



**Outpatient Pharmacy (PSO)
ePharmacy**

Pharmacist's User Manual

Version 7.0

December 1997

(November 2013)

**Department of Veterans Affairs
Product Support**

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
11/13	Cover, i, iii, iv 36, 66-68, 111, 116, 118, 119, 119a, 124, 126, 128, 149, 156a, 170m, 177	PSO*7*421	Modified Revision History. 36, 66-68, 116, 124, 128, 156a: Added material throughout relating to new Reject Resolution Required reject, including example. 111: Added option names. 118, 170m: Access to the EPHARMACY SITE PARAMETERS [PSO ePHARM SITE PARAMETERS] option requires the new PSO EPHARMACY SITE MANAGER security key. 119, 119a: Revised table showing Site Parameter actions and screen-shot showing related dialog. 126, 149: Discontinued TRICARE and CHAMPVA prescriptions no longer appear on the Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST]. Added revised ePharmacy Site Parameters Screen and related subscreen sections; removed discontinued functionality. 177: Added additional index references. (S. Taubenfeld, PM; K. McGarghan and VJ McDonald, Tech Writers)
05/13	i, ii, vii-x, 48-48d , 95-96 , 160b-160d , 167-167d , 169-170 , 177 – 178	PSO*7*391	Updated Revision History Updated Table of Contents New security key named "PSDRPH" introduced. Updated Changes to OERR. Added Changes to Processing a Prescription section. Added Hash Counts and DEA Certification section. Added two System Error messages. Updates to Index (Niha Goyal, PM; John Owczarzak, Tech Writer)
01/13	i-x, 4, 6, 8, 11, 18a-18d, 28, 29, 30a, 30c, 30d, 39y, 39bb, 39ff, 39hh, 39qq, 39tt – 39uu2, 39vv, 39ww-39ww2, 39mmm, 53, 58, 60-60o, 66, 73, 77, 79, 80, 83, 89, 100,	PSO*7*390	Added Check Drug Interaction Added Creatinine Clearance (CrCl) and Body Surface Area (BSA) to the Patient and Medication Profile displays. Added drug allergy changes Added Clinic Order section Updated Glossary Updated Index (D. McCance, PM; G. Tucker, PM; G. Scorca, Tech Writer)

Date	Revised Pages	Patch Number	Description
	155, 171-176, 177-178		
09/12	i, iib, vii, viii, 83a – 83d, 89 – 91b, 99, 107a, 170m	PSO*7*386	Added section on HOLD and UNHOLD functionality. Updated Flagging and Unflagging Pending Orders. Updated Activity Log for HOLD/UNHOLD comments. Added PSO TECH ADV key information. (Niha Goyal, PM; John Owczarzak, Tech Writer)
03/12	i, viii, 8, 15, 24, 35-36, 41, 160, 170a, 170e-170l, 170m-170n, 177-178	PSO*7*367	To add functionality to Outpatient Pharmacy for the printing and storing of FDA Medication Guides. Updates to Index (N. Goyal, PM; B. Thomas, Tech Writer)
03/12	i, vii, 63, 107a-107b, 160-160b, 171, 172, 173	PSO*7*354	Update to TOC Automated Dispensing Device (ADD) enhancement ADD, DNS, OPAI added to Glossary. (Niha Goyal, PM; John Owczarzak, Tech Writer)
02/12	i-ii, iia-iib, v-viii, 10, 13-14, 36-37, 43, 48a-48b, 50, 67, 67a-67n, 75, 111, 117-119, 122-123, 123a-123b, 125-128, 128a-128b, 130-134, 134a-134b, 135-138, 138a-138b, 139-140, 140a-140b, 141, 141a-141b, 142-146, 147-149, 149a, 150-154, 156a-156b, 157, 170e-170f, 171-178	PSO*7*385	Removed incorrect listing of View Additional Reject Info (ARI) action Added signature alerts Updated wording for ¾ Days Supply Hold Added rounding functionality for ¾ Days Supply Hold Added new actions Submit Multiple Actions (SMA) and Suspense Date Calculation (SMA) Added new option View ePharmacy Rx (VER) Corrected earlier formatting errors Corrected typos Updated Service Code values Updated changed security key names Added TRICARE and CHAMPVA examples of rejects on a new order Updated name of TRICARE CHAMPVA Bypass/Override Report Updated screen shots related to patch changes Updated wording based on reviewer feedback Added CHAMPVA functionality Added separate section to list changes to security keys Added CHAMPVA to Glossary (S. Spence, PM; C. Smith, Tech Writer)

