OUTPATIENT PHARMACY

PHARMACIST'S USER MANUAL

Version 7.0
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(Revised July 2009)

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
06/09	34a-34b, 94a-94b, 103a-103n, 119-120	PSO*7*289	Added the following sections: ¾ Days Supply Hold and Host file error holds ECME log entries, Other rejects, and Discontinue and expired ePharmacy Rx's. Updated MailMan Message for Open/Unresolved Rejects and updated text. Updated Status's 14 and 15 message. Included screen capture for sequences 16 and 13. Updated text from 3 to A. (M. Anthony, PM; G. O'Connor, S. B. Scudder, C. Liles, G. Johnson Tech Writers)
01/09	9, 48-49, 52-53, 71, 75	PSO*7*305	The following changes are included in this patch. • Automate refill processing. • Switch between Release Date and Fill Date display on Medication Profile. • "CMOP Status" renamed to "Processing Status" and included on all duplicate drug messages. (G. Tucker, PM; S. B. Scudder, Tech Writer)
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)

Date	Revised Pages	Patch Number	Description
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)

¾ Days Supply Hold

Sites were seeing a great number of refill-too-soon third party claim rejections due to prescriptions being filled too early. To help prevent this for ePharmacy prescriptions, the system will now verify that ¾ of the days supply has elapsed on the previous fill before the prescription may be refilled. The following list describes the changes.

- ePharmacy prescriptions are delayed from being sent to CMOP and printed for local mail until ¾ of the days supply has elapsed.
- An activity log entry will state the date/time that the Rx will be allowed to be removed from suspense. The activity log will be defined on the initial evaluation. The following is an example of the log entry:

```
4  06/18/08   SUSPENSE      REFILL 2      OPHARM,ONE
Comments: 3/4 of Days Supply SUSPENSE HOLD until 6/20/08.
```

- The Pull Early from Suspense function is not impacted by this added functionality. Users may pull these type prescriptions early from suspense.

Host Errors

Prescriptions (ePharmacy only) will be prevented from being filled/sent to CMOP when a host processing error occurs as a claim is submitted through ECME. Host processing errors are identified by reject codes M6, M8, NN, and 99 which are returned by the third party payer. The following conditions apply when this scenario occurs.

- The transmission of the prescription fill will be delayed 1 day in hopes that the host processing issues will be resolved by the third party payer.
- An activity log entry will state the date/time along with a comment stating that the Rx/fill was left in suspense hold due to a host processing error. The following is an example of the log entry:

```
2  06/25/08   SUSPENSE      ORIGINAL      OPPHARM,TWO
Comments: SUSPENSE HOLD until 6/26/08 due to host reject error.
```

- The Pull Early from Suspense function is not impacted by this added functionality. Users may pull these type prescriptions early from suspense.

There is no user interaction for this function. It initiates when the Print from Suspense [PSO PNDLBL] option is initiated for CMOP prescriptions.

(This page included for two-sided copying.)

DAW/NDC Edit

The Dispensed As Written (DAW)/National Drug Code (NDC) field for discontinued and expired orders can be edited.

For ePharmacy prescriptions, the DAW/NDC field for discontinued and expired orders can be edited. The following statuses are editable.

- 11 – EXPIRED
- 12 – DISCONTINUED
- 14 - DISCONTINUED BY PROVIDER
- 15 - DISCONTINUED (EDIT).

For status 14 - DISCONTINUED BY PROVIDER, the user can choose to discontinue the prescription in CPRS by selecting "Requesting Physician Cancelled" for the reason.

The following is an example of the activity log entry stored on the prescription for this type of discontinue:

```
1  06/20/08   DISCONTINUED   ORIGINAL      OPPHARM,ONE
Comments: Discontinued by OE/RR.
```

For status 15 - DISCONTINUED (EDIT), the user can edit a prescription in CPRS which discontinues the prescription being edited resulting in status 15 in the Outpatient Pharmacy package. The following is an example of the activity log entry on the prescription in OP:

```
2  06/05/08   DISCONTINUED   ORIGINAL      OPHARM,ONE
Comments: Discontinued due to CPRS edit
```

(This page included for two-sided copying.)

