



# **OUTPATIENT PHARMACY**

## **MANAGER'S USER MANUAL**

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## 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	<a href="#">x</a> , <a href="#">151</a> , <a href="#">181</a> , <a href="#">184a-184b</a> , <a href="#">185a-185b</a> , <a href="#">188</a> , <a href="#">197i-197n</a>	PSO*7*289	Added ePharmacy Site Parameters option and NDC Validation option to the ePharmacy Menu. Added a comment for Change Suspense date. Added the following sections: Other Rejects, MailMan message for Open/Unresolved Rejects, NDC Validation, and DAW/NDC. (M. Anthony, PM; G.O’Connor, S. B. Scudder, G. Johnson, Tech Writers)
05/09	9, 124-125, 129-130, 155, 159, 183	PSO*7*305	The following changes are included in this patch. <ul style="list-style-type: none"> <li>• Automate refill processing.</li> <li>• Switch between Release Date and Fill Date display on Medication Profile.</li> <li>• “CMOP Status” renamed to “Processing Status” and included on all duplicate drug messages.</li> </ul> (G. Tucker, PM; S. B. Scudder, Tech Writer)
12/08	41-42, 99-100, 103a-103b	PSO*7*303	Added Nutritional Supplement and Tricare functionality (PSO*7*303). (M. Anthony, PM; G. O’Connor, S. B. Scudder, Tech Writers)
08/08	ix-x, 4, 39-40, 43-45, 115-116, 163, 165, 165a-d, 169-171, 173, 173a-d, 180, 249, 251	PSO*7*225	The following changes are included in this patch. <ul style="list-style-type: none"> <li>• The Environmental Indicator, “Environmental Contaminant,” has been replaced with “Southwest Asia Conditions” or “SW Asia Conditions”.</li> <li>• “Was treatment related to PROJ 112/SHAD?” has been added, along with PROJ 112/SHAD references.</li> <li>• The Service Connected question has been updated with current wording.</li> <li>• Original provider comments no longer being carried over to renewal orders has been noted.</li> <li>• Flag/unflag functionality has been added.</li> <li>• The ability to discontinue both pending and active orders for the same drug has been noted.</li> <li>• The <i>Rx (Prescriptions)</i> menu has been updated in the documentation to reflect the existing menu.</li> </ul> (S. Templeton, PM; S. B. Scudder, Tech Writer)

Date	Revised Pages	Patch Number	Description
06/17	57, 77-78	PSO*7*288	Update for the new menu option [Pharmacy Patient Non-VA Meds Report/Clean-up]. (A. Scott, PM, T. Dawson, Tech Writer)
05/08	vii-ix, 82, 250-251	PSO*7*294	Included description of Medication Reconciliation. (S. Templeton, PM, D. Dertien, Tech Writer)
04/08	183-184	PSO*7*281	Update for the ePharmacy Phase 4 Iteration II project. For more information, see the <i>ePharmacy/ECME Enhancements Release Notes for PSO*7*281</i> . (M. Anthony, PM, M. Anthony, Tech Writer)
10/07	143-144, 183-193, 195-199	PSO*7*260	Included updates for the ePharmacy Phase 4 project. For more information, see the <i>ePharmacy/ECME Enhancements Release Notes</i> . (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 <i>Outpatient Pharmacy FY08 Q4 Release Notes</i> . (E. Williamson, PM; S. Krakosky, Tech Writer)

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*(This page included for two-sided copying.)*

```

Rx # 100003852          11/04/05
OPPATIENT,FOUR          #30
TAKE ONE TABLET BY BY MOUTH FOUR TIMES A DAY FOR 30 DAYS WITH FOOD
AVOIDING DAIRY FOODS

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

Is this correct? YES// <Enter> YES...
Claim has status E REJECTED. Not reversed.

Prescription 100003852 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
E PAYABLE

```

### **DAW/NDC Edit**

The Dispensed As Written(DAW)/National Drug Code (NDC) field for discontinued and expired orders can be edited.

For ePharmacy prescriptions, the DAW/NDC field for discontinued and expired orders can be edited. The following statuses are editable.

- 11 – EXPIRED
- 12 – DISCONTINUED
- 14 - DISCONTINUED BY PROVIDER
- 15 - DISCONTINUED (EDIT).

Status's 14 and 15 above result from the prescription being discontinued from CPRS. For status 14 - DISCONTINUED BY PROVIDER, the user can choose to discontinue the prescription in CPRS by selecting "Requesting Physician Cancelled" for the reason.

The following is an example of the activity log entry stored on the prescription for this type of discontinue:

```

1  06/20/08  DISCONTINUED  ORIGINAL  OPPHARM,ONE
Comments: Discontinued by OE/RR.

```

For status 15 - DISCONTINUED (EDIT), the user can edit a prescription in CPRS which discontinues the prescription being edited resulting in status 15 in the Outpatient Pharmacy package. The following is an example of the activity log entry on the prescription in OP:

```

2  06/05/08  DISCONTINUED  ORIGINAL  OPHARM,ONE
Comments: Discontinued due to CPRS edit

```

## Using the Copy Action

If a double question mark (??) had been entered at the “Select Action:” prompt, the following hidden actions would display in the action area.

```
The following actions are also available:
AL  Activity Logs (OP)    OTH  Other OP Actions      FS  First Screen
VF  Verify (OP)          REJ  View REJECT             GO  Go to Page
CO  Copy (OP)            DIN  Drug Restr/Guide (OP)  LS  Last Screen
RP  Reprint (OP)         +    Next Screen            PS  Print Screen
HD  Hold (OP)            -    Previous Screen        PT  Print List
UH  Unhold (OP)          <    Shift View to Left    QU  Quit
PI  Patient Information  >    Shift View to Right    RD  Re Display Screen
PP  Pull Rx (OP)        ADPL Auto Display(On/Off) SL  Search List
IP  Inpat. Profile (OP)  DN   Down a Line            UP  Up a Line
```

Copy is a hidden action used to copy an order and edit any field.