Date	Revised Pages	Patch Number	Description
10/11	i-ii, v-viii, 4, 7-10, 36, 56-58, 64, 66, 95, 118, 120-124, 126-127, 128-128b, 135-137, 139-145, 146-146b, 148, 149-149b, 150-153, 154-154b, 155-156, 165, 175-178	PSO*7*359	Added new action View Additional Reject Info (ARI) Expanded ECME Numbers to twelve digits Updated screen shots related to patch changes Added TRICARE to Glossary Corrected typos Corrected formatting errors from 11/10 reissue (S. Spence, PM; C. Smith, Tech Writer)
09/11	i,vi-vii, 30a-30f	PSO*7*382	Added information regarding the new [PSO HRC PROFILE/REFILL] option. (N. Goyal, PM; J. Owczarzak, Tech Writer)
04/11	i, viii, 8, 170a-170d, 177-179	PSO*7*343	To add functionality to Outpatient Pharmacy for the On-Demand Displaying of FDA Medication Guides. Display FDA Medication Guide [MG] added to Other OP Actions [OTH] Updates to Index (T. Leggett, PM; B. Thomas, Tech Writer)
04/11	i, vi, vii, viii, 5, 8, 10, 27-27b, 28, 30, 39-39nnn, 40, 54-54t, 58, 59, 60-60l, 78, 82, 159, 163, 167-180	PSO*7*251	The following changes are included in this patch: -Outpatient List Manager Screen Views -Added HP and H to Hold Status -Removed DC code; Added DF,DE,DP,DD and DA -Added to Hidden Action List: IN - Removed DC code; Added DF,DE,DP,DD and DA, and - Added HP and H to Hold Status -Replaced Medication Short Profile -Inserted enhanced Order checks, Outpatient Pharmacy generated order checks -Added IN to Screen Scrape -Modified New Order Screen Scrape -Inserted Drug Allergy Screens -Updated Glossary and Index to start on odd pages (G. Tucker, PM; G. Scorca, Tech Writer)
11/10	All	PSO*7*358	Added information regarding TRICARE Active Duty Bypass/Override details (S. Spence, PM; G. Johnson, Tech Writer)

(This page included for two-sided copying.)

Preface

This user manual describes the functional characteristics of Outpatient Pharmacy V. 7.0. It is intended for pharmacists and technicians who are familiar with the functioning of Outpatient Pharmacy in a Veterans Affairs Medical Center (VAMC).

(This page included for two-sided copying.)

Table of Contents

Chapter 13: Print from Suspense File.....	36
Print from Suspense File	36
$\frac{3}{4}$ Days Supply Hold.....	36
Host Errors.....	36
ePharmacy Menu	111
Ignored Rejects Report.....	111
NDC Validation.....	116
ePharmacy Site Parameters.....	118
Third Party Payer Rejects – Worklist.....	126
View ePharmacy Rx	156a
Chapter 25: Security Keys	170m
Security Keys.....	170m
PSO TRICARE/CHAMPVA.....	170m
PSO TRICARE/CHAMPVA MGR.....	170m
PSO TECH ADV.....	170m
PSO EPHARMACY SITE MANAGER.....	170m
Index.....	177

Chapter 1: Print from Suspense File

This chapter describes the *Print from Suspense File* option used for printing suspended prescriptions.

Print from Suspense File

[PSO PNDLBL]

This option allows the user to print labels from the RX SUSPENSE file. First, enter the “Print Through” date. Any prescriptions with a suspense date on or before the date entered will print. Additionally, if a patient has at least one prescription on or before the date entered, any other prescriptions for that patient that are in suspense will be printed for the site parameter specified number of days to be pulled from suspense.

For example, if today’s date is entered and Patient A has a prescription to be printed through the that date, all of Patient A's prescriptions between the date entered plus the number of days set in the local site parameter will be printed. If there are no prescriptions for Patient A through the date entered, no labels will print.

Labels can be sorted by the patient name, the SSN, or the DEA Special Handling code. If sorted by DEA, the labels must then sort by patient name or SSN. Sorting by DEA will send the labels to the printer in three groups:

- **First group** – will contain all the prescriptions with drugs that contain an “A” (narcotics and alcoholics) or a “C” (controlled substances-non narcotic) in the DEA Special Handling field.
- **Second group** – will contain all the prescriptions with drugs containing an “S” (supply) in the DEA Special Handling field.
- **Third group** – will contain all others. If a patient has prescriptions in suspense that fall in all three categories, that patient's labels will be printed three times, once in each group.

Only one job is tasked for all of the prescriptions in the batch; therefore, if the job is queued by mistake, only one tasked job must be undone. Any prescription that is put in suspense for the "Print Through Date" between the times the job was queued until the time it actually runs will be included in the job.

Labels for each job printed from suspense will be part of a batch. Each batch is identified by the Division, the user who queued the batch, and the date/time that the job was queued to begin.



Prescriptions pulled early from suspense will not be part of a batch, so they will not be able to be reprinted through the *Reprint Batches from Suspense* option.



Prescriptions with an FDA Medication Guide associated will automatically print along with the labels (if one is available). In order to ensure that the documents are sent to an actual printer users will be required to enter a valid printer for printing the FDA Medication Guides at this option if one has not been selected when they logged on to the Outpatient Pharmacy Division



A short profile for every patient for whom a label for a new prescription is being printed will also be printed if the local Profile with New Prescriptions site parameter is set to Yes. If a patient has partial prescriptions with regular fills, only one set of trailing documents will print for that patient. (In V. 6.0 trailer documents were printed after each partial.)

If a prescription is determined to be an ePharmacy prescription (e.g., third party electronically billable), an electronic claim will be sent by the Electronic Claims Management Engine (ECME) to the third party payer. TRICARE and CHAMPVA prescriptions are exceptions, as noted in the TRICARE and CHAMPVA section. The communication events between Outpatient Pharmacy and ECME are recorded in the ECME Log section of each prescription. The ECME log can be viewed in the patient Medication Profile screen (Activity Log option – AL) and also from the View Prescriptions option. If the claim submission returns a Refill Too Soon (79) or Drug Utilization Review (88) reject, the label is not printed for the prescription and it is moved to the Refill Too Soon/DUR section of the patient Medication Profile screen until the user resolves the reject. The prescription will also display on the Third Party Payer Reject Worklist. If the claim submission returns a Reject Resolution Required reject, the label is not printed for the prescription and it is moved to the Reject Resolution Required section of the Third Party Payer Reject – Worklist.

