

PHIL

Partner Pharmacy Processing Guidebook

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Purpose

This resource should provide insight for Partner Pharmacies regarding typical scenarios and questions while working with Phil scripts. It should be utilized as a resource by any person processing Phil scripts. The Phil PPM Team will maintain the Guidebook to ensure it is as up to date and inclusive of most common blockers and sources of confusion.

Resources and Contacts

Inventory Ordering - Medication	WWS Order Form	Please fill out the form by 1PM EST, indicating the medications and volume required to support your orders (first fills and refills) for
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		the week ahead. Your “Partner Stock Summary” report can help with this forecast. Please note that you can place multiple orders throughout the week if needed.
Ordering Shipping Supplies	Partner Supply Ordering Form	This form is also located in your dashboard at the top right, click "Contact Phil Support", and then click "Order Phil Supplies". Please place all orders by 1pm PST to receive them a few business days later. Keep in mind that weekends, holidays, and severe weather can cause shipping delays.
Support/Help Needed - For Partner Pharmacies	partnersupport@usephil.com or 415.969.4585	For any questions about stuck orders, returned/damaged product, or any questions about the partnership.
Support/Help Needed - For Phil Patients	Patient Support Team at 855.977.0975	Each medication is shipped with an insert that includes information on how the patient can contact Phil. Pharmacies should still assist with any medical questions but please direct patients to contact Phil for any non-medical questions.

Dashboard Processes

Key Takeaways

Get the Patient in the System, Test Coverage, and Adjudicate the Claim

The dashboard is where you will complete three sequential tasks

- Enter in the patient info after receiving a faxed Rx
- Perform coverage testing - is the medication covered by insurance or not?
- Depending on the result of the coverage testing, you will be provided specific directions with next steps to adjudicate the claim, moving the order forward until it is ready to be shipped

Please keep these core tasks in mind every time you enter the dashboard. This guidebook will help support you in accomplishing all three with every order!

Insurance or Coupon Rejections

If an insurance claim or coupon is rejected, select 'Rejected' in the appropriate section. Additional fields will show up for you to enter the reject codes. In search field under 'Add All Provided Insurance Reject Code(s)' or 'Add All Provided Coupon Reject Code(s)', you can search and enter multiple reject codes or reasons by:

- Typing in reject codes (i.e. "70", "75", "79")
- Typing in the reject reasons (i.e. "Plan limit...", "Refill Too Soon")
- Selecting the reject codes and reasons from the list

If the reject code or reason is not available in the list, select 'Other' and a new row will be added to the table for you to enter a reject code and reject reason. If there are any other issues not related to a rejection code, please file a Claim Support ticket (details can be found under [How to navigate if stuck](#)).

Please include all the messages provided with the claim rejections in the text box "Enter the Message Received in Your System."

You can remove any reject codes and reasons by clicking the red icon on the left of the reject codes and reasons on the table.

Claim Verification



0.005%

Manufacturer

Thea Pharma

Package Size

30

Quantity

30

Days of Supply

30

New Rx Number ⓘ

Claim Results

Instructions: Bill insurance, if approved, split-bill to coupon OCC 8. If insurance rejects, mark PA required.

Insurance Claim Coverage

Insurance Claim Status



Paid



Rejected

Add All Provided Insurance Reject Code(s)

Type or select reject code(s) and/or reason(s) from list

Reject Code(s)	Reject Reason(s)	
70	Product/Service Not Covered – Plan/Benefit Exclusion	⊖
AC	Product Not Covered Non-Participating Manufacturer	⊖
76	Plan Limitations Exceeded	⊖

Enter the Message Received in Your System

Enter the message received in your system

[Claim Support](#)

Cancel

Submit

If you submit Prior Authorization Required insurance reject code(s) and a Prior Authorization has already been initiated, the order may become eligible for a cash offer. In this situation, please follow the instructions on the form to continue processing the order as cash or WAC price.

Claim Results

Instructions: {{.pa_display_status}}Bill insurance only, If insurance rejected, Bill as cash for WAC price of {{truncatedUSDFormat .pp_wac_price}}.

Insurance Claim Coverage

Insurance Claim Status

☐ Paid

☒ Rejected

Add All Provided Insurance Reject Code(s):

Type or select all reject code(s) and/or reason(s) from list

Reject Code(s)	Reject Reason(s)
75	Prior Authorization Required

Enter the Message Received in Your System

Prior Authorization Required

Continue processing per instructions: Patient is eligible for the cash/WAC offer.