### Example: Copying an Order

```
Medication Profile          Jun 04, 2006 15:49:09          Page:    1 of    1
OPPATIENT6,ONE
  PID: 000-13-5790          Ht(cm): 175.26 (08/10/2004)
  DOB: FEB 8,1922 (79)      Wt(kg): 75.45 (08/10/2004)
<A>

#  RX #          DRUG          QTY ST  ISSUE  LAST REF DAY
                                DATE  FILL REM SUP
-----ACTIVE-----
1 503911$      AMPICILLIN 250MG CAP      80 A  05-25 06-01    0 10
2 503901      LISINOPRIL 10MG TAB      150 A> 05-17 05-17    2 30

Enter ?? for more actions
PU  Patient Record Update          NO  New Order
PI  Patient Information            SO  Select Order
Select Action: Quit// so  Select Order  [Or enter the order number here, e.g. 1]
Select Orders by number: (1-2): 1

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

Remember that actions in parentheses, like Refill in this example, are not available for the order.



## ePharmacy Menu

### [PSO EPHARMACY MENU]



This menu is locked with the PSORPH key.

This menu allows the user to handle prescriptions rejected by a third party payer because of a Refill Too Soon or Drug Utilization Review (DUR) reason, and provides the following options:

- *Ignored Rejects Report*
- *ePharmacy Medication Profile (View Only)*
- *NDC Validation*
- *ePharmacy Medication Profile Division Preferences*
- *ePharmacy SiteParameters*
- *Third Party Payer Rejects - View/Process*
- *Third Party Payer Rejects – Worklist*

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 and Refill Too Soon are moved to the REFILL TOO SOON/DUR REJECTS (Third Party) 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.

The user can select one of the following parameters to filter the data in the report:

- **DIVISION:** Allows the user to select one, some or all divisions.
- **DATE RANGE:** Allows the user to select a date range.
- **SORT BY:** Allows the user to choose different fields to sort the report by. Any combination can be selected:
  - **PATIENT:** Allows the user to select a single, multiple or all patients.
  - **DRUG:** Allows the user to select a single, multiple or all drugs.
  - **USER:** Allows the user to select a single, multiple or all users that have ignored third party rejects.



### Example: Ignored Rejects Report

Select ePharmacy Menu Option: **IR** Ignored Rejects Report

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

DIVISION: **^ALL**

BEGIN REJECT DATE: **030606** (MAR 06, 2006)

END REJECT DATE: **061407** (JUN 14, 2007)

Enter the SORT field(s) for this Report:

- 1 - PATIENT
- 2 - DRUG
- 3 - USER

Or any combination of the above, separated by comma,  
as in these examples:

- 2,1 - BY PATIENT, THEN DRUG
- 3,1,2 - BY USER, THEN BY PATIENT, THEN BY DRUG

SORT BY: PATIENT// **1,2**

SORT BY PATIENT  
THEN BY DRUG

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

PATIENT: **^ALL**

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

DRUG: **^ALL**

DEVICE: HOME// **[Select Printer Device]**

Ignored Rejects Report				Page: 1
Sorted by PATIENT, DRUG			Division: ALBANY	
Date Range: 03/06/2007 - 06/14/2007			Run Date: Jun 15, 2007@15:26:35	
Rx#	DRUG	PATIENT	IGNORE DT	IGNORED BY
1192029A	SODIUM CHLORIDE 0.9% OP	PATIENT,ONE(9999)	04/18/07	OPUSER,ONE
Comments: PATIENT WAS RUNNING OUT OF DRUG.				
Payer Message: NEXT RFL 041907,DAYS TO RFL 1,LAST FILL 112706 VIA MAIL,REFILL TOO SOON.				
2990211	ALENDRONATE 70MG/75M OP	PATIENT,TWO(0000)	05/20/07	OPUSER,ONE
Comments: NEXT POSSIBLE FILL WAS TOO FAR OUT.				
Payer Message: PLAN LIMIT EXCEEDED. NEXT POSSIBLE FILL: 05/29/2007				
TOTAL: 2 Patients.				



## 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 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 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 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 prompts 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 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:
```

*(This page included for two-sided copying.)*

## ePharmacy Medication Profile Division Preferences

### [PSO PMP SITE PREFERENCES]

This option allows the user to specify certain settings that will control how the *ePharmacy Medication Profile* option works for that user. Below is the list of settings that can be specified through this option:

- **EXP/CANCEL CUTOFF:** Indicates the maximum number of days for an expired and/or discontinued prescription to be cut from the profile.
- **SORT BY:** Indicates the default sorting column. The options are: Rx#, Drug Name, Issue Date or Last Fill Date.
- **SORT ORDER:** Indicates the order in which the column above will be sorted: Ascending or Descending.
- **DISPLAY SIG:** Indicates whether the SIG should be displayed under each prescription or if it should be hidden.
- **GROUP BY STATUS:** Indicates whether the list should be grouped by status (Active, Discontinued, Hold, etc...) or not.
- **DISPLAY ORDER COUNT:** Indicates whether the number of orders under each group should be displayed besides the group name. Example \_\_\_\_\_ACTIVE (3 orders)\_\_\_\_\_

```
Select ePharmacy Menu Option: PF ePharmacy Medication Profile Division
Preferences
```

```
ALBANY ISC's current default view:
```

```
-----
EXP/CANCEL CUTOFF : 200 DAYS
SORT BY           : Rx#
SORT ORDER        : ASCENDING
DISPLAY SIG       : ON
GROUP BY STATUS   : OFF
DISPLAY ORDER COUNT: OFF
```

```
Delete this default view? NO// <Enter>
```

```
EXP/CANCEL CUTOFF: 200// <Enter> DAYS
SORT BY: RX// <Enter> Rx#
SORT ORDER: ASCENDING// ^EXP
EXP/CANCEL CUTOFF: 200// 120 DAYS
SORT BY: RX// <Enter> Rx#
SORT ORDER: ASCENDING// <Enter>
DISPLAY SIG: ON// <Enter>
GROUP BY STATUS: OFF// <Enter>
DISPLAY ORDER COUNT: OFF//<Enter>
```

```
Saving...OK!
```



If there is a set of preferences already on file for the division the user is logged under, the option to delete such preferences is presented to the user as seen above.

## ePharmacy Site Parameters

The ePharmacy Site Parameters file (#52.86) has been added to store ePharmacy Site parameters by division. Along with this, a new EPHARMACY SITE PARAMETERS [PSO ePHARM SITE PARAMETERS] option has been added to the existing ePharmacy Menu [PSO EPHARMACY MENU].



This new option requires the PSORPH security key.

The following site parameters are definable using this option:

- **ALLOW ALL REJECTS:** Requires a YES or NO answer. It is highly suggested that No be answered at this prompt. Answering YES to this prompt will signify that all prescription fills with ePharmacy rejected claim status will automatically be placed on the Third Party Payer Rejects - Worklist, also known as the Pharmacy Reject Worklist. This is in addition to Refill-Too-Soon (79), Drug Utilization Review (DUR/88) and Tricare rejects which are automatically placed on the Pharmacy Reject Worklist. Any individually defined reject codes in this file will be overridden when a “YES” answer is given.
- **REJECT WORKLIST DAYS:** This is the number of days an uncommented reject can remain on the reject worklist without being included in the nightly reject worklist alert mail message.

The following prompts appear consecutively and 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 reject worklist.

- **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 (#900231.93). Also, a value defined in this field triggers definition of USER field (#2) and DATE OF LAST UPDATE field (#3). Any individually defined codes will be overridden when the ALLOW ALL REJECTS prompt is answered as YES.
- **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.