¾ Days Supply Hold

Because of the great number of refill-too-soon third party claim rejections that can occur due to prescriptions being filled too early, the system verifies that ¾ of the days supply has elapsed on the previous fill before the ePharmacy prescription may be refilled. The following list describes this functionality.

- ePharmacy prescriptions are delayed from being sent to CMOP and printed for local mail until ¾ of the days supply has elapsed. For CMOP suspense, a partial day will be rounded up (ex.: ¾ of 30 days will be 23 days). With the release of PSO*7*367, this rounding functionality will also be available for local mail suspense.
- An activity log entry will state the date/time that the Rx will be allowed to be removed from suspense. The activity log will be defined on the initial evaluation. The following is an example of the log entry:

```
4 06/18/08 SUSPENSE REFILL 2 OPHARM,ONE
Comments: 3/4 of Days Supply SUSPENSE HOLD until 6/20/08.
```

- To fill the prescription earlier, users may pull these types of prescriptions early from suspense.

Host Errors

Prescriptions (ePharmacy only) will be prevented from being filled/sent to CMOP when a host processing error occurs as a claim is submitted through ECME. Host processing errors are identified by reject codes M6, M8, NN, and 99 which are returned by the third party payer. The following conditions apply when this scenario occurs.

- The transmission of the prescription fill will be delayed 1 day in hopes that the host processing issues will be resolved by the third party payer.
- An activity log entry will state the date/time along with a comment stating that the Rx/fill was left in suspense hold due to a host processing error. The following is an example of the log entry:

Example: Entering a New Order for ePharmacy Billing (continued)

```
(TAKE ONE TABLET BY BY MOUTH THREE TIMES A DAY FOR 10 DAYS WITH FOOD)
DAYS SUPPLY: (1-90): 30// <Enter>
QTY ( TAB ) : 30// <Enter> 30
COPIES: 1// <Enter> 1
# OF REFILLS: (0-5): 5// <Enter>
PROVIDER: OPPROVIDER4,TWO
CLINIC: <Enter>
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter> (NOV 02, 2005)
FILL DATE: (11/2/2005 - 11/3/2006): TODAY// <Enter> (NOV 02, 2005)
Nature of Order: WRITTEN// <Enter> W
WAS THE PATIENT COUNSELED: NO// YES
WAS COUNSELING UNDERSTOOD: NO// YES

Do you want to enter a Progress Note? No// <Enter> NO

Rx # 100003840          11/02/05
OPPATIENT,FOUR          #30
TAKE ONE TABLET BY BY MOUTH THREE TIMES A DAY FOR 10 DAYS WITH FOOD

PREDNISONE 5MG TAB
OPPROVIDER4,TWO          OPPHARMACIST4,THREE
# of Refills: 5

Is this correct? YES// <Enter> YES
```

Prescription 100003840 successfully submitted to ECME for claim generation.

```
Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Gathering claim info
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
E PAYABLE

Another New Order for OPPATIENT,FOUR? YES// NO
```


View of RX:

```

Medication Profile      Nov 02, 2005@07:33:29      Page: 1 of 1
OPPATIENT,FOUR
  PID: 000-01-1322P      Ht(cm): _____ (_____)
  DOB: JAN 13,1922 (83)  Wt(kg): _____ (_____)
  SEX: MALE
  CrCL: <Not Found>      BSA (m2): _____
                        ISSUE  LAST REF DAY
#  RX #      DRUG      QTY ST  DATE  FILL REM SUP
-----
1  100003840e  PREDNISONE 5MG TAB  30 A> 11-02 11-02  5  30
                        -----ACTIVE-----

```

↑

Denotes
ePharmacy Rx

Enter ?? for more actions

```

PU Patient Record Update      NO New Order
PI Patient Information        SO Select Order
Select Action: Quit//

```

If a new order is rejected due to a Drug Utilization Review (DUR), Reject Resolution Required, or Refill Too Soon, the prescription will be marked as “REJECTED”, and the user will have the opportunity to resolve before continuing.

The following example shows a sample ECME transmission rejection, and how to resolve the rejection error.

Example: Handling a Rejected New Order for ePharmacy Billing

```

Prescription 999999 successfully submitted to ECME for claim generation.

```

```

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
E REJECTED

```

```

*** REJECT RECEIVED FROM THIRD PARTY PAYER ***
-----
Division : ALBANY      NPI#: 1234567890      NCPDP: 4150001
Patient  : OPPAT.,FOUR(000-01-1322P) Sex: M      DOB: JAN 13,1922(83)
Prescription : 99999999/0 - TESTOSTERONE (ANDROD  ECME#: 000001234567
Reject Type  : 88 - DUR REJECT received on FEB 27, 2006@10:58:25
Payer Message: DUR Reject Error
Reason       : ER (OVERUSE PRECAUTION)
DUR Text     : ANDRODERM      DIS 5MG/24HR
Insurance    : TEST INS
Group Name   : RXINS
Cardholder ID: 000011322P      Contact: 800 555-5555
                                   Group Number: 12454
-----

```

-----example continues-----

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

```
Select one of the following:

O          (O)VERRIDE - RESUBMIT WITH OVERRIDE CODES
I          (I)GNORE - FILL Rx WITHOUT CLAIM SUBMISSION
Q          (Q)UIT - SEND TO WORKLIST (REQUIRES INTERVENTION)

(O)verride,(I)gnore,(Q)uit: Q// ☐ OVERRIDE
```

When a claim is rejected, typically the Payer provides a “Reason for Service Code”, which displays on the reject as “Reason”. The user can use this reason to then select which code is entered for “Professional Service Code” and “Result of Service Code”. To see a list of service codes, enter ? at the specified prompt.