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

The Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST] and Third Party Payer Rejects - View/Process [PSO REJECTS VIEW/PROCESS] options have been modified in the following manner:

1. Display of non-DUR/RTS rejects

- Non-DUR/RTS Tricare rejections will be segregated at the end of the displayed information. They will be denoted with a "TRICARE - Non-DUR/RTS" header. This header remains regardless of whether the GI - Group by Insurance action is toggled on or off. The Tricare section sorts in the same manner as the main sort for non-Tricare prescriptions (by Rx, drug, patient).

```
Insurance Rejects-Worklist   Aug 13, 2008@16:04:05       Page:   1 of    1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
 # Rx#          PATIENT(ID) [^]         DRUG                  REASON
 1 101238       ECMEIBTEST,ONE(5566)    MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
   Payer Message:
 2 100739       ECMEPAT,TWO(8887)       BENZTROPINE 2MG TAB  79 :REFILL TOO SO
   Payer Message:
 3 101960       OPTRICARE,ONE(4789)     ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
   Payer Message:
                            TRICARE - Non-DUR/RTS
 4 101980       OPTRICARE,ONE(4789)     DANTROLENE 25MG CAP  14 :M/I Eligibili
   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//
```

- Tricare DUR/RTS rejects displays with all other DUR/RTS rejects. See the boxed text in the example below. Sequence 4 and 6 are rejects for the same prescription. Also note that in the following example GI - Group by Insurance action is toggled OFF.

```
Insurance Rejects-Worklist   Aug 13, 2008@16:10:22      Page:   1 of   1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
 # Rx#            PATIENT(ID) [^]        DRUG             REASON
 1 101238        ECMEIBTEST,ONE(5566)   MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:
 2 100739        ECMEPAT,TWO(8887)      BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
 3 101960        OPTRICARE,ONE(4789)    ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    Payer Message:
 4 101981        OPTRICARE,ONE(4789)    ATENOLOL 100MG TAB   79 :REFILL TOO SO
    Payer Message:
                          TRICARE - Non-DUR/RTS
 5 101980        OPTRICARE,ONE(4789)    DANTROLENE 25MG CAP  14 :M/I Eligibili
    Payer Message:
 6 101981        OPTRICARE,ONE(4789)    ATENOLOL 100MG TAB   14 :M/I Eligibili
    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//
```

When GI - Group by Insurance action is toggled ON, the header "TRICARE" displays, and this "TRICARE" section sorts alphabetically within RTS/DUR insurances. This Tricare section is separate from the Non-DUR/RTS section that displays at the end of the listing.

Example with GI action toggled on:

```
Insurance Rejects-Worklist   Aug 13, 2008@16:12:46      Page:   1 of   1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS GROUPED BY INSURANCE
 # Rx#            PATIENT(ID) [^]        DRUG             REASON
                       BLUE CROSS BLUE SHIELD
 1 100739        ECMEPAT,TWO(8887)      BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
                             TRICARE
 2 101960        OPTRICARE,ONE(4789)    ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    Payer Message:
                       ZENITH ADMINISTATORS
 2 101238        ECMEIBTEST,ONE(5566)   MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:

 4 101981        OPTRICARE,ONE(4789)    ATENOLOL 100MG TAB   79 :REFILL TOO SO
    Payer Message:
                          TRICARE - Non-DUR/RTS
 5 101980        OPTRICARE,ONE(4789)    DANTROLENE 25MG CAP  14 :M/I Eligibili
    Payer Message:
 6 101981        OPTRICARE,ONE(4789)    ATENOLOL 100MG TAB   14 :M/I Eligibili
    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//
```

The new TRI - Show/Hide Tricare toggle action has been added to the hidden menu on the Insurance Rejects screen. When toggled to Show, Tricare Non-DUR/RTS rejects will automatically display at the end of the listing. Toggling the TRI action to Hide will remove them from the screen.

