# PHD – Opioid Reject 922 G4/88 DUR Process

[General Information](#_Toc84486122)

[Pharmacy Help Desk CCR Process](#_Toc84486123)

[Related Documents](#_Toc84486124)

**LOB:** Commercial

**Description:** Use to help pharmacies resolve Reject 922/88 and Reject 922/G4/88.

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| General Information |

The objective is to save lives by taking bold actions to influence the prescribing and use of opioids to treat pain. PBMs and retail pharmacies can be positive forces for accelerating the rate of change for prescribing reform by taking a stand on what is covered by payment and dispensed.

The approach is to seek and gain alignment among PBMs and retail pharmacies to voluntarily adopt and implement a standard set of dispensing guidelines designed to:

* Ensure safe and responsible use in patients with a legitimate need for opioid treatment by adopting guidelines for dosing (morphine equivalents) and quantity dispensed at any one time.

Soft Edits are in place that will hit when a patient exceeds 90 morphine milligram equivalents (MME)/day.

* **Reject 922 88 - PPS CODE REQD: EXCEEDS XXXX MME DOSE LIMIT. CONTACT MD.**

There may be a Hard edit in place if client opts in that will hit when a patient exceeds 200 MME/day.

**Reject 922 G4 88 - EXCEEDS XXXX MME DOSE LIMIT.  PA REQD.  PRESCRIBER MUST CALL XXX-XXX-XXXX**

The MME/day thresholds may hit due to one single high dose opioid prescription or due to accumulation across multiple opioid drugs and prescriptions in the past 90 days of the member’s claim history. Members in hospice or with a claim for a cancer or sickle cell disease drug in the last 365 days are automatically excluded from this edit.

[Top of the Document](#_top)

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| Pharmacy Help Desk CCR Process |

Perform the steps below to resolve Reject 922/88 and Reject 922/G4/88:

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| **Step** | **Action** | | |
| **1** | Type in the member’s ID number and press **Enter**. | | |
| **2** | Scroll down to the desired claim and click on the Prescription number link.  **Result**: **Prescription Detail** screen displays. | | |
| **3** | Determine the reject message on the Settlement Description field: | | |
| **If the claim is rejecting for…** | **Then…** | |
| Reject 922 / 88  PPS CODE REQD:  EXCEEDS XXXX MMEDOSE LIMIT.  CONTACT MD. | Determine if the pharmacy states any of the below exceptions apply:   * Member has cancer, sickle cell disease diagnosis, hospice, or palliative care * Member has 7 day History (based on program client has opted into) of IR or ER opioid in previous 90 days * Member is highly agitated * Member is new to the PBM   **Note: If the pharmacy is filling multiple Opioid medications drug names and strength, the claims may result in a DUR rejection. Prior to transferring to the Senior Team, request the pharmacy to process the drugs in a different order to verify if they will receive a paid claim.** | |
| **If Soft Edit…** | **Then…** |
| And Reason for Service code of HC does not override | * Warm transfer to the Senior Team. * Proceed to Step 4. |
| And Pharmacy did input a Reason for Service code | Advise the pharmacy to submit **HC** in the **Reason for Service Code** field, and resubmit the claim. |
| Reject 922/G4/88  EXCEEDS XXXX MME DOSE LIMIT.  PA REQD.  PRESCRIBER MUST CALL XXX-XXX-XXXX | * Advise the pharmacy that prescriber may reduce dose to below cumulative 200 MME/day or member should contact their prescriber for a PA via PA Ops number in the reject message, **844-449-8734**. * Proceed to Step 4.   **Note: If the pharmacy is filling multiple Opioid medications drug names and strength, the claims may result in a DUR rejection. Prior to directing the caller to contact their prescriber for a PA, request the pharmacy to process the drugs in a different order to verify if they will receive a paid claim.** | |
| Another reject | * Continue to help the pharmacy resolve the rejection, based on information in the CIF. * Proceed to step 4. | |
| **4** | Stay on the line until the claim pays. | | |

[Top of the Document](#_top)

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| Related Documents |

**Parent Documents:**

DOC-013205: [Retail Help Desk Overview](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-013205)

[060935 - CarelonRx Pharmacy Help Desk Overview](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=IRXME-060935)

[Top of the Document](#_top)

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