Instructions: Bill as cash for WAC price of \$1997.17.

Final Patient Copay Amount

Other Coverage Code

\$

\$1997.17

OCC0

Required Information

Please complete the fields below.

Is the Rx purchased from Phil?

Drug Acquisition Cost ⓘ

☒ In stock from Phil

☐ Ordered from another wholesaler

☐ Order unit(s) from Phil

\$

To be calculated...

Claim Support

Cancel

Submit

How to Navigate if Stuck when Submitting a Claim

Other Reject Codes

If the reject code or reason you are searching for does not show up on the list, you can select 'Other' and a new row will be added to the table. You can enter the reject code and reason in the text fields in the new row.

If you are unable to submit the 'Other' reject code you entered, please check to ensure that the 'Other' reject code is no more than 3 digits and contains only letters and numbers.

Cannot Submit Claim

If you encounter any issues, such as not being able to submit claim information, click on 'Claim Support' on the bottom left of the Claim Verification form to file a Claim Support ticket to Phil. You can use the Claim Support form to get general claim support or to report issues unrelated to claim information. Please provide as much detail as possible.

Claim Verification

×

Instructions: PA Denied: Split-bill insurance and coupon. OCC8 if insurance approves, or OCC3 if insurance rejects.

Insurance Claim Coverage

Insurance Claim Status

☐ Paid ☒ Rejected

Add All Provided Insurance Reject Code(s)

Type or select reject code(s) and/or reason(s) from list

Reject Code(s)	Reject Reason(s)
No reject code(s) added yet	

Enter the Message Received in Your System

Enter the message received in your system

[Claim Support](#)

CancelSubmit

Claim Support modal looks like this:

Claim Support

Rx Number*

2342343

Reason*

☐ General claim support

☐ Report an issue unrelated to claim information

Message*

Please provide information

Cancel

Submit

If you are stopped from being able to submit claim information, you can go to the Claim Support form and you can select the reason: 'Cannot submit claim information.' Please provide the fields and values that are not allowing you to submit the claim information.

Claim Support

×

Rx Number*

10763011

Reason*

☒ Cannot submit claim information

☐ General claim support

☐ Report an issue unrelated to claim information

To help Phil resolve the issue, please provide the mismatched values and fields in your system preventing claim submission on Phil's dashboard.*

To help Phil resolve the issue, please provide the mismatched values and fields in your system preventing claim submission on Phil's dashboard.

Cancel

Submit

Processing OCC3, but Form Doesn't Have a Coupon Section

After you click “Enter Claim Results,” if the instructions are to process as OCC8/OCC3 and the form only displays the Insurance Claim Coverage section, you’ll need to complete and submit the Insurance Claim Coverage before the Coupon Coverage section will be displayed. Please follow the steps detailed below:

[Demo video is available to view here.](#)

1. Input the Rx number.
2. The instructions should have the order’s PA status. If the claim is OCC3, Please confirm that the most up to date insurance claim is still rejecting and requiring a PA.
3. Once confirmed, select “Rejected” under Insurance Claim Status.

Claim Verification

CEQA®

Manufacturer

Sun Pharma

0.07%

Package Size

60

SOLUTION

Quantity

60

Days of Supply

30

New Rx Number ⓘ

Claim Results

Instructions: PA Pending: Split-bill insurance and coupon. OCC8 if insurance approves, or OCC3 if insurance rejects. Please ensure to process as 30 days supply and 60 quantity if insurance rejects.

Insurance Claim Coverage

Insurance Claim Status

☐ Paid

☒ Rejected

Claim Support

Cancel

Submit

4. Enter the insurance reject code(s). PA reject codes are generally reject codes: 75, 70, or MR.
5. Once the reject code(s) are entered, click the Submit button.

Claim Verification

Instructions: PA Pending: Split-bill insurance and coupon. OCC8 if insurance approves, or OCC3 if insurance rejects. Please ensure to process as 30 days supply and 60 quantity if insurance rejects.

Insurance Claim Coverage

Insurance Claim Status

☐ Paid
 ☒ Rejected

Add All Provided Insurance Reject Code(s)

Type or select reject code(s) and/or reason(s) from list

Reject Code(s)	Reject Reason(s)
75	Prior Authorization Required

Enter the Message Received in Your System

Prior Authorization Required

Claim Support

Cancel

Submit

- If a PA has already been initiated for this order, a confirmation message will pop up. Click 'OK' to continue.