Example with Tricare rejects displayed:

```
Insurance Rejects-Worklist   Aug 13, 2008@16:04:05       Page:   1 of   1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
  # Rx#           PATIENT(ID) [^]           DRUG                REASON
  1 101238        ECMEIBTEST,ONE(5566)      MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
     Payer Message:
  2 100739        ECMEPAT,TWO(8887)         BENZTROPINE 2MG TAB  79 :REFILL TOO SO
     Payer Message:
  3 101960        OPTRICARE,ONE(4789)       ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
     Payer Message:
                             TRICARE - Non-DUR/RTS
  4 101980        OPTRICARE,ONE(4789)       DANTROLENE 25MG CAP  14 :M/I Eligibili
     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// ??
The following actions are also available:
TRI  Show/Hide Tricare    FS   First Screen       PT   Print List
+    Next Screen          LS   Last Screen        SL   Search List
-    Previous Screen      GO   Go to Page         ADPL Auto Display(On/Off)
UP   Up a Line            RD   Re Display Screen   QU   Quit
DN   Down a Line          PS   Print Screen

Enter RETURN to continue or '^' to exit:
```

Example of Tricare rejects removed from display:

```
Insurance Rejects-Worklist    Aug 13, 2008@16:04:05         Page:    1 of    1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
  # Rx#          PATIENT(ID) [^]          DRUG               REASON
  1 101238       ECMEIBTEST,ONE(5566)     MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:
  2 100739       ECMEPAT,TWO(8887)        BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
  3 101960       OPTRICARE,ONE(4789)      ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    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// ??
The following actions are also available:
TRI  Show/Hide Tricare    FS  First Screen         PT   Print List
+    Next Screen          LS  Last Screen          SL   Search List
-    Previous Screen      GO  Go to Page           ADPL Auto Display(On/Off)
UP   Up a Line            RD  Re Display Screen     QU   Quit
DN   Down a Line          PS  Print Screen

Enter RETURN to continue or '^' to exit:
```

2. Processing of Tricare Rejections

- The Reject Information screen displays TRICARE in the header for the Reject Information section for DUR/RTS Tricare rejects, and the IGN - Ignore Reject action displays but is not selectable.

  In the following example the user entered IGN to ignore the RTS (79) reject. The system displayed "INVALID: TRICARE rejected Rxs may not be ignored" on the message bar because the reject is a Tricare refill-too-soon reject.

```
Reject Information(UNRESOLVED)Aug 13, 2008@16:41:59        Page:    1 of    1
Division : ALBANY ISC                              NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M       DOB: OCT 18,1963(44)
Rx#      : 101981/0          ECME#: 0113205     Fill Date: Aug 13, 2008
CMOP Drug: ATENOLOL 100MG TAB                     NDC Code: 66993-0220-57

REJECT Information (TRICARE)
Date/Time     : AUG 13, 2008@16:10:11
Reject(s)     : Refill Too Soon (79)
Status        : OPEN/UNRESOLVED - E REJECTED
```

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

```
OTHER REJECTS
14 - M/I Eligibility Clarification Code

INSURANCE Information
Insurance    : TRICARE
Contact      :
Group Name   : TRICARE PRIME
Group Number : 123123
Cardholder ID : SI9844532
          INVALID: TRICARE rejected Rxs may not be ignored.
VW  View Rx              IGN Ignore Reject        OVR Submit Override Codes
MP  Medication Profile   RES Resubmit Claim       CSD Change Suspense Date
Select: Quit// IGN  Ignore Reject
```

- For Non-DUR/RTS Tricare rejects, the FIL - Fill Rx action and the DC - Discontinue Rx action displays. If the prescription is payable, the user is allowed to fill the prescription and print the label. If not payable, a message will be displayed stating the prescription must have a payable status to be filled.