The following is an example of definition of ePharmacy Site Parameters:

```
Select ePharmacy Menu Option: SP   ePharmacy Site Parameters

Regardless of any parameters defined, Refill-Too-Soon, Drug Utilization
Review(DUR) and Tricare rejects will always be placed on the Third Party
Payer Rejects - Worklist, also known as Pharmacy Reject Worklist.  These
parameters are uneditable and are the default parameters.

Division: ALBANY ISC      500
          ...OK? Yes//    (Yes)

ALLOW ALL REJECTS: NO//
REJECT WORKLIST DAYS: 7
Select REJECT CODE: DAW ??

Select REJECT CODE: ??

  Choose from:  (The following are previously defined reject code(s))
22      M/I Dispense As Written (DAW)/Product Selection Co   YES

  You may enter a new REJECT CODE, if you wish

*** Enter a valid third party reject code from the previously entered codes
*** above, enter a new code, or enter one from the provided listing below.
*** Valid codes are those defined in BPS NCPDP REJECT CODES file (#900231.93).

  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 field.

  Choose from:
10      M/I Patient Gender Code
11      M/I Patient Relationship Code
12      M/I Place of Service
13      M/I Other Coverage Code
14      M/I Eligibility Clarification Code
15      M/I Date of Service
16      M/I Prescription/Service Reference Number
17      M/I Fill Number
18      M/I Metric Quantity
19      M/I Days Supply
20      M/I Compound Code
21      M/I Product/Service ID
22      M/I Dispense As Written (DAW)/Product Selection Code
23      M/I Ingredient Cost Submitted
24      M/I SALES TAX
25      M/I Prescriber ID
26      M/I Unit Of Measure
27      (FUTURE USE)
      ^

Select REJECT CODE: 22      M/I Dispense As Written (DAW)/Product Selection C
ode
          ...OK? Yes//    (Yes)

CODE: 22//
AUTO SEND: NO// Y   YES
Select REJECT CODE: 75      Prior Authorization Required
          ...OK? Yes//    (Yes)

CODE: 75//
AUTO SEND: NO//
Select REJECT CODE:

Division:
```





Next, the user can choose to display either Unresolved, Resolved, or Both types of rejects.

**Example: Viewing and Resolving Open Rejects (continued)**

```
Select one of the following:

      U      UNRESOLVED
      R      RESOLVED
      B      BOTH

(U)NRESOLVED, (R)RESOLVED or (B)OTH REJECT statuses: B// <Enter> BOTH
Please wait...
```

Rejects Processing Screen		Nov 21, 2005@08:27:37		Page: 1 of 1	
Divisions: ALL					
Selection: ALL REJECTS FOR EMDEON					
#	Rx#	PATIENT(ID) [^]	DRUG	REASON	
1	100003872	OPPATIENT,FOUR(1322P	A AND Z OINTMENT	DUR:	
Payer Message:					
2	100003873	OPPATIENT,FOUR(1322P	PHYTONADIONE 5MG TAB 79	:REFILL TOO SO	
Payer Message:					
3	100003873	OPPATIENT,FOUR(1322P	PHYTONADIONE 5MG TAB	DUR:	
Payer Message:					
4	100003785	OPPATIENT,TEN(3222)	ALBUMIN 5% 250ML	DUR:	
Payer Message:					
5	100003882	OPPATIENT,TEN(3222)	ALBUTEROL INHALER	DUR:	
Payer Message:					
6	100003884	OPPATIENT,TEN(3222)	TEMAZEPAM 15MG CAP	DUR:	
Payer Message:					
Select the entry # to view or ?? for more actions					
DR	Sort by Drug		RE	Sort by Reason	
PA	Sort by Patient		RF	Screen Refresh	
RX	Sort by Prescription		GI	Group by Insurance	
Select: Quit//					

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

The following options are available on this screen:

- PA – Sorts the list by the patient's last name.
- DR – Sorts the list by the drug name.
- RE – Sorts the list by the reject reason.
- RX – Sorts the list by Prescription number.
- RF – Refreshes the screen. (This selection retrieves DUR/ REFILL TOO SOON rejects that happened after the screen was originally populated.)
- GI – Groups the rejects by Insurance Company name.



The following two sets of characters denote the order in which the list is being ordered by: [^] for ascending and [v] for descending. The order inverses every time the user selects the same column that the list is already ordered by. Thus, if the list is currently ordered by Patient in an ascending order ([^]) and the user types “PA”, the list will be resorted in descending order and the order indicator will change to ([v])

The user selects a specific record to display all relevant information about the prescription and the claim submitted to the payer.

#### Example: Viewing and Resolving Open Rejects (continued)

Reject Information (UNRESOLVED) Nov 21, 2005@08:29:30		Page: 1 of 2
Division : ALBANY	NPI#: 1712884	
Patient : OPPATIENT, FOUR (000-01-1322P) Sex: M	DOB: JAN 13, 1922 (83)	
Rx# : 100003873/0 ECME#: 0504455	Fill Date: Nov 15, 2005	
Drug : PHYTONADIONE 5MG TABS	NDC Code: 00006-0043-68	
<b>REJECT Information</b>		
Reject Type : 79 - REFILL TOO SOON received on NOV 15, 2005@14:13:51		
Reject Status : OPEN/UNRESOLVED		
Payer Message : NEXT RFL 111805, DAYS TO RFL 3, LAST FILL 101805 AT YOUR PHARM, REFILL TOO SOON		
Reason : ER (OVERUSE PRECAUTION )		
DUR Text : RETAIL		
<b>OTHER REJECTS</b>		
29 - M/I Number Refills Authorized		
39 - M/I Diagnosis Code		
<b>INSURANCE Information</b>		
Insurance : EMDEON		
Contact : 1-800-555-5050		
Group Name : RXINS		
+ 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// <b>IGN</b> Ignore Reject		
-----example continues-----		

These options are available on the screen above:

- **VW (View)** – 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 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. The user will not be allowed to enter a suspense date that is greater than the fill date plus 90 days. Dates where the fill date plus 90 days is greater than the expiration date will not be allowed entry, and dates prior to issue date will not be allowed.