Claim Verification

75

Prior Authorization Required

Enter the Message Received in Your System

Prior Auth

Continue

Instructions

OCC3 if in
insurance

Improves, or
quantity if

Coupon Coverage

ID #: DUMMY
PCN #: Loyalty

BIN #: 610524
GRP#: 50777761

Claim Support

Cancel

Submit

Continue processing.

PA has already been attempted or is not required.

OK

7. Enter the coupon coverage information in the Coupon Coverage section.

Claim Verification

×

✓ Continue processing per instructions

Instructions: PA Pending: Split-bill insurance and coupon. OCC8 if insurance approves, or OCC3 if insurance rejects. Please ensure to process as 30 days supply and 60 quantity if insurance rejects.

Coupon Coverage

ID #: DUMMY
PCN #: Loyalty

BIN #: 610524
GRP#: 50777761

Coupon Coverage Status

☒ Applied
☐ Rejected
☐ No Coupon Applied

Coupon Reimbursement

\$

[Claim Support](#)

Cancel

Submit

8. Enter the Final Patient Copay Amount.
9. Complete the 'Required Information' section and click the Submit button to complete the form.

Claim Verification
✕

Coupon Coverage

ID #: DUMMY
PCN #: Loyalty

BIN #: 610524
GRP#: 50777761

Coupon Coverage Status

☒ Applied
☐ Rejected
☐ No Coupon Applied

Coupon Reimbursement

\$ 541.99

Final Patient Copay Amount

\$ 89

Other Coverage Code
OCC 3

Required Information

Please complete the fields below.

[Claim Support](#)

Cancel
Submit

Processing Cash Price or WAC Price, but Form is Displaying Insurance Coverage

After you click “Enter Claim Results,” if the instructions are to process as a cash price or WAC price and the form only displays the Insurance Claim Coverage section, you’ll need to complete and submit the Insurance Claim Coverage before the Final Patient Copay Amount field to enter the cash or WAC price will be displayed. Please follow the steps detailed below:

1. Input the Rx Number.
2. The instructions should have the order’s PA status. Please confirm that the most up to date insurance claim is still rejecting and requiring a PA.
3. Once confirmed, select “Rejected” under Insurance Claim Status.
4. If there is a coupon involved please also select “No Coupon Applied” - **to process as Cash/WAC, both the insurance and coupon need to be rejected.**

Claim Verification



Name	Strength	Form
IYUZEH™ (latanoprost ophthalmic solution) 0.005%	0.005%	Solution
Manufacturer	Package Size	
Thea Pharma	30	
Quantity	Days of Supply	New Rx Number ⓘ
<input type="text" value="30"/>	<input type="text" value="30"/>	<input type="text"/>

Claim Results

Instructions PA Pending: Process as \$60 patient cash price, and bill the remaining balance to Phil.

Insurance Claim Coverage

Insurance Claim Status

☐ Paid ☐ Rejected

[Claim Support](#)

5. Enter the insurance reject code(s). PA reject codes are generally reject codes: 75, 70, or MR.
6. Once the reject code(s) are entered, click the Submit button.

Claim Verification

Instructions: PA Pending: Process as \$60 patient cash price, and bill the remaining balance to Phil.

Insurance Claim Coverage

Insurance Claim Status

☐ Paid

☒ Rejected

Add All Provided Insurance Reject Code(s)

Type or select reject code(s) and/or reason(s) from list

Reject Code(s)	Reject Reason(s)
75	Prior Authorization Required

Enter the Message Received in Your System

Prior Authorization Required

Claim Support

Cancel

Submit

- If a PA has already been initiated for this order, a confirmation message will pop up. Click 'OK' to continue.

Claim Verification

75 Prior Authorization Required

Enter the Message Received in Your System

Prior Auth

Continue

Instructions

Final Patient

\$ 60

Required Information

Claim Support

Cancel Submit

PA has already been attempted or is not required.

OK

8. Enter the cash or WAC price per the instructions in the "Final Patient Copay Amount" field.
9. Complete the 'Required Information' section and click the Submit button to complete the form.

Claim Verification

Continue processing per instructions

Instructions: PA Pending: Bill as cash for \$60, and bill the remaining balance to Phil.

