36-38	PSO*7*260	Included updates for the ePharmacy Phase 4 project. For more information, see the *ePharmacy/ECME Enhancements Release Notes*. (S. Spence, S. Krakosky, Tech Writer)
10/07	All	PSO*7*264	Re-numbered pages; removed headers and section breaks. Incorporated changes for FY07Q4 release; for specific updates, see the Release Notes. (E. Williamson, PM; S. Krakosky, Tech Writer)

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Example: Handling a Rejected New Order for ePharmacy Billing (continued)

```
Reason for Service Code  : ER - OVERUSE PRECAUTION
Professional Service Code: RT       RECOMMENDED LABORATORY TEST
Result of Service Code   : 1G       FILLED, WITH PRESCRIBER APPROVAL

    Reason for Service Code  : ER - OVERUSE PRECAUTION
    Professional Service Code: RT - RECOMMENDED LABORATORY TEST
    Result of Service Code   : 1G - FILLED, WITH PRESCRIBER APPROVAL

    Confirm? ? YES// <Enter>

Prescription 99999999 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E PAYABLE
```

For Refill Too Soon rejects, the same choices apply.

Example: Handling a Tricare Rejected New Order for ePharmacy Billing

Rejected Tricare claims will be denoted with "TRICARE" during submission to ECME and within the subsequent reject notification screen. Also, the reject codes will be displayed in both places. The following example shows a prescription being submitted to ECME and this process occurs directly following the "Is this correct? YES//" prompt during finish. Where DUR or RTS are one of the reject codes, the user will be able to select from (D)iscontinue the prescription, submit (O)verride codes, or (Q)uit which sends the rejection to the Third Party Payer Rejects - Worklist. A tricare rejection may not be (I)gnored.

```
TRICARE  Prescription 101110 submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Building the claim
IN PROGRESS-Transmitting
IN PROGRESS-Processing response
E REJECTED
    79 - Refill Too Soon
    14 - M/I Eligibility Clarification Code


            *** REJECT RECEIVED FOR  TRICARE  PATIENT ***
     ----------------------------------------------------------------------
   Division : ALBANY ISC                          NPI#: 5000000021
   Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M      DOB: OCT 18,1963(44)
   Rx/Drug  : 101110/0 - NAPROXEN 250MG S.T.      ECME#: 0112303
   Reject(s): REFILL TOO SOON (79), 14 - M/I Eligibility Clarification Code (14).
             Received on MAR 03, 2008@14:40:57.

   Insurance    : TRICARE                      Contact:
   Group Name   : TRICARE PRIME          Group Number: 123123
   Cardholder ID: SI9844532
     ----------------------------------------------------------------------

    Select one of the following:

         O          (O)VERRIDE - RESUBMIT WITH OVERRIDE CODES
         D          (D)iscontinue - DO NOT FILL PRESCRIPTION
         Q          (Q)UIT - SEND TO WORKLIST (REQUIRES INTERVENTION)

(O)verride,(D)iscontinue,(Q)uit: Q//
```

Example: Handling a non-DUR/RTS or non-clinical Tricare rejected New Order for ePharmacy Billing

For prescription rejections that have non-DUR/RTS or non-clinical rejects, the user will be able to select from (D)iscontinue the prescription or (Q)uit which sends it to the Third Party Payer Rejects - Worklist. Tricare prescriptions with these type rejects cannot be filled until the rejection is resolved. Example:

```
TRICARE Prescription 101113 submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Building the claim
IN PROGRESS-Building the HL7 packet
IN PROGRESS-Transmitting
E REJECTED
    07 - M/I Cardholder ID Number
    14 - M/I Eligibility Clarification Code


             *** REJECT RECEIVED FOR TRICARE PATIENT ***
   ----------------------------------------------------------------------
   Division : ALBANY ISC                              NPI#: 5000000021
   Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M        DOB: OCT 18,1963(44)
   Rx/Drug  : 101113/0 - SIMETHICONE 40MG TAB        ECME#: 0112306
   Reject(s): M/I Eligibility Clarification Code (14), M/I Cardholder ID
             Number (07).  Received on MAR 03, 2008@14:43:42.

   Insurance   : TRICARE                        Contact:
   Group Name  : TRICARE PRIME           Group Number: 123123
   Cardholder ID: SI9844532
   ----------------------------------------------------------------------

     Select one of the following:

          D        (D)iscontinue - DO NOT FILL PRESCRIPTION
          Q        (Q)UIT - SEND TO WORKLIST (REQUIRES INTERVENTION)

(D)iscontinue,(Q)uit: Q//
```