### Example: Rejected Prescription –Adding Comments

The following is an example of comments added to a rejected prescription.

```
Select: Quit// ??

The following actions are also available:
COM Add Comments          DN Down a Line          PS Print Screen
CLA Submit Clarif. Code > Shift View to Right    PL Print List
ED Edit Rx                < Shift View to Left    SL Search List
PA Submit Prior Auth.     FS First Screen          ADPL Auto Display(On/Off)
+ Next Screen             LS Last Screen           QU Quit
- Previous Screen         GO Go to Page
UP Up a Line              RD Re Display Screen

Select: Quit// COM      Add Comments

Comment: ALREADY CALLED INSURANCE COMPANY AND THEY WILL GET
        BACK TO ME ON MONDAY.

Reject Information(UNRESOLVED)Nov 21, 2005@09:51:15      Page: 1 of 1
Division : ALBANY                                       NPI#: 1712884
Patient : OPPATIENT,FOUR(000-01-1322P) Sex: M          DOB: JAN
13,1922(83)
Rx# : 100003872/0 ECME#: 0504454 Fill Date: Nov 15, 2005
Drug : A AND Z OINTMENT NDC Code: 00085-0096-04

REJECT Information
Reject Type : 88 - DUR REJECT received on NOV 15, 2005@14:11:51
Reject Status : OPEN/UNRESOLVED
Payer Message : DUR Reject Error
Reason : UNNECESSARY DRUG
DUR Text : RETAIL

COMMENTS
- JUN 2, 2007@2:30:10 - ALREADY CALLED INSURANCE COMPANY AND THEY WILL GET
  BACK TO ME ON MONDAY (OPUSER,ONE)

INSURANCE Information
Insurance : EMDEON
Contact :
Group Name : RXINS
Group Number : 12454
Cardholder ID : 000011322P

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

## Tricare Reject Processing

The Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST] and Third Party Payer Rejects - View/Process [PSO REJECTS VIEW/PROCESS] options have been modified in the following manner:

### 1. Display of non-DUR/RTS rejects

- Non-DUR/RTS Tricare rejections will be segregated at the end of the displayed information. They will be denoted with a "TRICARE - Non-DUR/RTS" header. This header remains regardless of whether the GI - Group by Insurance action is toggled on or off. The Tricare section sorts in the same manner as the main sort for non-Tricare prescriptions (by Rx, drug, patient).

```
Insurance Rejects-Worklist      Aug 13, 2008@16:04:05      Page:      1 of      1
Division   : ALBANY ISC
Selection  : ALL UNRESOLVED REJECTS
# Rx#      PATIENT (ID)  [^]      DRUG      REASON
1 101238    ECMEIBTEST, ONE (5566)    MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
2 100739    ECMEPAT, TWO (8887)      BENZTROPINE 2MG TAB  79 :REFILL TOO SO
Payer Message:
3 101960    OPTRICARE, ONE (4789)      ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
Payer Message:
                                TRICARE - Non-DUR/RTS
4 101980    OPTRICARE, ONE (4789)      DANTROLENE 25MG CAP  14 :M/I Eligibili
Payer Message:

      Select the entry # to view or ?? for more actions
DR  Sort by Drug      RE  Sort by Reason      RX  Sort by Prescription
PA  Sort by Patient   RF  Screen Refresh      GI  Group by Insurance
Select: Quit//
```

- Tricare DUR/RTS rejects displays with all other DUR/RTS rejects. See the boxed text in the example below. Sequence 4 and 6 are rejects for the same prescription. Also note that in the following example GI - Group by Insurance action is toggled OFF.

```
Insurance Rejects-Worklist      Aug 13, 2008@16:10:22      Page:      1 of      1
Division      : ALBANY ISC
Selection      : ALL UNRESOLVED REJECTS

# Rx#      PATIENT (ID)  [^]      DRUG      REASON
1 101238      ECMEIBTEST,ONE (5566)      MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
2 100739      ECMEPAT,TWO (8887)      BENZTROPINE 2MG TAB 79 :REFILL TOO SO
Payer Message:
3 101960      OPTRICARE,ONE (4789)      ACETAZOLAMIDE 250MG 79 :REFILL TOO SO
Payer Message:
4 101981      OPTRICARE,ONE (4789)      ATENOLOL 100MG TAB 79 :REFILL TOO SO
Payer Message:
TRICARE - Non-DUR/RTS
5 101980      OPTRICARE,ONE (4789)      DANTROLENE 25MG CAP 14 :M/I Eligibili
Payer Message:
6 101981      OPTRICARE,ONE (4789)      ATENOLOL 100MG TAB 14 :M/I Eligibili
Payer Message:

Select the entry # to view or ?? for more actions
DR Sort by Drug      RE Sort by Reason      RX Sort by Prescription
PA Sort by Patient      RF Screen Refresh      GI Group by Insurance
Select: Quit//
```

When GI - Group by Insurance action is toggled ON, the header "TRICARE" displays, and this "TRICARE" section sorts alphabetically within RTS/DUR insurances. This Tricare section is separate from the Non-DUR/RTS section that displays at the end of the listing.

#### Example with GI action toggled on:

```
Insurance Rejects-Worklist      Aug 13, 2008@16:12:46      Page:      1 of      1
Division      : ALBANY ISC
Selection      : ALL UNRESOLVED REJECTS GROUPED BY INSURANCE

# Rx#      PATIENT (ID)  [^]      DRUG      REASON
BLUE CROSS BLUE SHIELD
1 100739      ECMEPAT,TWO (8887)      BENZTROPINE 2MG TAB 79 :REFILL TOO SO
Payer Message:
TRICARE
2 101960      OPTRICARE,ONE (4789)      ACETAZOLAMIDE 250MG 79 :REFILL TOO SO
Payer Message:
ZENITH ADMINISTRATORS
2 101238      ECMEIBTEST,ONE (5566)      MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
4 101981      OPTRICARE,ONE (4789)      ATENOLOL 100MG TAB 79 :REFILL TOO SO
Payer Message:
TRICARE - Non-DUR/RTS
5 101980      OPTRICARE,ONE (4789)      DANTROLENE 25MG CAP 14 :M/I Eligibili
Payer Message:
6 101981      OPTRICARE,ONE (4789)      ATENOLOL 100MG TAB 14 :M/I Eligibili
Payer Message:

Select the entry # to view or ?? for more actions
DR Sort by Drug      RE Sort by Reason      RX Sort by Prescription
PA Sort by Patient      RF Screen Refresh      GI Group by Insurance
Select: Quit//
```

- The new TRI - Show/Hide Tricare toggle action has been added to the hidden menu on the Insurance Rejects screen. When toggled to Show, Tricare Non-DUR/RTS rejects will automatically display at the end of the listing. Toggling the TRI action to Hide will remove them from the screen.

**Example with Tricare rejects displayed:**

```
Insurance Rejects-Worklist      Aug 13, 2008@16:04:05      Page:      1 of      1
Division   : ALBANY ISC
Selection  : ALL UNRESOLVED REJECTS

# Rx#      PATIENT (ID)  [^]      DRUG      REASON
1 101238    ECMEIBTEST,ONE(5566)    MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
2 100739    ECMEPAT,TWO(8887)      BENZTROPINE 2MG TAB  79 :REFILL TOO SO
Payer Message:
3 101960    OPTRICARE,ONE(4789)      ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
Payer Message:
                                TRICARE - Non-DUR/RTS
4 101980    OPTRICARE,ONE(4789)      DANTROLENE 25MG CAP  14 :M/I Eligibili
Payer Message:

