OUTPATIENT PHARMACY

TECHNICIAN'S USER MANUAL

Version 7.0
December 1997

(Revised December 2008)

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	v-vi, 37a-37f	PSO*7*303	Added text for Tricare functionality. (M. Anthony, PM; G. O'Connor, S. B. Scudder, Tech Writers)
08/08	4, 41, 47, 50, 53, 54	PSO*7*225	The following changes are included in this patch. - The Environmental Indicator, "Environmental Contaminant," has been replaced with "Southwest Asia Conditions" or "SW Asia Conditions." "Was treatment related to PROJ 112/SHAD?" has been added. - The Service Connected question has been updated. - Original provider comments no longer being carried over to renewal orders has been noted. (S. Templeton, PM; S. B. Scudder, Tech Writer)
10/07	27, 36-38	PSO*7*260	Included updates for the ePharmacy Phase 4 project. For more information, see the *ePharmacy/ECME Enhancements Release Notes*. (S. Spence, S. Krakosky, Tech Writer)
10/07	All	PSO*7*264	Re-numbered pages; removed headers and section breaks. Incorporated changes for FY07Q4 release; for specific updates, see the Release Notes. (E. Williamson, PM; S. Krakosky, Tech Writer)

(This page included for two-sided copying.)

Table of Contents

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

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

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

     Confirm? ? YES// <Enter>

Prescription 99999999 successfully submitted to ECME for claim generation.

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

For Refill Too Soon rejects, the same choices apply.

Example: Handling a Tricare Rejected New Order for ePharmacy Billing

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

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

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


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

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

       Select one of the following:

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

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

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

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

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

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


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

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

    Select one of the following:

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

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

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

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



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

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

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

Requesting PROVIDER: OPHARM  OPPHARM,ONE        OO
```

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

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



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

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

ONE MOUTH TWICE A DAY

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

Select LABEL DEVICE: NULL  Bit Bucket



No Label(s) printed.


Reprint Prescription Label:
```

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

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

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


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

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


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

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

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

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


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

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

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

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

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

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


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

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


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

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

Example of message during finish:

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

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

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


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

```
Inactive ECME Tricare
```

Example of ECME Activity Log entry:

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