Example of Reject Information screen for non-DUR/RTS reject:

```
Reject Information (TRICARE)  Aug 13, 2008@16:39:14        Page:   1 of   1
Division : ALBANY ISC                             NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M        DOB: OCT 18,1963(44)
Rx#      : 101980/0        ECME#: 0113204       Fill Date: Aug 14, 2008
Drug     : DANTROLENE 25MG CAP                  NDC Code: 00149-0030-66

REJECT Information (TRICARE)
Date/Time    : AUG 13, 2008@15:41:30
Reject(s)    : M/I Eligibility Clarification Code (14)
Status       : OPEN/UNRESOLVED - E REJECTED

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




          Enter ?? for more actions
VW  View Rx              FIL Fill Rx              OVR Submit Override Codes
MP  Medication Profile   DC  Discontinue Rx       CSD Change Suspense Date
Select Item(s): Quit//
```

The following is an example of a user selecting to discontinue the prescription shown above. The user selects DC at the Select Item prompt and answers the normal discontinue prompts. When the user exits and re-enters the worklist, the discontinued prescription will be removed from the listing.

```
Select Item(s): Quit// DC   Discontinue Rx
Nature of Order: SERVICE CORRECTION//       S

Requesting PROVIDER: OPPHARM,ONE      OO
Claim has status E REJECTED.  Not reversed.


Reject Information (TRICARE)  Aug 13, 2008@16:53:40      Page:    1 of   1
Division : ALBANY ISC                                NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M         DOB: OCT 18,1963(44)
  # Rx#        PATIENT(ID) [^]          DRUG                REASON
CMOP Drug: ATENOLOL 100MG TAB                  NDC Code: 66993-0220-57

REJECT Information (TRICARE)
Date/Time    : AUG 13, 2008@16:53:20
Reject(s)    : M/I Cardholder ID Number (07)
Status       : OPEN/UNRESOLVED - E REJECTED

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




        NO ACTION TAKEN.
VW  View Rx             FIL Fill Rx             OVR Submit Override Codes
MP  Medication Profile   DC  Discontinue Rx       CSD Change Suspense Date
Select Item(s): Quit//    QUIT



PA  Sort by Patient     RF  Screen Refresh      GI  Group by Insurance

Insurance Rejects-Worklist   Aug 13, 2008@16:53:52     Page:   1 of   1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
  # Rx#        PATIENT(ID) [^]         DRUG                REASON
 1 101238      ECMEIBTEST,ONE(5566)    MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
   Payer Message:
 2 100739      ECMEPAT,TWO(8887)       BENZTROPINE 2MG TAB  79 :REFILL TOO SO
   Payer Message:
 3 101960      OPTRICARE,ONE(4789)     ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
   Payer Message:
                         TRICARE - Non-DUR/RTS
 4 101980      OPTRICARE,ONE(4789)     DANTROLENE 25MG CAP  14 :M/I Eligibili
   Payer Message:
 5 101985      OPTRICARE,ONE(4789)     ATENOLOL 100MG TAB   07 :M/I Cardholde
   Payer Message:





        Enter ?? 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
```

```
   # Rx#         PATIENT(ID) [^]         DRUG                REASON
  MP    ePharmacy Medication Profile (View Only)
  PF    ePharmacy Medication Profile Division Preferences
  SP    ePharmacy Site Parameters
  VP    Third Party Payer Rejects - View/Process
  WL    Third Party Payer Rejects - Worklist

Select ePharmacy Menu Option:  Third Party Payer Rejects - Worklist

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION: ALBANY ISC//      500     ALBANY ISC

ANOTHER ONE:
Please wait...



PA  Sort by Patient       RF  Screen Refresh       GI  Group by Insurance

Insurance Rejects-Worklist    Aug 13, 2008@16:54:57        Page:   1 of   1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
  # Rx#         PATIENT(ID) [^]         DRUG                REASON
  1 101238      ECMEIBTEST,ONE(5566)    MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:
  2 100739      ECMEPAT,TWO(8887)       BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
  3 101960      OPTRICARE,ONE(4789)     ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    Payer Message:
                            TRICARE - Non-DUR/RTS
  4 101980      OPTRICARE,ONE(4789)     DANTROLENE 25MG CAP  14 :M/I Eligibili
    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//
```