      Select the entry # to view or ?? for more actions
DR  Sort by Drug      RE  Sort by Reason      RX  Sort by Prescription
PA  Sort by Patient    RF  Screen Refresh      GI  Group by Insurance
Select: Quit// ??
The following actions are also available:
TRI  Show/Hide Tricare    FS  First Screen      PT  Print List
+  Next Screen      LS  Last Screen      SL  Search List
-  Previous Screen    GO  Go to Page      ADPL Auto Display(On/Off)
UP  Up a Line      RD  Re Display Screen    QU  Quit
DN  Down a Line      PS  Print Screen

Enter RETURN to continue or '^' to exit:
```

### Example of Tricare rejects removed from display:

```
Insurance Rejects-Worklist      Aug 13, 2008@16:04:05      Page:      1 of      1
Division : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS

# Rx#      PATIENT (ID) [^]      DRUG      REASON
1 101238      ECMEIBTEST,ONE (5566)      MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
2 100739      ECMEPAT,TWO (8887)      BENZTROPINE 2MG TAB 79 :REFILL TOO SO
Payer Message:
3 101960      OPTRICARE,ONE (4789)      ACETAZOLAMIDE 250MG 79 :REFILL TOO SO
Payer Message:

      Select the entry # to view or ?? for more actions
DR Sort by Drug      RE Sort by Reason      RX Sort by Prescription
PA Sort by Patient      RF Screen Refresh      GI Group by Insurance
Select: Quit// ??
The following actions are also available:
TRI Show/Hide Tricare      FS First Screen      PT Print List
+ Next Screen      LS Last Screen      SL Search List
- Previous Screen      GO Go to Page      ADPL Auto Display (On/Off)
UP Up a Line      RD Re Display Screen      QU Quit
DN Down a Line      PS Print Screen

Enter RETURN to continue or '^' to exit:
```

## 2. Processing of Tricare Rejections

- The Reject Information screen displays TRICARE in the header for the Reject Information section for DUR/RTS Tricare rejects, and the IGN - Ignore Reject action displays but is not selectable.

In the following example the user entered IGN to ignore the RTS (79) reject. The system displayed “INVALID: TRICARE rejected Rx's may not be ignored” on the message bar because the reject is a Tricare refill-too-soon reject.

```
Reject Information (UNRESOLVED) Aug 13, 2008@16:41:59      Page:      1 of      1
Division : ALBANY ISC      NPI#: 5000000021
Patient : OPTRICARE,ONE (666-55-4789) Sex: M      DOB: OCT 18,1963 (44)
Rx# : 101981/0      ECME#: 0113205      Fill Date: Aug 13, 2008
CMOP Drug: ATENOLOL 100MG TAB      NDC Code: 66993-0220-57

REJECT Information (TRICARE)
Date/Time : AUG 13, 2008@16:10:11
Reject(s) : Refill Too Soon (79)
Status : OPEN/UNRESOLVED - E REJECTED
```

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

```

OTHER REJECTS
14 - M/I Eligibility Clarification Code

INSURANCE Information
Insurance      : TRICARE
Contact       :
Group Name    : TRICARE PRIME
Group Number  : 123123
Cardholder ID : SI9844532
INVALID: TRICARE rejected Rxs may not be ignored.
VW View Rx          IGN Ignore Reject      OVR Submit Override Codes
MP Medication Profile RES Resubmit Claim    CSD Change Suspense Date
Select: Quit// IGN Ignore Reject

```

- For Non-DUR/RTS Tricare rejects, the FIL - Fill Rx action and the DC - Discontinue Rx action displays. If the prescription is payable, the user is allowed to fill the prescription and print the label. If not payable, a message will be displayed stating the prescription must have a payable status to be filled.

#### Example of Reject Information screen for non-DUR/RTS reject:

```

Reject Information (TRICARE) Aug 13, 2008@16:39:14      Page: 1 of 1
Division : ALBANY ISC                                NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789) Sex: M          DOB: OCT 18,1963(44)
Rx#      : 101980/0      ECME#: 0113204              Fill Date: Aug 14, 2008
Drug     : DANTROLENE 25MG CAP                      NDC Code: 00149-0030-66

REJECT Information (TRICARE)
Date/Time : AUG 13, 2008@15:41:30
Reject(s) : M/I Eligibility Clarification Code (14)
Status    : OPEN/UNRESOLVED - E REJECTED

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

Enter ?? for more actions
VW View Rx          FIL Fill Rx          OVR Submit Override Codes
MP Medication Profile DC Discontinue Rx  CSD Change Suspense Date
Select Item(s): Quit//

```



The following is an example of a user selecting to discontinue the prescription shown above. The user selects DC at the Select Item prompt and answers the normal discontinue prompts. When the user exits and re-enters the worklist, the discontinued prescription will be removed from the listing.

```
Select Item(s): Quit// DC    Discontinue Rx
Nature of Order: SERVICE CORRECTION//      S

Requesting PROVIDER: OPPHARM,ONE      OO
Claim has status E REJECTED.  Not reversed.

Reject Information (TRICARE)  Aug 13, 2008@16:53:40      Page: 1 of 1
Division : ALBANY ISC      NPI#: 5000000021
Patient : OPTRICARE,ONE(666-55-4789)  Sex: M      DOB: OCT 18,1963(44)
# Rx#      PATIENT(ID) [^]      DRUG      REASON
CMOP Drug: ATENOLOL 100MG TAB      NDC Code: 66993-0220-57

REJECT Information (TRICARE)
Date/Time      : AUG 13, 2008@16:53:20
Reject(s)      : M/I Cardholder ID Number (07)
Status         : OPEN/UNRESOLVED - E REJECTED

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

NO ACTION TAKEN.
VW View Rx      FIL Fill Rx      OVR Submit Override Codes
MP Medication Profile  DC Discontinue Rx      CSD Change Suspense Date
Select Item(s): Quit//      QUIT

PA Sort by Patient      RF Screen Refresh      GI Group by Insurance

Insurance Rejects-Worklist  Aug 13, 2008@16:53:52      Page: 1 of 1
Division : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
# Rx#      PATIENT(ID) [^]      DRUG      REASON
1 101238      ECMEIBTEST,ONE(5566)      MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
2 100739      ECMEPAT,TWO(8887)      BENZTROPINE 2MG TAB 79 :REFILL TOO SO
Payer Message:
3 101960      OPTRICARE,ONE(4789)      ACETAZOLAMIDE 250MG 79 :REFILL TOO SO
Payer Message:
TRICARE - Non-DUR/RTS
4 101980      OPTRICARE,ONE(4789)      DANTROLENE 25MG CAP 14 :M/I Eligibili
Payer Message:
5 101985      OPTRICARE,ONE(4789)      ATENOLOL 100MG TAB 07 :M/I Cardholde
Payer Message:

Enter ?? for more actions
DR Sort by Drug      RE Sort by Reason      RX Sort by Prescription
PA Sort by Patient      RF Screen Refresh      GI Group by Insurance
Select: Quit//      QUIT
```

```

# Rx#          PATIENT(ID) [^]          DRUG          REASON
MP      ePharmacy Medication Profile (View Only)
PF      ePharmacy Medication Profile Division Preferences
RP      DUR/79 Reject After Rx Release
SP      ePharmacy Site Parameters
VP      Third Party Payer Rejects - View/Process
WL      Third Party Payer Rejects - Worklist

Select ePharmacy Menu Option:  Third Party Payer Rejects - Worklist

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

DIVISION: ALBANY ISC//      500      ALBANY ISC

ANOTHER ONE:
Please wait...