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

Reason for Service Code : ER - OVERUSE
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 Reject Resolution Required rejected New Prescription for ePharmacy Billing

For VETERAN prescriptions, a reject code can be specified in the Reject Resolution Required section of the ePharmacy Site Parameter screen to stop a prescription from being filled. The Reject Resolution Required reject codes will prevent a prescription from being filled during any claims processing under the following conditions:

- VETERAN eligibility
- The prescription is an original fill
- The prescription is not released
- The reject is on the Reject Resolution Required list for the division
- The total gross amount of the prescription is at or above the specified threshold amount

For VETERAN prescription rejections that have Reject Resolution Required rejects, the user will be able to select from (I)gnore, which bypasses claims processing and allows the prescription to be filled, or (Q)uit which sends it to the Third Party Payer Rejects – Worklist. Prescriptions with these type rejects cannot be filled until the reject is resolved. See the following example:

Example: Handling a Reject Resolution Required rejected New Order for ePharmacy Billing (continued)

```
Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Building the claim
IN PROGRESS-Building the HL7 packet
IN PROGRESS-Transmitting
IN PROGRESS-Processing response
E REJECTED

*** REJECT RECEIVED FROM THIRD PARTY PAYER ***
-----
Division : ALBANY          NPI: 123456789      NCPDP: 4150001
Patient  : OP,FOUR(000-01-1322P) Sex: M      DOB: JAN 13, 1922(83)
Rx/Drug  : 99999999/0 - TESTOSTERONE (ANDROD      ECME#: 000001234567
Reject(s): 76 - Plan Limitations Exceed Received on JUN 07, 2013@11:26:05

Payer Message: DAYS SUPPLY IS MORE THAN ALLOWED BY PLAN
Insurance    : TEST INS                      Contact: 800-555-5555
Group Name   : RXINS                        Group Number: 12454
Cardholder ID: 0000011322P

Reject Resolution Required
Gross Amount Due ($34.42) is greater than or equal to
Threshold Dollar Amount ($0)
Please select Quit to resolve this reject on the Reject Worklist.
-----

Select one of the following:

      I      (I)GNORE - FILL Rx WITHOUT CLAIM SUBMISSION
      Q      (Q)UIT - SEND TO WORKLIST (REQUIRES INTERVENTION)

(I)gnore,(Q)uit: Q//
```


ePharmacy Menu

[PSO EPHARMACY MENU]



The following menu items are locked with the PSORPH key: ePharmacy Medication Profile Division Preferences, Third Party Payer Rejects – View/Process and Third Party Payer Rejects – Worklist. The following menu item is locked with the PSO TRICARE/CHAMPVA MGR key: TRICARE CHAMPVA Bypass/Override Report. The ePharmacy Site Parameters [PSO ePHARM SITE PARAMETERS] menu is locked with the PSO EPHARMACY SITE MANAGER Key.

The following menu items allow the user to perform ePharmacy specific functions:

- *Ignored Rejects Report*
- *ePharmacy Medication Profile (View Only)*
- *NDC Validation*
- *ePharmacy Medication Profile Division Preferences*
- *ePharmacy Site Parameters*
- *Third Party Payer Rejects – View/Process*
- *Third Party Payer Rejects – Worklist*
- *TRICARE CHAMPVA Bypass/Override Report*
- *View ePharmacy Rx*

DURs can occur when a third party determines there are safety issues involved with an Rx claim submission, and they can be due to high dose, drug interaction, and excessive utilization. The third party payer returns an NCPDP rejection code of 88 to indicate a DUR.

Refill Too Soon rejections happen when a third party payer determines that a prescription is being processed too early compared to the last time the prescription was filled. This can occur for several reasons, including third party payer's policy differs from VA policy, patient receiving medication at another pharmacy, or the provider may have increased the dosage or frequency of the medication. The third party payer returns an NCPDP rejection code of 79 to indicate a Refill Too Soon.

Prescriptions rejected as DUR, Reject Resolution Required, and Refill Too Soon are moved to the REFILL TOO SOON/DUR/REJECT RESOLUTION REQUIRED REJECTS (Third Party) section of the Medication Profile. Prescriptions rejected as Reject Resolution Required, TRICARE and CHAMPVA are displayed in the OTHER REJECTS PENDING RESOLUTION section of the Medication Profile. The user must resolve a rejected prescription before other actions such as release, label print, renew, and refill, among others, can be performed on it. Actions may still be taken on these prescriptions through CPRS.

Ignored Rejects Report

[PSO IGNORED REJECTS REPORT]

This option gives the user the ability to run a report for third-party rejects that have been ignored and consequently closed by the pharmacy users.

