# MED D - Test Claim Scenario - Reject 88 - Drug Utilization Rate (DUR)

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| **Next Steps** | * After receiving a rejected claim, reach out to local pharmacy if rejection is at the retail pharmacy to verify if an override can be placed by the pharmacist. * If claim is rejecting with mail order, reach out to [Senior Team](TSRC-PROD-018060) to verify if the medication is eligible for an override depending on the reason of why the medication is needed. * Document account in PeopleSafe. |

[Top of the Document](#_top)

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