PA  Sort by Patient      RF  Screen Refresh      GI  Group by Insurance

Insurance Rejects-Worklist      Aug 13, 2008@16:54:57      Page:      1 of      1
Division : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
# Rx#          PATIENT(ID) [^]          DRUG          REASON
1 101238      ECMEIBTEST,ONE(5566)      MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
2 100739      ECMEPAT,TWO(8887)          BENZTROPINE 2MG TAB 79 :REFILL TOO SO
Payer Message:
3 101960      OPTRICARE,ONE(4789)          ACETAZOLAMIDE 250MG 79 :REFILL TOO SO
Payer Message:
                                TRICARE - Non-DUR/RTS
4 101980      OPTRICARE,ONE(4789)          DANTROLENE 25MG CAP 14 :M/I Eligibili
Payer Message:

      Select the entry # to view or ?? for more actions
DR  Sort by Drug      RE  Sort by Reason      RX  Sort by Prescription
PA  Sort by Patient      RF  Screen Refresh      GI  Group by Insurance
Select: Quit//

```

- A person that resolves Tricare non-DUR/RTS rejects is dependent upon the type of reject. Dispense As Written (DAW) reject code 22 can be resolved by the pharmacy staff by editing the prescription and entering the appropriate DAW code which results in a claims resubmission. Other insurance related rejects (missing eligibility or cardholder ID number) are resolved by the Outpatient Pharmacy Electronic Claims Coordinator (OPECC). Once the rejection has been resolved, the Reject Information screen under the pharmacy reject worklist shows the status of the prescription as E PAYABLE. At this point the user may select the FIL action which will prompt for label print.

```

Reject Information (TRICARE) Aug 27, 2008@17:16:27      Page: 1 of 1
Division : ALBANY ISC                                NPI#: 5000000021
Patient : OPTRICARE,ONE(666-55-4789) Sex: M          DOB: OCT 18,1963(44)
Rx#      : 102059/0                                ECME#: 0113288      Fill Date: Aug 27, 2008
Drug     : IMIPRAMINE 25MG TAB                      NDC Code: 00779-0588-30

REJECT Information (TRICARE)
Date/Time : AUG 27, 2008@17:15:08
Reject(s) : M/I Cardholder ID Number (07)
Status    : OPEN/UNRESOLVED - E PAYABLE

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

Enter ?? for more actions
VW View Rx          FIL Fill Rx          OVR Submit Override Codes
MP Medication Profile DC Discontinue Rx  CSD Change Suspense Date
Select Item(s): Quit// FIL Fill Rx
                  [Closing all rejections for prescription 102059:
                  07 - ...OK]

Print Label? ? YES//

Select LABEL PRINTER: HOME// UCX/TELNET Right Margin: 80//

```

- For rejects that remain in suspense, the user will be allowed to process the rejection as indicated above, however no labels will be printed until the prescription is pulled early or printed from suspense. Upon resolving the reject, the user will be notified of this information. CMOP prescriptions will function in the same manner.

## **Other Rejects**

### **[PSO REJECTS WORKLIST]**

Rejects under the OTHER REJECTS section of the screen are resolved in the same manner as DUR/RTS rejects. The comments section will denote whether the reject was transferred automatically as is the case in the example below or “Transferred by OPECC” would denote those rejects where the OPECC manually transferred them to pharmacy for resolution.

The following example shows the user selecting to resolve sequence 16 from the THIRD PARTY PAYER REJECT - WORLIST option shown above. The user selects ED to edit the DAW code for the prescription, then resubmits the claim afterward. Since the claim was payable, both the RTS reject in sequence 13 and the DAW reject in sequence 16 were marked resolved. Also both are removed from the worklist after submission. The user then proceeds to Patient Prescription Processing option to view the ECME logs which show that claim resubmission was payable and that both rejects have been resolved.

```
Reject Information(UNRESOLVED) Jul 30, 2008@14:54:51      Page: 1 of 2
Division : CHEYENNE VAM&ROC                             NPI#: 1164471991
Patient  : OPPATIENT,FOUR(666-55-9987) Sex: M           DOB: OCT 20,1965(42)
Rx#      : 2055203/1      ECME#: 1615102              Fill Date: Jul 15, 2008
CMOP Drug: DANAZOL 50MG CAP                             NDC Code: 00024-0303-06

REJECT Information
Reject Type   : 22 - M/I Dispense As Written- received on JUL 30, 2008@14:32:16
Reject Status : OPEN/UNRESOLVED
Payer Message :
Reason       :
DUR Text     :

OTHER REJECTS
79 - Refill Too Soon

COMMENTS
- JUL 30, 2008@14:32:16 - Automatically transferred due to override for reject
  code. (OPHARM,ONE)

+      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// ed  ED

Jul 30, 2008@14:54:53
```

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

```

ED   Edit                      RF   (Refill)                      RN   (Renew)

      Rx #: 2055203$e
(1) *Orderable Item: DANAZOL CAP,ORAL
(2)   CMOP Drug: DANAZOL 50MG CAP
(3)   *Dosage: 50 (MG)
      Verb: TAKE
      Dispense Units: 1
      Noun: CAPSULE
      *Route: ORAL (BY MOUTH)
      *Schedule: BID
(4) Pat Instructions:
      SIG: TAKE ONE CAPSULE BY MOUTH TWICE A DAY
(5) Patient Status: OUTPT NON-SC
(6)   Issue Date: 07/11/08          (7) Fill Date: 07/11/08
      Last Fill Date: 07/15/08 (Window)
ED   Edit                      RF   (Refill)                      RN   (Renew)
Select Action: Next Screen//      NEXT SCREEN

      Last Release Date:          (8) Lot #:
      Expires: 07/12/09          MFG:
(9)   Days Supply: 3          (10) QTY (CAP): 6
(11)  # of Refills: 11          Remaining: 10
(12)  Provider: OPPROVIDER,ONE
(13)  Routing: MAIL          (14) Copies: 1
(15)  Clinic: Not on File
(16)  Division: CHEYENNE VAM&ROC (442)
(17)  Pharmacist:
(18)  Remarks: New Order Created by copying Rx # 2055182.
(19)  Counseling: NO
(20)  Refill Data
(21)  DAW Code: 0 - NO PRODUCT SELECTION INDICATED
      Finished By: OPHARM,ONE
+      Enter ?? for more actions
DC   (Discontinue)          PR   (Partial)          RL   (Release)
ED   Edit                  RF   (Refill)          RN   (Renew)
Select Action: Next Screen// 21
DAW CODE: 0// ?