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 OPAL. This function provides a pharmacy technician the ability to manually enter the prescription number or scan the bar code of the existing prescription label. Then the user may 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 an RTS/DUR rejection and/or a Reject Resolution Required 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 in the Drug File, 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 prompted 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 technician when processing. If the NDC change has prompted a claim reversal and produced an RTS/DUR rejection and/or a Reject Resolution Required 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:
```


ePharmacy Site Parameters

The ePharmacy Site Parameters file (#52.86) stores the ePharmacy Site parameters by division. The EPHARMACY SITE PARAMETERS [PSO ePHARM SITE PARAMETERS] option can be accessed from the ePharmacy Menu [PSO EPHARMACY MENU].



This option requires the PSO EPHARMACY SITE MANAGER security key.

The following site parameters are definable in the General Parameters section:

- **REJECT WORKLIST DAYS:** This is the number of days an unresolved reject can remain on the Third Party Payer Reject – Worklist without being included in the nightly reject worklist alert mail message.

In the Transfer Reject Parameters section, the user may enter as many reject codes as they desire along with the manner in which each will be allowed to be placed on the Third Party Payer Reject – Worklist. This is what appears in the Transfer Reject Parameters section:

- **REJECT CODE:** A valid third party claim reject code should be entered. A listing of these codes is provided when double question marks (??) are entered for this prompt. Valid codes are contained within the BPS NCPDP REJECT CODES file (#9002313.93). Also, a value defined in this field triggers definition of USER field (#2) and DATE OF LAST UPDATE field (#3).
- **AUTO SEND:** This prompt is a companion to the REJECT CODE prompt. Enter YES to allow the entered REJECT CODE to be automatically placed on the Pharmacy Reject Worklist or NO to require Outpatient Pharmacy Electronic Claims Coordinator (OPECC) intervention to do so. A null value will be treated the same as entering NO in this field.

In the Reject Resolution Required Parameters section, the user may enter as many reject codes as they desire along with the manner in which each will be allowed to be placed on the Third Party Payer Reject – Worklist. This is what appears in the Reject Resolution Required Parameters section:

- **REJECT RESOLUTION REQUIRED CODE:** A valid third party claim reject code should be entered. A listing of these codes is provided when double question marks (??) are entered for this prompt. Valid codes are contained within the BPS NCPDP REJECT CODES file (#9002313.93).
- **THRESHOLD AMOUNT:** This prompt is a companion to the Reject Resolution Required Code prompt. The threshold amount is compared to the gross amount due for the prescription. If the gross amount due is equal to or greater than the threshold amount, then the gross amount due has met the threshold.

If a reject code is specified as a reject resolution required code, and that reject code is received from a third party payer, the system will evaluate the prescription for Reject Resolution Required processing. The prescription will not be filled if these criteria are met: original fill, Veteran eligibility, not released, the reject is on the Reject Resolution Required list for the current division, and the total gross amount of the prescription is at or above the specified threshold.

The short format displays the status in an abbreviated form. The following is an explanation of the Site Parameter actions:

Action	Description
Edit All Parameters [EA]	Edit all parameters on the screen. This action is a compilation of Edit General Parameters [EG], Edit Transfer Reject Code [ET], and Edit Rej. Resolution Required Code [ER].
Edit General Parameters [EG]	Edit the General Parameters section of the screen. Add, edit, or delete data.
Edit Transfer Reject Code [ET]	Edit the Transfer Reject Code section of the screen. Add, edit or delete reject codes and the associated auto-send parameter.
Edit Rej. Resolution Required Code [ER]	Edit the Edit Rej. Resolution Required Code section of the screen. Add, edit or delete reject codes and the associated threshold parameter.
Copy Parameters [CP]	The parameters for the division displayed on the screen will be copied to one or more selected divisions. All parameters for the destination divisions are overwritten when the copy action is used.
Display Site Parameters [DP]	Select multiple divisions to display parameters
Change Division [CD]	Select a division to display on the screen
Exit [EX]	Exit the ePharmacy Site Parameters option

The following is an example of definitions for ePharmacy Site Parameters:

Bingo Board Display: WAITING ROOM//

All transfer rejects will automatically be placed on the Third Party Payer Rejects - Worklist if the reject code is defined in the site parameter file and the AUTO SEND parameter is set to yes. The OPECC must manually transfer the reject if the reject code is defined in the site parameter file and the AUTO SEND parameter is set to no. (To be used when Pharmacy can possibly correct a locally filled Rx.)

All Reject Resolution Required reject codes will automatically be placed on the Third Party Payer Rejects - Worklist. This parameter applies to rejects for original unreleased fills only. Prescriptions will not be filled until the rejects are resolved.

ePharmacy Site Parameters
Pharmacy Division: DAYTON

Jun 11, 2013@12:26:38

Page: 1 of 2

Pharmacy Division: DAYTON
General Parameters
Reject Worklist Days: 5

Transfer Reject Codes		Auto-Send	----	--
Code	Description			
22	M/I Dispense As Written (DAW)/Product Selection Code	YES		
70	Product/Service Not Covered - Plan/Benefit Exclusion	NO		
Reject Resolution Required Codes		Threshold		
Code	Description			
19	M/I Days Supply	\$50		
21	M/I Product/Service ID	\$0		
+ Enter ?? for more actions				
EA	Edit All Parameters	CP	Copy Parameters	
EG	Edit General Parameters	DP	Display Site Parameters	
ET	Edit Transfer Reject Code	CD	Change Division	
ER	Edit Rej. Resolution Required Code	EX	Exit	
Select Action: Next Screen//				

Select Action: Next Screen// ET Edit Transfer Reject Code

All transfer rejects will automatically be placed on the Third Party Payer Rejects - Worklist if the reject code is defined in the site parameter file and the AUTO SEND parameter is set to yes. The OPECC must manually transfer the reject if the reject code is defined in the site parameter file and the AUTO SEND parameter is set to no. (To be used when Pharmacy can possibly correct a locally filled Rx.)

TRANSFER REJECT CODE: 22 M/I Dispense As Written (DAW)/Product Selection Code

You are editing an existing transfer reject code - 22.

TRANSFER REJECT CODE: 22//

AUTO SEND: YES//

ANOTHER TRANSFER REJECT CODE:

Select Action: Next Screen// ER Edit Resolution Required Rej. Code

All Reject Resolution Required reject codes will automatically be placed on the Third Party Payer Rejects - Worklist. This parameter applies to rejects for original unreleased fills only. Prescriptions will not be filled until the rejects identified by the Reject Resolution parameter are resolved.

RESOLUTION REQUIRED REJECT CODE: 19 M/I Days Supply

You are editing an existing resolution required reject code - 19.

RESOLUTION REQUIRED REJ CODE: 19//

DOLLAR THRESHOLD: 50//

ANOTHER RESOLUTION REQUIRED REJECT CODE:

Example: Viewing and Resolving Open Rejects (continued)