Final Patient Copay Amount
Other Coverage Code

\$ 60
OCC 0

Required Information

Please complete the fields below.

Is the Rx purchased from Phil?

Drug Acquisition Cost

☐ In stock from Phil
☐ Ordered from another wholesaler
☐ Order 0 unit(s) from Phil

\$ To be calculated...

[Claim Support](#)

Cancel
Submit

Dashboard/Order Processing FAQs

What does “processing as cash price” mean?

- You may see comms from PhilRx like “Process as \$89 patient cash process and bill the remaining balance to Phil”. Instructions like this are asking you to process as cash, which is similar to processing for WAC price. **You will need to reject the insurance and mark the coupon as not applied.** You may then see a pop up about “PA attempted” that you can click “Ok” to move on to the next step where you can then enter the cash or WAC price (in this example, \$89) in the “Final Patient Copay Amount” field. Lastly, to complete the form, fill in the “Required Information” section and then click “Submit”.

What do I do if I have new staff that need access to the Dashboard?

- If anyone new joins that will need access to the Phil Dashboard, please provide their first name, last name, and work email address to partnersupport@usephil.com. We can then get them set up within a day. We can also coordinate Dashboard trainings/retrainings if needed.

What happens if a prescription is rejected?

- First and foremost, it is important to select all of the applicable rejection codes when insurance rejects a claim. This is crucial, as the selected codes determine the next step in

the script's workflow after it leaves your dashboard. You may select multiple rejections as needed. Once the rejection has been submitted, the card will leave your dashboard. No further action is needed. Depending on the rejection, you will see it pop back in your dashboard with new directions/next steps.

In situations where we are unable to fill due to "pharmacy not contracted" or something similar, do we send it back as rejected?

- If you're unable to complete a fill due to pharmacy not contracted/anything similar, you will use the corresponding reject code (ex: Rejection 40: *Pharmacy Not Contracted with Plan*). Our PhilRx Team will then update your profile/routing settings so you don't get that BIN sent your way again.

I'm having difficulties processing an order - It's getting stuck in a loop/the expected outcome isn't happening/there's been a mistake/I don't know how to move it forward.

- Contact the Partner Team (partnersupport@usephil.com or 415.969.4585) for any assistance with troubleshooting stuck orders/scripts. Please be ready to provide the specific order number and intended outcome.

A patient has a transfer out request in the dashboard but there are no fills remaining on the Rx so our team has nothing to transfer

- Please first attempt to discontinue the patient and then mark that as completed. If there are reoccurring issues, please reach out to the Partner Team (partnersupport@usephil.com or 415.969.4585)

How do we process replacement orders?

- The PhilRx Team will initiate this process and request the order be processed as a replacement with dashboard communication similar to *"Phil is covering the cost of the missing med. Please process as a replacement in your system (no adjudication needed) but in the Phil run-insurance form please enter \$0 for all reimbursements, \$0 copay, not covered/no coupon. Phil will comp the cost of the additional unit + pay for the additional dispense during month-end."* Please process the script accordingly and it should move through the steps as normal.

Inventory FAQs

When can I place an order for more medication?

- Each Pharmacy has been notified of designated days for placing orders for medication. Pharmacies are assigned to Monday/Wednesday or Tuesday/Thursday. For example, if your Pharmacy is assigned Monday and Wednesday, you should only be ordering on those two days unless an exception is needed. Please make sure to submit the order through the [WWS Ordering Form](#) prior to 1pm ET for a next day delivery. When an exception is needed, please reach out to the Partner Team (partnersupport@usephil.com or 415.969.4585) with context for the additional order and they will work with you on the best next steps.

Why do I have to order on designated days?

- You have two designated stock ordering days each week

- *First Day (either Monday or Tuesday): Intended for your main weekly stock order, which should cover most—if not all—of your anticipated needs.*
- *Second Day (Wednesday or Thursday): Intended for smaller, supplemental orders to account for any additional units not included in your main order.*

The reason for ordering on designated days is to help pharmacies stock more effectively for weekly prescription needs, ultimately supporting faster delivery and improved patient care.

What if I need more medication and need to order on a non-designated ordering day?