OP Medications (SUSPENDED)      Jul 30, 2008@14:54:55      Page: 2 of 3
OPPATIENT,FOUR
  PID: 666-55-9987          Ht (cm) : _____ (_____)
  DOB: OCT 20,1965 (42)      Wt (kg) : _____ (_____)
+

      Answer with BPS NCPDP DAW CODE
      Choose from:
0      NO PRODUCT SELECTION INDICATED
1      SUBSTITUTION NOT ALLOWED BY PRESCRIBER
2      SUBSTITUTION ALLOWED-PATIENT REQUESTED PRODUCT DISPENSED
3      SUBSTITUTION ALLOWED-PHARMACIST SELECTED PRODUCT DISPENSED
4      SUBSTITUTION ALLOWED-GENERIC DRUG NOT IN STOCK
5      SUBSTITUTION ALLOWED-BRAND DRUG DISPENSED AS A GENERIC
6      OVERRIDE
7      SUBSTITUTION NOT ALLOWED-BRAND DRUG MANDATED BY LAW
8      SUBSTITUTION ALLOWED-GENERIC DRUG NOT AVAILABLE IN MARKETPLACE
9      OTHER

DAW CODE: 0// 1 - SUBSTITUTION NOT ALLOWED BY PRESCRIBER
Are You Sure You Want to Update Rx 2055203? Yes// YES

```

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

```

ED   Edit                      RF   (Refill)                      RN   (Renew)

OP Medications (SUSPENDED)    Jul 30, 2008@14:55:21          Page:    2 of    3
OPPATIENT,FOUR
  PID: 666-55-9987                      Ht(cm): _____ (_____)
  DOB: OCT 20,1965 (42)                Wt(kg): _____ (_____)
+
  Last Release Date:                      (8)      Lot #:
    Expires: 07/12/09                      MFG:
(9)    Days Supply: 3                      (10)    QTY (CAP): 6
(11)   # of Refills: 11                    Remaining: 10
(12)   Provider: OPPERVIDER,ONE
(13)   Routing: MAIL                      (14)   Copies: 1
(15)   Clinic: Not on File
(16)   Division: CHEYENNE VAM&ROC (442)
(17)   Pharmacist:
(18)   Remarks: New Order Created by copying Rx # 2055182.
(19)   Counseling: NO
(20)   Refill Data
(21)   DAW Code: 1 - SUBSTITUTION NOT ALLOWED BY PRESCRIBER
      Finished By: OPHARM,ONE
+      Enter ?? for more actions
DC   (Discontinue)          PR   (Partial)          RL   (Release)
ED   Edit                  RF   (Refill)          RN   (Renew)
Select Action: Next Screen// ^

MP Medication Profile      RES Resubmit Claim      CSD Change Suspense Date

Reject Information(UNRESOLVED)Jul 30, 2008@14:55:28          Page:    1 of    2
Division : CHEYENNE VAM&ROC                      NPI#: 1164471991
Patient : OPPATIENT,FOUR(666-55-9987) Sex: M          DOB: OCT 20,1965(42)
Rx#      : 2055203/1          ECME#: 1615102          Fill Date: Jul 15, 2008
CMOP Drug: DANAZOL 50MG CAP          NDC Code: 00024-0303-06

REJECT Information
Reject Type      : 22 - M/I Dispense As Written- received on JUL 30, 2008@14:32:16
Reject Status    : OPEN/UNRESOLVED
Payer Message    :
Reason           :
DUR Text         :

OTHER REJECTS
79 - Refill Too Soon

COMMENTS
- JUL 30, 2008@14:32:16 - Automatically transferred due to override for reject
  code. (OPHARM,ONE)
+      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// RES Resubmit Claim

When you confirm, a new claim will be submitted for
the prescription and this REJECT will be marked
resolved.

Confirm? YES//

```

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

Prescription 2055203 successfully submitted to ECME for claim generation.

Claim Status:

IN PROGRESS-Waiting to start  
IN PROGRESS-Transmitting  
E PAYABLE

Please wait...

Insurance Rejects-Worklist Jul 30, 2008@14:38:38 Page: 2 of 3

Division : CHEYENNE VAM&ROC

Selection : ALL UNRESOLVED REJECTS

#	Rx#	PATIENT(ID) [v]	DRUG	REASON
Payer Message:				
13	2055202	OPPATIENT,FOUR(9987)	BACLOFEN 10MG TAB	79 :REFILL TOO SO
Payer Message:				
14	2055155	OPPATIENT,FOUR(9987)	BENAZEPRIL HCL 40MG	79 :REFILL TOO SO
Payer Message:				
OTHER REJECTS				
15	2055134A	OPPATIENT,FOUR(9987)	CALCIUM GLUCONATE 65 22	:M/I Dispense
Payer Message:				

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

DR Sort by Drug RE Sort by Reason RX Sort by Prescription

PA Sort by Patient RF Screen Refresh GI Group by Insurance

Select: Next Screen//^

.  
. .  
.

Below is taken from Patient Prescription Processing option for the Rx in this example:

Medication Profile Jul 30, 2008@15:03:25 Page: 1 of 2

OPPATIENT,FOUR

PID: 666-55-9987

Ht(cm): ( )

DOB: OCT 20,1965 (42)

Wt(kg): ( )

SEX: MALE

#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST REF DATE	FILL	REM	SUP
-----REFILL TOO SOON/DUR REJECTS (Third Party)-----									
1	2055202\$e	BACLOFEN 10MG TAB	14	S>	07-08	12-12	11		3
2	2055155\$e	BENAZEPRIL HCL 40MG TAB	1	S>	06-24	06-26	10		1
3	2055134A\$e	CALCIUM GLUCONATE 650MG TAB	4	A>	06-16	07-30	10		2
-----ACTIVE-----									
4	2055174\$e	ACEBUTOLOL HCL 200MG CAP	1	S>	06-26	06-27	11		1
5	2055123\$e	BACITRACIN 500 UNT/GM OPHTHALMIC OINT	1	AT	06-13	06-14	10		30
6	2055203\$e	DANAZOL 50MG CAP	6	S>	07-11	07-15	10		3
7	2055183\$e	FAMCICLOVIR 125MG TAB	2	AT	06-26	06-26	11		2
8	2055215\$	GABAPENTIN 100MG CAP	6	S>	07-30	07-30	11		3
9	2055186\$e	HALOPERIDOL 0.5MG TAB	2	AT	06-26	06-26	11		4

+ Enter ?? for more actions

DC Discontinue

PR Partial

RL Release

ED Edit

RF (Refill)

RN

RenewSelect Action: Next

Screen// 6

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