- A person that resolves Tricare non-DUR/RTS rejects is dependent upon the type of reject. Dispense As Written (DAW) reject code 22 can be resolved by the pharmacy staff by editing the prescription and entering the appropriate DAW code which results in a claims resubmission. Other insurance related rejects (missing eligibility or cardholder ID number) are resolved by the Outpatient Pharmacy Electronic Claims Coordinator (OPECC). Once the rejection has been resolved, the Reject Information screen under the pharmacy reject worklist shows the status of the prescription as E PAYABLE. At this point the user may select the FIL action which will prompt for label print.

```
Reject Information (TRICARE)  Aug 27, 2008@17:16:27          Page:    1 of    1
Division : ALBANY ISC                                  NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M           DOB: OCT 18,1963(44)
Rx#      : 102059/0          ECME#: 0113288      Fill Date: Aug 27, 2008
Drug     : IMIPRAMINE 25MG TAB                    NDC Code: 00779-0588-30

REJECT Information (TRICARE)
Date/Time     : AUG 27, 2008@17:15:08
Reject(s)     : M/I Cardholder ID Number (07)
Status        : OPEN/UNRESOLVED - E PAYABLE

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



          Enter ?? for more actions
VW  View Rx              FIL Fill Rx            OVR Submit Override Codes
MP  Medication Profile   DC  Discontinue Rx     CSD Change Suspense Date
Select Item(s): Quit// FIL    Fill Rx
                    [Closing all rejections for prescription 102059:
                        07 - ...OK]


Print Label? ? YES//

Select LABEL PRINTER: HOME//   UCX/TELNET    Right Margin: 80//
```

- For rejects that remain in suspense, the user will be allowed to process the rejection as indicated above, however no labels will be printed until the prescription is pulled early or printed from suspense. Upon resolving the reject, the user will be notified of this information. CMOP prescriptions will function in the same manner.

Other Rejects
[PSO REJECTS WORKLIST]

Rejects under the OTHER REJECTS section of the screen are resolved in the same manner as DUR/RTS rejects. The comments section will denote whether the reject was transferred automatically as is the case in the example below or "Transferred by OPECC" would denote those rejects where the OPECC manually transferred them to pharmacy for resolution.