```
Reject Information(UNRESOLVED)Nov 21, 2005@08:29:30      Page: 1 of 2
Division : ALBANY                                     NPI#: 1234567890   NCPDP: 4150001P
Patient : OPPATIENT,FOUR (000-01-1322P) Sex: M         DOB: JAN 13,1922(83)
Rx# : 100003873/0      ECME#: 000000504455 Date of Service: Nov 15, 2005
CMOP Drug: DOCUSATE NA 100MG CA                        NDC Code: 54629-0600-01

REJECT Information
Reject Type : 79 - REFILL TOO SOON received on NOV 15, 2005@14:13:51
Reject Status : OPEN/UNRESOLVED
Next Avail Fill: NOV 20,2005
Payer Addl Msg : NEXT RFL 111805,DAYS TO RFL 3, LAST FILL 101805 AT YOUR
                    PHARM,REFILL TOO SOON
Reason Code : ER (OVERUSE PRECAUTION )
DUR Text : RETAIL
DUR Add Msg : THIS IS THE DUR ADDITIONAL TEXT.

OTHER REJECTS
29 - M/I Number Refills Authorized
39 - M/I Diagnosis Code

INSURANCE Information
Insurance : TEST INS
Contact : 1-800-555-5050
BIN : 741852
+ Enter ?? for more actions
VW View Rx          IGN Ignore Reject          OVR Submit Override Codes
MP Medication Profile RES Resubmit Claim      CSD Change Suspense Date
Select: Next Screen// IGN Ignore Reject
-----example continues-----
```

These options are available on the screen above:

- VW (View Rx) – Takes the user to the *View Prescription* option to review details for that prescription.
- MP (Medication Profile) – Invokes the patient’s list of medication.
- IGN (Ignore Reject) – Allows the user to close or resolve the DUR/REFILL TOO SOON/REJECT RESOLUTION REQUIRED Reject without resubmission to the payer. The user will be required to enter a free-text comment and his/her electronic signature.
- RES (Resubmit Claim) – Allows the user to re-submit the claim to the payer. This will automatically mark the reject resolved.
- OVR (Submit Override Codes) – Allows the user to re-submit the claim by entering NCPDP override codes, which shall trigger a new claim submission be sent to the payer.
- CSD (Change Suspense Date) – Allows the user to change the fill date for suspended prescriptions.

Hidden actions:

- COM (Add Comments) – Allows the user to add reject specific comments. This comments are local to the Reject Worklist and View/Process options and are not transmitted to ECME.
- CLA (Submit Clarif. Code) – Allows the user to re-submit a claim with Clarification Codes.
- ED (Edit Rx) – Allows the user to edit the prescription.
- PA (Submit Prior Auth.) – Allows the user to re-submit a claim with Prior Authorization information.
- ARI (View Addtnl Rej Info) – Allows the user to display additional reject information from the payer, if available.

Third Party Payer Rejects – Worklist

[PSO REJECTS WORKLIST]

This option gives the user the ability to process Third Party Payer Rejects, CHAMPVA Non-billable rejects and TRICARE Non-billable rejects for one, multiple, or all Outpatient Pharmacy Divisions. Only OPEN/UNRESOLVED rejects that have clinical significance, such as DUR and Refill Too Soon, and rejects transferred from the ECME user screen, are added to the Worklist. Once the reject is marked CLOSED/RESOLVED, it is automatically removed from the Worklist.

Discontinued TRICARE and CHAMPVA prescriptions no longer appear on the Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST].

Example: Resolving Open Rejects

Select Rx (Prescriptions) Option: **EPHARMACY** Menu