For non-billable Tricare prescriptions, an abbreviated version of the reject notification screen will be displayed. Because the prescription is non-billable, the insurance and ECME information that's currently provided for DUR/RTS rejects will not be displayed (i.e. insurance, group name, group #, ECME #, contact, cardholder ID). In this case, the prescription must be discontinued.

```
Is this correct? YES// ...


                       *** TRICARE - NON-BILLABLE ***
   ------------------------------------------------------------------------
   Division : ALBANY ISC                           NPI#:
   Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M      DOB: OCT 18,1963(44)
   Rx/Drug  : 102058/0 - ABSORBABLE GELATIN S
   Date/Time: AUG 27, 2008@16:49:46
   Reason   : Drug not billable.
   ------------------------------------------------------------------------

This is a non-billable Tricare prescription.  It cannot be filled or sent
to the reject worklist.  It must be discontinued.

Press <RETURN> to continue...
Nature of Order: SERVICE CORRECTION//         S

Requesting PROVIDER: OPHARM  OPPHARM,ONE        OO
```

Labels will not print for discontinued Tricare prescriptions., and reprint label will not be allowed for Tricare rejected prescriptions.

```
Select Rx (Prescriptions) Option: REPrint an Outpatient Rx Label


Reprint Prescription Label: 101113      SIMETHICONE 40MG TAB
Number of Copies? :  (1-99): 1//
Print adhesive portion of label only? ? No//   NO
Do you want to resend to Dispensing System Device? No//   NO
Comments: REPRINT

Rx # 101113             03/03/08
OPTRICARE,ONE                   #180

ONE MOUTH TWICE A DAY

SIMETHICONE 40MG TAB
OPPHARM,ONE                 OPPHARM,ONE
# of Refills: 3

Select LABEL DEVICE: NULL  Bit Bucket



No Label(s) printed.


Reprint Prescription Label:
```

Suspended prescriptions will remain on suspense when a reject occurs, when the Rx is non-billable, or when the third party claim remains in an 'IN PROGRESS' status in ECME. Labels will not print. Once the reject is resolved, the user may pull the Rx early from suspense or wait for the next scheduled Print from Suspense option runs at which time labels will print accordingly. This includes CMOP and local suspense.

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```
TRICARE Prescription 101607 submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Building the claim
IN PROGRESS-Transmitting
IN PROGRESS-Parsing response


                    *** TRICARE - 'IN PROGRESS' ECME status ***
      ----------------------------------------------------------------------
      Division : ALBANY ISC                           NPI#: 5000000021
      Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M        DOB: OCT 18,1963(44)
      Rx/Drug  : 101607/0 - ACETAZOLAMIDE 250MG
      Date/Time: APR 20, 2008@20:11:17
      Reason   : ECME Status is in an 'IN PROGRESS' state and cannot be filled
      ----------------------------------------------------------------------

This prescription will be suspended.  After the third party claim is resolved,
it may be printed or pulled early from suspense.


Press <RETURN> to continue...
```

Rejected Tricare prescription may not have a partial fill ordered until the reject is resolved.