The following example shows the user selecting to resolve sequence 16 from the THIRD PARTY PAYER REJECT - WORLIST option shown above. The user selects ED to edit the DAW code for the prescription, then resubmits the claim afterward. Since the claim was payable, both the RTS reject in sequence 13 and the DAW reject in sequence 16 were marked resolved. Also both are removed from the worklist after submission. The user then proceeds to Patient Prescription Processing option to view the ECME logs which show that claim resubmission was payable and that both rejects have been resolved.

```
Reject Information(UNRESOLVED)Jul 30, 2008@14:54:51        Page:   1 of   2
Division : CHEYENNE VAM&ROC                             NPI#: 1164471991
Patient  : OPPATIENT,FOUR(666-55-9987)  Sex: M          DOB: OCT 20,1965(42)
Rx#      : 2055203/1         ECME#: 1615102       Fill Date: Jul 15, 2008
CMOP Drug: DANAZOL 50MG CAP                        NDC Code: 00024-0303-06

REJECT Information
Reject Type    : 22 - M/I Dispense As Written- received on JUL 30, 2008@14:32:16
Reject Status  : OPEN/UNRESOLVED
Payer Message  :
Reason         :
DUR Text       :

OTHER REJECTS
79 - Refill Too Soon

COMMENTS
- JUL 30, 2008@14:32:16 - Automatically transferred due to override for reject
  code. (OPHARM,ONE)

+         Enter ?? for more actions
VW  View Rx              IGN Ignore Reject        OVR Submit Override Codes
MP  Medication Profile   RES Resubmit Claim       CSD Change Suspense Date
Select: Next Screen// ed   ED



                        Jul 30, 2008@14:54:53
```

```
ED   Edit                RF   (Refill)              RN   (Renew)

                Rx #: 2055203$e
 (1) *Orderable Item: DANAZOL CAP,ORAL
 (2)       CMOP Drug: DANAZOL 50MG CAP
 (3)          *Dosage: 50 (MG)
                  Verb: TAKE
      Dispense Units: 1
                 Noun: CAPSULE
               *Route: ORAL (BY MOUTH)
            *Schedule: BID
 (4)Pat Instructions:
                  SIG: TAKE ONE CAPSULE BY MOUTH TWICE A DAY
 (5)  Patient Status: OUTPT NON-SC
 (6)      Issue Date: 07/11/08            (7)  Fill Date: 07/11/08
      Last Fill Date: 07/15/08 (Window)
ED   Edit                RF   (Refill)              RN   (Renew)
Select Action: Next Screen//    NEXT SCREEN

  Last Release Date:                       (8)      Lot #:
            Expires: 07/12/09                        MFG:
 (9)    Days Supply: 3                     (10)  QTY (CAP): 6
 (11)   # of Refills: 11                          Remaining: 10
 (12)        Provider: OPPROVIDER,ONE
 (13)         Routing: MAIL               (14)      Copies: 1
 (15)          Clinic: Not on File
 (16)        Division: CHEYENNE VAM&ROC (442)
 (17)      Pharmacist:
 (18)         Remarks: New Order Created by copying Rx # 2055182.
 (19)      Counseling: NO
 (20)     Refill Data
 (21)        DAW Code: 0 - NO PRODUCT SELECTION INDICATED
          Finished By: OPHARM,ONE
+         Enter ?? for more actions
DC   (Discontinue)       PR   (Partial)            RL   (Release)
ED   Edit                RF   (Refill)              RN   (Renew)
Select Action: Next Screen// 21
DAW CODE: 0// ?

OP Medications (SUSPENDED)   Jul 30, 2008@14:54:55       Page:   2 of   3
OPPATIENT,FOUR
 PID: 666-55-9987                          Ht(cm): _____  (_____)
 DOB: OCT 20,1965 (42)                     Wt(kg): _____  (_____)
+

    Answer with BPS NCPDP DAW CODE
  Choose from:
  0        NO PRODUCT SELECTION INDICATED
  1        SUBSTITUTION NOT ALLOWED BY PRESCRIBER
  2        SUBSTITUTION ALLOWED-PATIENT REQUESTED PRODUCT DISPENSED
  3        SUBSTITUTION ALLOWED-PHARMACIST SELECTED PRODUCT DISPENSED
  4        SUBSTITUTION ALLOWED-GENERIC DRUG NOT IN STOCK
  5        SUBSTITUTION ALLOWED-BRAND DRUG DISPENSED AS A GENERIC