```

IR      Ignored Rejects Report
MP      ePharmacy Medication Profile (View Only)
NV      NDC Validation
PF      ePharmacy Medication Profile Division Preferences
SP      ePharmacy Site Parameters
VP      Third Party Payer Rejects - View/Process
WL      Third Party Payer Rejects - Worklist
TC      TRICARE CHAMPVA Bypass/Override Report
VER     View ePharmacy Rx
  
```

Select ePharmacy Menu Option: **WL** Third Party Payer Rejects - Worklist

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION: **^ALL**

Insurance Rejects - Worklist Nov 09, 2010@11:24:10 Page: 1 of 1

Divisions: ALL

Selection: ALL UNRESOLVED REJECTS

#	Rx#	PATIENT(ID) [^]	DRUG	REASON
1	100003521	OPPATIENT,TWELVE(5444)	ACETYLCYSTEINE 20% 3 79	:REFILL TOO SO
Payer Message: PLAN = 8906 NEXT FILL: 20050429				
2	100003521	OPPATIENT,TWELVE(5444)	ACETYLCYSTEINE 20% 3 79	:REFILL TOO SO
Payer Message: RTS - Rx: 9306343 DT: 31-MAR-2005 DS: 30 RD: 23-APRIL 2005				
3	100003872	OPPATIENT,FOUR(1322P)	A AND Z OINTMENT	DUR:
Payer Message: DUR Reject Error				
REJECT RESOLUTION REQUIRED				
4	100003872	OPPATIENT,FOUR(1322P)	A AND Z OINTMENT	07 :M/I Cardholde
Payer Message:				
CHAMPVA - Non-DUR/RTS				
5	101358	OPCVACARE,ONE(7895)	BACLOFEN 10MG TABS	07 :M/I Cardholde
Payer Message:				
6	100923	OPCVACARE,TWO(4933)	LORAZEPAM 1MG TAB	07 :M/I Cardholde
Payer Message:				
TRICARE - Non-DUR/RTS				
7	101359	OPTRICARE,ONE(7894)	BACLOFEN 10MG TABS	07 :M/I Cardholde
Payer Message:				
8	100924	OPTRICARE,TRI(4932)	LORAZEPAM 1MG TAB	07 :M/I Cardholde
Payer Message:				
OTHER REJECTS				
9	101173	OPPATIENT,THREE(9877)	FENOPROFEN 300MG CAP 08	:M/I Person Co
Payer Message:				

Select the entry # to view or ?? for more actions

These options are available on the following screen:

- VW (View Rx) – Takes the user to the View Prescription option to review details for that prescription.
- MP (Medication Profile) – Invokes the patient's list of medication.
- IGN (Ignore Reject) – Allows the user to close or resolve the DUR/REFILL TOO SOON Reject or the Reject Resolution Required Reject without resubmission to the payer. The user will be required to enter a free-text comment and his/her electronic signature.
- RES (Resubmit Claim) – Allows the user to re-submit the claim to the payer. This will automatically mark the reject resolved.
- OVR (Submit Override Codes) – Allows the user to re-submit the claim by entering NCPDP override codes, which shall trigger a new claim submission be sent to the payer. This option is active for DUR rejects only.
- CSD (Change Suspense Date) – Allows the user to change the fill date for suspended prescriptions.

Hidden actions:

- COM (Add Comments) – Allows the user to add reject specific comments. These comments are local to the Reject Worklist and View/Process options and are not transmitted to ECME.
- CLA (Submit Clarif. Code) – Allows the user to re-submit a claim with Clarification Codes.
- ED (Edit Rx) – Allows the user to edit the prescription.
- PA (Submit Prior Auth.) – Allows the user to re-submit a claim with Prior Authorization information.
- ARI (View Addtl Rej Info) – Allows the user to display additional reject information from the payer, if available.
- SDC (Suspense Date Calculation) – Allows the user to calculate a new suspense date.
- SMA (Submit Multiple Actions) – Allows the user to resubmit a claim with multiple actions.

Example: Resolving Open Rejects (continued)

```

Reject Information(UNRESOLVED)Nov 21, 2005@09:51:15      Page: 1 of 1
Division : ALBANY                                     NPI#: 1234567890   NCPDP: 4150001
Patient  : OPPATIENT,FOUR(000-01-1322P) Sex: M        DOB: JAN 13,1922(83)
Rx#      : 100003872/0                               ECME#: 000000504454 Date of Service: Nov 15, 2005
CMOP Drug: DOCUSATE NA 100MG CA                      NDC Code: 54629-0600-01

=====
REJECT Information
=====
Reject Type   : 88 - DUR REJECT received on NOV 15, 2005@14:11:51
Reject Status : OPEN/UNRESOLVED
Next Avail Fill: NOV 20,2005
Payer Addl Msg : DUR Reject Error
Reason Code   :
DUR Text      :

=====
INSURANCE Information
=====
Insurance    : TEST INS
Contact      :
BIN          : 741852
Group Number : 12454
Cardholder ID : 000011322P