- We understand that prescription volume with Phil can grow, and some weeks you may experience higher-than-expected demand. We encourage you to plan your stock orders as efficiently as possible based on projected needs. However, if you receive more prescriptions than expected and require additional inventory, please contact the Partner Team (partnersupport@usephil.com or 415.969.4585). We can approve exceptions occasionally to prevent patient delay.

How do I know how much to order?

- To help you forecast your inventory needs, we recommend using the Partner Stock Summary Dashboard report, which provides valuable insight into upcoming prescription orders. This report is usually emailed to you on the morning of your first designated ordering day. If you don't currently have access to your Partner Stock Summary Dashboard report, please contact the Partner Team (partnersupport@usephil.com or 415.969.4585) and we will make sure to add you as a recipient.

I expected an order to come in today but it didn't arrive - what do I do?

- Review the order confirmation email to check what is missing. Contact the Partner Team (partnersupport@usephil.com or 415.969.4585) and we can provide a tracking number, delivery update, or let you know if there is a stock out issue.

I made an error with my order and need to fix it. How do I do that?

- If you are missing items, go ahead and place another order. You can place as many orders as you need through the [WWS Ordering Form](#). If you need to remove items or reduce quantity, reach out to the Partner Team (partnersupport@usephil.com or 415.969.4585) and provide the medication, quantity, expiration date, and lot #. The Partner Team can then provide return slips for the Pharmacy to send back the excess product.

The medication arrived damaged - can I return it?

- Yes! Please send an email to partnersupport@usephil.com, let us know there is a damaged med, and provide name of medication, quantity being returned, lot #, and expiration date. We will then send you documentation to return the medication and will ensure you are credited for the product.

What are the most up to date WAC prices? What are the most up to date prices per unit for each product?

- These prices can change throughout the year. When that happens, you will be notified via email so you can update any documentation you have. In addition, if you ever want a quick update or overview, reach out to the Partner Team (partnersupport@usephil.com) and we can provide the most current pricing for your products.

How do replacements work?

- If medication is lost in the mail or damaged upon delivery, Phil offers a replacement free to the patient and the Pharmacy. Our internal teams will initiate this process and request the order be processed as a replacement with dashboard communication similar to *"Phil is covering the cost of the missing med. Please process as a replacement in your system (no adjudication needed) but in the Phil run-insurance form please enter \$0 for all reimbursements, \$0 copay, not covered/no coupon. Phil will comp the cost of the additional unit + pay for the additional dispense during month-end."* No further action is needed on your end once this has been processed completely.

What do I do if a patient returns medication/product back to the pharmacy?

- There are instances where the patient might cancel their order after the product/medication has already been shipped out. Patients are advised and assisted by PhilRx to return the product back to the Pharmacy. Please send the order number to partnersupport@usephil.com and let us know the medication has been returned. The Patient Support Team will assist with any refunds needed. If the cancellation happened after the med was correctly shipped, Phil will still honor the dispense fee. After the email has been sent, you can dispose of the product.

Shipping Supplies FAQs

How will we know when to switch to Summer/non-summer packaging (Tyrvaya)?

- Phil will send an email outlining the official switch to the new seasonal shipping requirements. You will also see a similar notification in the dashboard for all scripts impacted by any package changes.

I expected an order to come in today but it didn't - what do I do?

- Review the order confirmation email to check what is missing. Contact the Partner Team (partnersupport@usephil.com or 415.969.4585) and we can provide a tracking number and delivery update.

I made an error with my supplies order and need to fix it - what do I do?

- If you are missing items, go ahead and place another order. You can place as many orders as you need through the [Partner Supply Ordering Form](#). If you need to remove items or reduce quantity, reach out to the Partner Team (partnersupport@usephil.com or 415.969.4585) and we can assist as best we can.

When can I expect my order?

- Orders submitted through the [Partner Supply Ordering Form](#) before noon CST will likely be processed and sent out later that business day. Any orders submitted after that time will be processed and sent out the next business day. Please note that holidays and extreme weather can delay supply shipments.

General Support

Patient disputing credit card charges

- Email partnersupport@usephil.com with the order number, patient name, and deadline/dispute due date. We can provide documentation to help counter the dispute.

Audits

- Email partnersupport@usephil.com and let us know what exactly is needed and the audit due date. We will follow up with the necessary documentation.

A Phil patient contacted the Pharmacy and left a message (voicemail, email)

- Please forward the message to partnersupport@usephil.com and we will get it to our Patient Support Team. They will reach out to the patient and assist as needed.