  6        OVERRIDE
  7        SUBSTITUTION NOT ALLOWED-BRAND DRUG MANDATED BY LAW
  8        SUBSTITUTION ALLOWED-GENERIC DRUG NOT AVAILABLE IN MARKETPLACE
  9        OTHER

DAW CODE: 0// 1 - SUBSTITUTION NOT ALLOWED BY PRESCRIBER
Are You Sure You Want to Update Rx 2055203? Yes//    YES
```

```
ED   Edit                  RF   (Refill)              RN   (Renew)

OP Medications (SUSPENDED)   Jul 30, 2008@14:55:21      Page:   2 of   3
OPPATIENT,FOUR
  PID: 666-55-9987                          Ht(cm): _____  (_____)
  DOB: OCT 20,1965 (42)                     Wt(kg): _____  (_____)
+
   Last Release Date:                    (8)     Lot #:
            Expires: 07/12/09                     MFG:
(9)      Days Supply: 3               (10)  QTY (CAP): 6
(11)    # of Refills: 11                   Remaining: 10
(12)        Provider: OPPROVIDER,ONE
(13)         Routing: MAIL             (14)    Copies: 1
(15)          Clinic: Not on File
(16)        Division: CHEYENNE VAM&ROC (442)
(17)      Pharmacist:
(18)         Remarks: New Order Created by copying Rx # 2055182.
(19)      Counseling: NO
(20)     Refill Data
(21)        DAW Code: 1 - SUBSTITUTION NOT ALLOWED BY PRESCRIBER
          Finished By: OPHARM,ONE
+        Enter ?? for more actions
DC   (Discontinue)       PR   (Partial)           RL   (Release)
ED   Edit                RF   (Refill)            RN   (Renew)
Select Action: Next Screen// ^




MP  Medication Profile   RES Resubmit Claim      CSD Change Suspense Date

Reject Information(UNRESOLVED)Jul 30, 2008@14:55:28     Page:   1 of   2
Division : CHEYENNE VAM&ROC                     NPI#: 1164471991
Patient  : OPPATIENT,FOUR(666-55-9987)  Sex: M      DOB: OCT 20,1965(42)
Rx#      : 2055203/1        ECME#: 1615102      Fill Date: Jul 15, 2008
CMOP Drug: DANAZOL 50MG CAP                     NDC Code: 00024-0303-06

REJECT Information
Reject Type   : 22 - M/I Dispense As Written- received on JUL 30, 2008@14:32:16
Reject Status : OPEN/UNRESOLVED
Payer Message :
Reason        :
DUR Text      :

OTHER REJECTS
79 - Refill Too Soon

COMMENTS
- JUL 30, 2008@14:32:16 - Automatically transferred due to override for reject
  code. (OPHARM,ONE)

+        Enter ?? for more actions
VW  View Rx              IGN Ignore Reject       OVR Submit Override Codes
MP  Medication Profile   RES Resubmit Claim      CSD Change Suspense Date
Select: Next Screen// RES   Resubmit Claim


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

    Confirm? YES//
```

```
    Prescription 2055203 successfully submitted to ECME for claim generation.

    Claim Status:
    IN PROGRESS-Waiting to start
    IN PROGRESS-Transmitting
    E PAYABLE
                                                Please wait...

    Insurance Rejects-Worklist    Jul 30, 2008@14:38:38        Page:    2 of    3
    Division  : CHEYENNE VAM&ROC
    Selection : ALL UNRESOLVED REJECTS
      # Rx#           PATIENT(ID) [v]          DRUG              REASON
         Payer Message:
     13 2055202     OPPATIENT,FOUR(9987)     BACLOFEN 10MG TAB    79 :REFILL TOO SO
         Payer Message:
     14 2055155     OPPATIENT,FOUR(9987)     BENAZEPRIL HCL 40MG  79 :REFILL TOO SO
         Payer Message:
                                  OTHER REJECTS
     15 2055134A    OPPATIENT,FOUR(9987)     CALCIUM GLUCONATE 65 22 :M/I Dispense
         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: Next Screen//^

    .
    .
    .

    Below is taken from Patient Prescription Processing option for the Rx in this example:

    Medication Profile         Jul 30, 2008@15:03:25       Page:    1 of    2
    OPPATIENT,FOUR
      PID: 666-55-9987                        Ht(cm): _____  (_____)
