OUTPATIENT PHARMACY

PHARMACIST'S USER MANUAL

Version 7.0
December 2007

(Revised December 2008)

Department of Veterans Affairs
Office of Information & Technology
Office of Enterprise Development

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
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	vi-vii, 4, 39-40, 72, 79, 81, 81a-d, 85-87, 87a-d, 94, 119-120	PSO*7*225	The following changes are included in this patch. • The Environmental Indicator, "Environmental Contaminant," has been replaced with "Southwest Asia Conditions." • "Was treatment related to PROJ 112/SHAD?" has been added. • The Service Connected question has been updated. • Original provider comments no longer being carried over to renewal orders has been noted. • Flag/unflag functionality has been added. • The ability to discontinue both pending and active orders for the same drug has been noted. (S. Templeton, PM; S. B. Scudder, Tech Writer)
05/08	vi-vii, 30a-30b, 119-120	PSO*7*294	Added new Chapter 10a on Medication Reconciliation; updated Table of Contents, and index; Added Medication Reconciliation to index. (S. Templeton, PM; D Dertien, Tech Writer)
10/07	60-61, 69, 92, 96-101	PSO*7*260	Included updates for the ePharmacy Phase 4 project. For more information, see the *ePharmacy/ECME Enhancements Release Notes*. (S. Spence, S. Krakosky, Tech Writer)
10/07	All	PSO*7*264	Re-numbered pages; removed headers and section breaks. Incorporated changes for FY07Q4 release; for specific updates, see the *Outpatient Pharmacy FY07 Q4 Release Notes*. (E. Williamson, PM; S. Krakosky, Tech Writer)

(This page included for two-sided copying.)

4. **A MailMan message is generated detailing missing information required for user follow-up.**

    Example: A veteran is documented as having Agent Orange exposure. Refill #2 for a prescription entered into the system before the new medication copay exemptions took effect on January 1, 2002 is released. The prescription is copay eligible. A MailMan message will be generated informing recipients that the 'Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) exposure?' question must be addressed. The copay status of the Rx may change based on the response entered using the *Reset Copay Status/Cancel Charges* option.

If a MailMan message is generated at the time a prescription fill is released, the recipients of the message will be the provider of record, the pharmacy user who finished the order, and holders of the PSO COPAY key. The message lists the patient name, prescription number, and medication ordered, current copay status, and applicable copay exemption questions that need addressing to determine the prescription's copay status. The *Reset Copay Status/Cancel Charges* option must be used to enter the responses to the medication copay exemption questions listed in the MailMan message. If responses are not entered for the applicable medication copay exemption questions, any subsequent refills when released for this prescription and possibly other prescriptions for this patient will continue to generate the same MailMan message.

Example: MailMan Message

```
Subj: PRESCRIPTION QUESTIONS REVIEW NEEDED (500)  [#30364] 10/11/05@19:56
35 lines
From: OUTPATIENT PHARMACY PACKAGE  In 'IN' basket. Page 1
-------------------------------------------------------------------------------

OPPATIENT29,ONE  (6543P)    CHEYENNE VAM&ROC
Eligibility: SC LESS THAN 50%     SC%: 20
             REIMBURSABLE INSURANCE

Disabilities: ARTHRITIS-10%(SC), FOREARM CONDITION-5%(NSC),
              FOREARM CONDITION-4%(NSC), BENIGN EYE GROWTH-0%(NSC),
              LOSS OF FIELD OF VISION-20%(SC),

Rx# 102006 (1)    COPAY
ALBUTEROL SO4 0.083% INHL 3ML

Due to a change in criteria, additional information listed below is needed
to determine the final VA copay and/or insurance billable status for this Rx
so that appropriate action can be taken by pharmacy personnel.

Is this Rx for a Service Connected Condition?

Is this Rx for treatment related to service in SW Asia?

This message has been sent to the provider of record, the pharmacist who
finished the prescription order, and all holders of the PSO COPAY key.

Enter RETURN to continue or '^' to exit: <Enter>

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

Example: MailMan Message (continued)

```
Subj: PRESCRIPTION QUESTIONS REVIEW NEEDED (500) [#30364]   Page 2
------------------------------------------------------------------------

Providers:
Please respond with your answer to the question(s) as a reply to this
message. The prescription will be updated by the appropriate staff.

Staff assigned to update the Prescription responses:
Please use the RESET COPAY STATUS/CANCEL CHARGES option to enter the responses
to the questions above, which may result in a Rx copay status change and/or
the need to remove VA copay charges or may result in a charge to the patient's
insurance carrier.

Note: The SC question is now asked for Veterans who are SC>49% in order to
determine if the Rx can be billed to a third party insurance. These Veterans
will NOT be charged a VA copay.

Supply, nutritional, and investigational drugs are not charged a VA copay
but could be reimbursable by third party insurance.