```

DC   Discontinue      PR   Partial      RL   Release
ED   Edit             RF   (Refill)     RN   Renew
Select Action: Next Screen// AL   AL
OP Medications (SUSPENDED)      Jul 30, 2008@15:03:25      Page:      1 of      3
OPPATIENT,FOUR
  PID: 666-55-9987      Ht(cm): _____ (_____)
  DOB: OCT 20,1965 (42)      Wt(kg): _____ (_____)

      Rx #: 2055203$e
(1) *Orderable Item: DANAZOL CAP,ORAL
(2)      CMOP Drug: DANAZOL 50MG CAP
(3)      *Dosage: 50 (MG)
      Verb: TAKE
      Dispense Units: 1
      Noun: CAPSULE
      *Route: ORAL (BY MOUTH)
      *Schedule: BID
(4) Pat Instructions:
      SIG: TAKE ONE CAPSULE BY MOUTH TWICE A DAY
(5) Patient Status: OUTPT NON-SC
(6) Issue Date: 07/11/08      (7) Fill Date: 07/11/08
      Last Fill Date: 07/15/08 (Window)
+      Enter ?? for more actions
DC   Discontinue      PR   Partial      RL   Release
ED   Edit             RF   (Refill)     RN   Renew
Select Action: Next Screen// AL   AL

Select Activity Log by number
1. Refill      2. Partial      3. Activity      4. Labels
5. Copay      6. ECME      7. CMOP Events      8. All Logs: (1-8): 8// 6

Rx #: 2055203      Original Fill Released:
Routing: Mail      Finished by: OPPHARM,ONE

ECME Log:
#   Date/Time      Rx Ref      Initiator Of Activity
=====
1   7/11/08@10:13:11      ORIGINAL      OPPHARM,ONE
Comments: Submitted to ECME:PULLED FROM SUSPENSE(NDC:00024-0303-06)-E PAYABLE
2   7/30/08@14:32:17      REFILL 1      OPPHARM,TWO
Comments: Submitted to ECME:PULLED FROM SUSPENSE(NDC:00024-0303-06)-E REJECTED
3   7/30/08@14:55:56      REFILL 1      OPPHARM,TWO
Comments: Submitted to ECME:REJECT WORKLIST-E PAYABLE

ECME REJECT Log:
#   Date/Time Rcvd      Rx Ref      Reject Type      STATUS      Date/Time Resolved
=====
1   7/30/08@14:32:16      REFILL 1      M/I Dispense As RESOLVED      7/30/08@14:55:40
Comments: AUTOMATICALLY CLOSED (CLAIM RE-SUBMITTED)
2   7/30/08@14:32:16      REFILL 1      REFILL TOO SOON RESOLVED      7/30/08@14:55:40
Comments: AUTOMATICALLY CLOSED (CLAIM RE-SUBMITTED)

      Enter ?? for more actions

Select Action:Quit//

```



## MailMan Message for Open/Unresolved Rejects

When prescriptions remain on the Third Party Payer Reject - Worklist over the specified number of days, the system will send a Mailman Message. This message will be sent to a new PSO REJECTS BACKGROUND MESSAGE mail group. Those users needing access to this information will need to be added manually to this mail group.

The specified number of days referred to above is the number of days an uncommented reject can remain on the reject worklist without being included in the nightly reject worklist alert mail message. The number of days are defined in the EPHARMACY SITE PARAMETERS file (#52.86) as described in the EPHARMACY SITE PARAMETERS FILE section of this document.

The following are the criteria for generating a Mailman message regarding a rejected claim:

- Prescription is active,
- Prescription is unreleased,
- Claim is on the Reject Worklist for specified number of days or greater, and
- Claim has no comments added within date range.

Adding a comment to the reject will automatically reset the clock for the alert. The specified number of days will be site configurable and stored in EPHARMACY SITE PARAMETER file (#52.86). The initial patch default setting will be five (5) days; however, the site will be able to reset the parameter between one (1) and thirty (30) to generate the alert message. MailMan message will be sent as a Priority message, and there will be a separate MailMan message for each division. The following is an example of the message:

```
Subj: ePharmacy - OPEN/UNRESOLVED REJECTS LIST for ALBANY ISC  [#2680833]
07/25/08@11:52  53 lines
From: OUTPATIENT PHARMACY PACKAGE  In 'IN' basket.  Page 1  *New*
-----
The prescriptions listed below are third party electronically billable and can
not be filled until the rejection is resolved.  No action to resolve the
rejection has taken place within the past 1 days.

Please use the THIRD PARTY PAYER REJECTS WORKLIST option to resolve the
rejection or add a comment to the rejection.

Unresolved rejects will not be sent to CMOP or the local print queue for
filling.  They will continue to show on the rejects list until acted upon.

# RX/FILL      PATIENT(ID)      DRUG      FILL      REJECT
#             #             #             DATE      DATE
-----
1 100805/1      IBSCDC,TWO(2828)  SIMETHICONE 40MG TAB  6/5/08    6/5/08
Reason: 79 :Refill Too Soon

2 101149/0      OPPATIENT,TH(7789) DIAZEPAM 10MG S.T.  6/9/08    6/9/08
Reason: 75 :Prior Authorization Required
COMMENT: JUN 09, 2008@18:04:35 - Automatically transferred due to
Override for reject code. (PHARM,ONE)

3 100928/0      IBPATIENT,QFO(567) ETHACRYNIC ACID 50MG S.  5/7/08    6/23/08
Reason: 31 :Submission Clarification Code
COMMENT: JUN 23, 2008@15:02:11 - Transferred by OPECC. (OPECC,ONE)

Enter RETURN to continue or '^' to exit:
```

## List One Patient's Archived Rx's

### [PSO ARCHIVE LIST RX'S]

This option shows the basic patient demographics and the prescription numbers and dates of archiving for archived prescriptions for this patient.

## Manual Print of Multi-Rx Forms

### [PSO LM MULTI-RX PRINT]

This option allows the user to reprint the Multi-Rx Refill Request form on laser label stock without having to reprint the entire prescription labels. The user will receive a system confirmation that this form has been queued to print.

#### Example: Manually Printing Multi-Rx Forms

```
Select Rx (Prescriptions) Option: MANual Print of Multi-Rx Forms
Enter patient to reprint Multi-Rx refill form for: OPPPATIENT2,ONE
Select LABEL DEVICE: LEX2  LEX2$PRT  Bay Pines
Multi-Rx form queued to print
```



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---

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