```
OP Medications (SUSPENDED)    Apr 18, 2008@19:10:16        Page:   1 of   2
OPTRICARE,ONE
 PID: 666-55-4789                              Ht(cm): _____  (_____)
 DOB: OCT 18,1963 (44)                         Wt(kg): _____  (_____)

                 Rx #: 101526e
 (1) *Orderable Item: ACETAZOLAMIDE PILL
 (2)            Drug: ACETAZOLAMIDE 500MG SEQUELS
               Verb: TAKE
 (3)         *Dosage: 1 PILL
             *Route: ORAL
           *Schedule: BID
 (4)Pat Instructions:
              SIG: TAKE 1 PILL BY MOUTH TWICE A DAY
 (5)   Patient Status: OTHER FEDERAL
 (6)      Issue Date: 04/18/08            (7)  Fill Date: 04/19/08
     Last Fill Date: 04/19/08 (Window)
   Last Release Date:                     (8)     Lot #:
           Expires: 04/19/09                        MFG:
+
DC   Discontinue        PR   Partial            RL   Release
ED   Edit               RF   (Refill)           RN   Renew
Select Action: Next Screen// p    Partial


OP Medications (SUSPENDED)    Apr 18, 2008@19:10:16        Page:   1 of   2
OPTRICARE,ONE
 PID: 666-55-4789                              Ht(cm): _____  (_____)
 DOB: OCT 18,1963 (44)                         Wt(kg): _____  (_____)

                 Rx #: 101526e
 (1) *Orderable Item: ACETAZOLAMIDE PILL
 (2)            Drug: ACETAZOLAMIDE 500MG SEQUELS
               Verb: TAKE
 (3)         *Dosage: 1 PILL
             *Route: ORAL
           *Schedule: BID
 (4)Pat Instructions:
```

```
                     SIG: TAKE 1 PILL BY MOUTH TWICE A DAY
 (5)   Patient Status: OTHER FEDERAL
 (6)       Issue Date: 04/18/08                (7)  Fill Date: 04/19/08
      Last Fill Date: 04/19/08 (Window)
   Last Release Date:                          (8)      Lot #:
           Expires: 04/19/09                            MFG:
+           Partial cannot be filled on Tricare non-payable Rx
DC   Discontinue          PR   Partial                RL   Release
ED   Edit                 RF   (Refill)               RN   Renew
Select Action: Next Screen//
```

If ECME's status on the claim remains in an "In Progress" state past the processing timeout during finish of the prescription, Tricare prescriptions will not be allowed to be filled. Instead it will be placed on suspense until the rejection is resolved. Below is an example of this screen:

```
TRICARE Prescription 101607 submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Building the claim
IN PROGRESS-Transmitting
IN PROGRESS-Parsing response


              *** TRICARE - 'IN PROGRESS' ECME status ***
   ----------------------------------------------------------------------
   Division : ALBANY ISC                           NPI#: 5000000021
   Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M      DOB: OCT 18,1963(44)
   Rx/Drug  : 101607/0 - ACETAZOLAMIDE 250MG
   Date/Time: APR 20, 2008@20:11:17
   Reason   : ECME Status is in an 'IN PROGRESS' state and cannot be filled
   ----------------------------------------------------------------------

This prescription will be suspended.  After the third party claim is resolved,
it may be printed or pulled early from suspense.


Press <RETURN> to continue...
```

If a pharmacy is active for ePharmacy processing but an insurance plan is not linked or not active, Tricare prescription will be allowed to be filled without third party claim submission. The phrase "Inactive ECME Tricare" will be displayed during Finish and an ECME log entry will be added stating such.

Example of message during finish:

```
Do you want to enter a Progress Note? No//   NO

Rx # 102046            08/27/08
OPTRICARE,TEST                      #180
ONE MOUTH TWICE A DAY

DANTROLENE 25MG CAP
OPPROVIDER,ONE          OPPHAR,ONE
# of Refills: 3


Is this correct? YES// ...
 -Rx 101921 has been discontinued...