Enter message action (in IN basket): Ignore//
```

An annual copayment cap is applied to patients in specific priority enrollment groups. Once a patient reaches the annual copayment cap, no further medication copay charges will be billed for the calendar year. An entry to that effect is made to the Copay Activity Log. The '$' indicator remains next to the prescription number to indicate that the prescription is still copay eligible. Integrated Billing software keeps track of all prescription fills not billed due to the annual cap.

Example: Copay Activity Log When Annual Cap Reached

```
Copay Activity Log:
#  Date          Reason             Rx Ref        Initiator Of Activity
===========================================================================
1  10/23/01     ANNUAL CAP REACHED  ORIGINAL      OPPHARMACIST11,THREE
Comment:  NO BILLING FOR THIS FILL
```

If for whatever reason (e.g. prescription fill is returned to stock and copay charges cancelled), a patient falls below the annual copayment cap, the Integrated Billing package can initiate copay charges to bring the patient back up to the annual copayment cap. Integrated billing software will go back and bill a copay charge for those fills previously not charged due to the annual cap, bringing the patient's total copayment up to the cap. Whenever this occurs an entry will be placed in the copay activity log.

Example: Copay Activity Log With IB-Initiated Charge

```
Copay Activity Log:
#  Date          Reason             Rx Ref        Initiator Of Activity
===========================================================================
1  10/23/01     ANNUAL CAP REACHED  ORIGINAL      OPPHARMACIST11,THREE
Comment:  NO BILLING FOR THIS FILL
2  10/23/01      IB-INITIATED COPAY  ORIGINAL      OPPHARMACIST11,THREE
Comment: PARTIAL CHARGE
```

Example: Viewing and Resolving Open Rejects (continued)

```
Enter your Current Signature Code:    SIGNATURE VERIFIED

Comments: changed quantity

     When you confirm this REJECT will be marked RESOLVED.

     Confirm? ? NO// Y  YES              [Closing...OK]
```

The following is a sample of the ECME Activity Log update that occurs when a reject is resolved:

Example: ECME Activity Log entry: Reject Resolved

```
Rx Activity Log                Nov 21, 2005@09:43:33      Page:   3 of   3
OPPATIENT,FOUR
  PID: 000-01-1322P                           Ht(cm): _____  (_____)
  DOB: JAN 13,1922 (83)                       Wt(kg): _____  (_____)
+
1   11/15/05@14:13:52   ORIGINAL        OPPHARMACIST4,THREE
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(DD/M0/1B)-E
PAYABLE

ECME REJECT Log:
#  Date/Time Rcvd    Rx Ref     Reject Type     STATUS    Date/Time Resolved
===========================================================================
1  12/11/05@19:03:31 ORIGINAL   DUR            RESOLVED   12/12/05@16:45:21
Comments: CLAIM RE-SUBMITTED
2  5/30/06@19:13:57  REFILL 2   DUR            RESOLVED   5/31/06@15:58:32
Comments: CLAIM RE-SUBMITTED

          Enter ?? for more actions

Select Action: Quit//
```

Third Party Payer Rejects - Worklist
[PSO REJECTS WORKLIST]

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

Example: Resolving Open Rejects

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

   VP     Third Party Payer Rejects - View/Process
   WL     Third Party Payer Rejects - Worklist

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
```

```
Rejects Processing Screen     Nov 21, 2005@09:49:27         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
                         TRICARE - Non-DUR/RTS
 4 101359        OPTRICARE,ONE(7894)      BACLOFEN 10MG TABS  07 :M/I Cardholde
   Payer Message:
 5 100924        ZEIGLER,TRICARE(4932)    LORAZEPAM 1MG TAB   07 :M/I Cardholde
   Payer Message:
                         OTHER REJECTS
 6 101173        IBPATIENT,ONE(9877)      FENOPROFEN 300MG CAP 08 :M/I Person Co
   Payer Message:
 7 101130        OPPATIENT,ONE(4589)      CHLORAMBUCIL 2MG TAB NN :Transaction R
   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// 3
   --------------------------------example continues-------------------------------
```

Hidden actions:

- TRI (Show/Hide Tricare) - When toggled to Show, Tricare Non-DUR/RTS rejects will be automatically displayed at the end of the listing. Toggling the TRI action to Hide will remove them from the screen.

Example: Resolving Open Rejects (continued)

```
Professional Service Code: MR        MEDICATION REVIEW
Result of Service Code   : 1D         FILLED, WITH DIFFERENT DIRECTIONS

     Professional Service Code: MR - MEDICATION REVIEW
     Result of Service Code   : 1D - FILLED, WITH DIFFERENT DIRECTIONS

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

     Confirm? ? YES// <Enter>

Prescription 100003872 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-Waiting to process response
E PAYABLE
```

The following is a sample of the ECME Activity Log update that occurs when a reject is resolved.

Example: ECME Activity Log entry: Reject Resolved

```
Rx Activity Log              Nov 21, 2005@11:11:53          Page:    3 of    3
OPPATIENT,FOUR
  PID: 000-01-1322P                         Ht(cm): _____ (_____)
  DOB: JAN 13,1922 (83)                     Wt(kg): _____ (_____)
+
#   Date/Time           Rx Ref           Initiator Of Activity
===============================================================================
1   5/16/07@14:40:40     ORIGINAL        OPPHARMACIST4,THREE
Comments: Submitted to ECME:WINDOW FILL(NDC:00058-2467-05)
2   5/16/07@14:40:40     ORIGINAL        OPPHARMACIST4,THREE
Comments: Billing quantity submitted through ECME: 25.000 (ML)
3   5/20/07@14:21:52     ORIGINAL        OPPHARMACIST4,THREE
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(AD/AS/1B)-E
 REJECTED
4   5/20/07@14:21:52     ORIGINAL        OPPHARMACIST4,THREE
Comments: Billing quantity submitted through ECME: 25.000 (ML)



ECME REJECT Log:
#   Date/Time Rcvd      Rx Ref    Reject Type      STATUS   Date/Time Resolved
===============================================================================
1   5/16/07@14:40:40    ORIGINAL   DUR             RESOLVED
5/20/07@14:21:52
Comments: CLAIM RE-SUBMITTED

         Enter ?? for more actions

Select Action:Quit//
```

Tricare Reject Processing
Tricare reject processing is explained in the *Outpatient Pharmacy Manager's User Manual*.

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