=====
Enter ?? for more actions
VW View Rx           IGN Ignore Reject           OVR Submit Override Codes
MP Medication Profile RES Resubmit Claim         CSD Change Suspense Date
Select: Quit// OVR Submit Override Codes
  
```


Reject Information Screen – Electronic Signature and TRICARE/CHAMPVA Justification



This action requires the security key PSO TRICARE/CHAMPVA.

- A user must hold the “PSO TRICARE/CHAMPVA” security key to perform the Fill Rx (FIL) and Ignore Reject (IGN) actions on the Third Party Payer Rejects – Worklist and the “Ignore” action on the TRICARE or CHAMPVA Reject Notification screen. If the user holds the security key “PSO TRICARE/CHAMPVA”, the prompt will display: “You are bypassing claims processing. Do you wish to continue?” If the user enters (No=Default), the user will return to the reject notification screen. If the user selects Yes to continue, the system will mimic the current Ignore action/functionality and allow processing of the prescription. The user will be prompted to enter their electronic signature code and asked to enter data into the TRICARE Justification or CHAMPVA Justification field, which is required. The user will be allowed to “^” out of the process. If the user opts to “^” out of the process, they will be taken back to the Reject Information screen prompt.

In the following example a TRICARE patient with Outpatient status submits a prescription for processing and a rejected response is received from the TRICARE payer/PBM. The pharmacist initially sends the prescription to the Third Party Payer Rejects – Worklist then later decides to finish processing the prescription and chooses the FIL action.

Example of Reject Information Screen – Electronic Signature and TRICARE Justification

Reject Information (TRICARE) Sep 30, 2010@10:25:13		Page: 1 of 1
Division : DAYTON	NPI: 4050000015	NCPDP: 4150001
Patient : TRICARE,TWO(XXX-XX-XXXX)	Sex: M	DOB: JAN 1,19XX(XX)
Rx# : XXX4928/0	ECME#: 000001231234	Date of Service: Feb 08, 2009
CMOP Drug: ACARBOSE 25MG TAB	NDC Code: 00026-2863-52	
REJECT Information (TRICARE)		
Reject Type	: M/I Cardholder ID (07)	
Reject Status	: OPEN/UNRESOLVED - E REJECTED	
Payer Addl Msg	:	
Reason Code	:	
DUR Text	:	
COMMENTS		
- AUG 25, 2010@13:25:07 - Transferred by OPECC. (OPCLERK,ONE)		
INSURANCE Information		
Insurance	: EXPRESS SCRIPTS	
Contact	:	
BIN	: 741852	
Group Number	: DODA	
Cardholder ID	: XXXXXXX	
Enter ?? for more actions		
VW View Rx	FIL Fill Rx	CSD Change Suspense Date
MP Medication Profile	DC Discontinue Rx	IGN Ignore Reject
RES Resubmit Claim	OVR Submit Override Codes	
Select Item(s): Quit/	<input type="text" value="FIL"/>	
You are bypassing claims processing. Do you wish to continue (Y/N)? No/		
<input type="text" value="Yes"/>		
Enter your Current Signature Code: <input type="text" value="SIGNATURE VERIFIED"/>		

Reject Resolution Required Rejects [PSO REJECTS WORKLIST]

Rejects under the REJECT RESOLUTION REQUIRED section of the screen are resolved in the same manner as DUR/RTS rejects. The comments section will denote that the reject was transferred automatically to the Third Party Payer Rejects – Worklist for resolution.

The following is an example of the Reject Information Screen for Reject Resolution Required rejects.

```
Reject Information(UNRESOLVED)Jun 05, 2013@07:46:18          Page: 1 of 1
Division : DAYTON                      NPI: 4050000015          NCPDP: 4150001
Patient  : OPORVET,J-CNF(061P)  Sex: M                      DOB: NOV 20,1961(51)
Rx#      : 2720321/0             ECME#: 000004317186      Date of Service: May 28, 2013
Drug     : AMPICILLIN 1GM INJ          NDC Code: 00015-7404-99

REJECT Information BACK-BILL
Reject Type   : 76 - Plan Limitations Exceeded - received on MAY 28, 2013@08:59
Reject Status : OPEN/UNRESOLVED - E PAYABLE
Payer Addl Msg : EMD 1000: CLAIM PAID RX:000004317186FILL:2013-05-28 BIN:610144
               PCN:TEST
Reason Code   :
+DUR Text     :

INSURANCE Information
Insurance     : EPOR7                      Coord. Of Benefits: PRIMARY
Contact      : 333-444-5555
BIN          : 610144
Group Number : 777
Cardholder ID : 152364859
               Enter ?? for more actions
Cardholder ID : 152364859
               Enter ?? for more actions
VW View Rx      IGN Ignore Reject          OVR Submit Override Codes
MP Medication Profile RES Resubmit Claim    CSD Change Suspense Date
(I)gnore,(Q)uit: Q//

COMMENTS
- JUN 11, 2013@11:181 - Automatically transferred due to Reject Resolution Required
reject Code. (POSTMASTER)
```

View ePharmacy Rx

[BPS RPT VIEW ECME RX]

The *View ePharmacy Rx* option allows you to view information for one prescription, combining information from Outpatient Pharmacy, Integrated Billing and ECME. More information on this report is available in the *Electronic Claims Management Engine (ECME) User Manual*.

Chapter 25: Security Keys

A security key is a unique entry in the Security Key file (^DIC(19.1,)) which may prevent access to a specific option or action by including the key as part of the option's entry in the Option file (^DIC(19,)). Only users entered in the Holder field of the Security Key file may access the option or action.

Security Keys

PSO TRICARE/CHAMPVA

PSO*7*385 renamed the PSO TRICARE security key to PSO TRICARE/CHAMPVA. Please see [TRICARE/CHAMPVA Eligible Outpatient Override Function](#) for further information on this security key.

PSO TRICARE/CHAMPVA MGR

PSO*7*385 renamed the PSO TRICARE MGR security key to PSO TRICARE/CHAMPVA MGR. Please see [TRICARE CHAMPVA Bypass/Override Report](#) for further information on this security key.

PSO TECH ADV

PSO*7*386 added the PSO TECH ADV security key for use of holding and unholding prescriptions. Please see [Holding and Unholding a Prescription](#) for further information on this security key.

PSO EPHARMACY SITE MANAGER

PSO*7*421 added the PSO EPHARMACY SITE MANAGER security key for use of changing ePharmacy Site Parameters. Please see [ePharmacy Site Parameters](#) for further information on this security key.

Index

3

3/4 Days Supply Hold, 36

E

ePharmacy Menu, 111

ePharmacy Site Parameters, 118

H

Host Errors, 36

N

NDC Validation, 116

R

Reject Resolution Required Rejects, 156a

Resolving Open Rejects, 126

S

Security Keys, 170m

T

Third Party Payer Rejects – Worklist, 126

(This page included for two-sided copying.)