Inactive ECME Tricare
```

Example of ECME Activity Log entry:

```
ECME Log:
#   Date/Time           Rx Ref          Initiator Of Activity
==============================================================================
1   8/27/08@11:07:45    ORIGINAL        OPPHARM,ONE
Comments: TRICARE-Inactive ECME Tricare
```

NDC Validation

The initial validation of the NDC can be performed by a pharmacy technician. This functionality only applies to local fills that are not sent to OPAI. This function provides a pharmacy technician the ability to manually enter or scan the bar code of the existing prescription label and then manually enter or scan the NDC of the stock bottle used to fill the prescription. When the system matches the NDC, confirmation is provided to the pharmacy tech and allows the technician to continue processing. However, if the system detects a mismatch and the NDC of the stock bottle has an associated entry in the synonym file, the NDC will be updated in Prescription file (#52) for the fill. The system will then prompt the technician to press enter to continue, a new label will be printed, the original electronic claim reversed, and a new claim submission will be transmitted with the new NDC. In the event that the revised NDC prompts a RTS/DUR rejection, the system will immediately send the item to the Reject Worklist.

In a case where the NDC entered is not defined for the drug, the system prompts the technician that a mismatch has occurred and the prescription needs to be validated by a pharmacist. The system notes that the NDC had not been validated and allows the pharmacy tech to move to the next prescription. In the event of a change of NDC prompting a rejection, the system immediately sends the item to the Reject Worklist.

The releasing pharmacist will receive a notation that NDC has been validated by the technician when processing. If the NDC change has prompted a claim reversal and produced a RTS/DUR rejection, the pharmacist will be presented with a Reject Processing screen at release.

Example:Matched NDC:

```
Select ePharmacy Menu Option: NV  NDC Validation

Prescription: 101310      DIPYRIDAMOLE 25MG TAB
Rx: 101310          Fill: 0           Patient: OPPATIENT,ONE
Drug: DIPYRIDAMOLE 25MG TAB           NDC: 00597-0017-10
Prescription label NDC: 00597-0017-10
Stock NDC: 00597001710

NDC match confirmed

Prescription:
```

Example: Non-matched NDC:

```
Prescription:    101341    BIPERIDEN 2MG TAB
Rx: 101341          Fill: 0           Patient: OPPATIENT,ONE
Drug: BIPERIDEN 2MG TAB               NDC: 00044-0120-05
Prescription label NDC: 00044-0120-05
Stock NDC: 00044012006
Due to a change in NDC, a claims reversal and resubmission will be performed.

Prescription 101341 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Building the claim
IN PROGRESS-Transmitting
E PAYABLE

Prescription:
```

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The following examples show the new prompt for NDC validation during the release process. For ePharmacy prescriptions, the releasing pharmacist will receive a notation as to whether the NDC was previously validated. If prior validation of the NDC resulted in a third party claims rejection, the pharmacist will be presented with a Reject Processing screen at release.

Example: Releasing an ePharmacy Order – Selecting Default NDC

```
Select Outpatient Pharmacy Manager Option: RELEASE Medication

Enter PHARMACIST: OPPHARMACIST4,THREE

Enter/Wand PRESCRIPTION number: 100003853
** The following NDC was validated on SEP 19, 2008@16:21:23 by OPTECH,ONE.
NDC: 00580-0277-10// ?

Select one of the following valid NDC code(s) below:

        1 - 00580-0277-10

NDC: 00580-0277-10// <Enter> 00580-0277-10
        Prescription Number 100003853 Released
        No Refill(s) to be Released
        No Partial(s) to be Released

Press Return to Continue:
```

Example: Releasing an ePharmacy Order – Selecting Different NDC

```
Select Outpatient Pharmacy Manager Option: RELEASE Medication

Enter PHARMACIST: OPPHARMACIST4,THREE

Enter/Wand PRESCRIPTION number: 100003853
** This NDC has not been validated.
NDC: 00580-0277-10// ?

Select one of the following valid NDC code(s) below:

        1 - 00580-0277-10
        2 - 00580-0277-14

NDC: 00580-0277-10//  2 00580-0277-14

Prescription 100003853 successfully submitted to ECME for claim generation.

 --------------------------------example continues--------------------------------------
```

```
Claim Status:
Reversing and Rebilling a previously submitted claim...
Reversing...
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
Resubmitting...
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E PAYABLE

        Prescription Number 100003853 Released
        No Refill(s) to be Released
        No Partial(s) to be Released
```

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