      DOB: OCT 20,1965 (42)                   Wt(kg):           (      )
      SEX: MALE
                                                    ISSUE  LAST REF DAY
      #  RX #         DRUG                     QTY ST  DATE  FILL REM SUP

    ------------------REFILL TOO SOON/DUR REJECTS (Third Party)-------------------
     1 2055202$e    BACLOFEN 10MG TAB              14 S> 07-08 12-12  11   3
     2 2055155$e    BENAZEPRIL HCL 40MG TAB         1 S> 06-24 06-26  10   1
     3 2055134A$e   CALCIUM GLUCONATE 650MG TAB     4 A> 06-16 07-30  10   2
    -----------------------------------ACTIVE------------------------------------
     4 2055174$e    ACEBUTOLOL HCL 200MG CAP        1 S> 06-26 06-27  11   1
     5 2055123$e    BACITRACIN 500 UNT/GM OPHTHALMIC OINT  1 AT 06-13 06-14  10  30
     6 2055203$e    DANAZOL 50MG CAP                6 S> 07-11 07-15  10   3
     7 2055183$e    FAMCICLOVIR 125MG TAB           2 AT 06-26 06-26  11   2
     8 2055215$     GABAPENTIN 100MG CAP            6 S> 07-30 07-30  11   3
     9 2055186$e    HALOPERIDOL 0.5MG TAB           2 AT 06-26 06-26  11   4
    +        Enter ?? for more actions




    DC   Discontinue        PR   Partial          RL   Release
    ED   Edit               RF   (Refill)         RN   RenewSelect Action: Next
    Screen// 6
```

```
DC   Discontinue         PR   Partial              RL   Release
ED   Edit                RF   (Refill)             RN   Renew
Select Action: Next Screen// AL    AL
OP Medications (SUSPENDED)   Jul 30, 2008@15:03:25      Page:   1 of   3
OPPATIENT,FOUR
  PID: 666-55-9987                            Ht(cm): _____  (_____)
  DOB: OCT 20,1965 (42)                       Wt(kg): _____  (_____)

              Rx #: 2055203$e
 (1) *Orderable Item: DANAZOL CAP,ORAL
 (2)       CMOP Drug: DANAZOL 50MG CAP
 (3)         *Dosage: 50 (MG)
                Verb: TAKE
      Dispense Units: 1
                Noun: CAPSULE
              *Route: ORAL (BY MOUTH)
           *Schedule: BID
 (4)Pat Instructions:
                 SIG: TAKE ONE CAPSULE BY MOUTH TWICE A DAY
 (5)  Patient Status: OUTPT NON-SC
 (6)      Issue Date: 07/11/08           (7)  Fill Date: 07/11/08
      Last Fill Date: 07/15/08 (Window)
+        Enter ?? for more actions
DC   Discontinue         PR   Partial              RL   Release
ED   Edit                RF   (Refill)             RN   Renew
Select Action: Next Screen// AL    AL

Select Activity Log by  number
1.  Refill    2.  Partial    3.  Activity    4.  Labels
5.  Copay     6.  ECME       7.  CMOP Events 8.  All Logs:  (1-8): 8// 6


Rx #: 2055203   Original Fill Released:
Routing: Mail     Finished by: OPPHARM,ONE

ECME Log:
#   Date/Time          Rx Ref          Initiator Of Activity
================================================================================
1   7/11/08@10:13:11    ORIGINAL        OPPHARM,ONE
Comments: Submitted to ECME:PULLED FROM SUSPENSE(NDC:00024-0303-06)-E PAYABLE
2   7/30/08@14:32:17    REFILL 1        OPPHARM,TWO
Comments: Submitted to ECME:PULLED FROM SUSPENSE(NDC:00024-0303-06)-E REJECTED
```
<mark>3   7/30/08@14:55:56   REFILL 1   OPPHARM,TWO</mark>
<mark>Comments: Submitted to ECME:REJECT WORKLIST-E PAYABLE</mark>
```

ECME REJECT Log:
#  Date/Time Rcvd   Rx Ref    Reject Type     STATUS     Date/Time Resolved
================================================================================
```
<mark>1 7/30/08@14:32:16 REFILL 1   M/I Dispense As RESOLVED   7/30/08@14:55:40</mark>
<mark>Comments: AUTOMATICALLY CLOSED (CLAIM RE-SUBMITTED)</mark>
<mark>2 7/30/08@14:32:16 REFILL 1   REFILL TOO SOON RESOLVED   7/30/08@14:55:40</mark>
<mark>Comments: AUTOMATICALLY CLOSED (CLAIM RE-SUBMITTED)</mark>
```




         Enter ?? for more actions

Select Action:Quit//
```

MailMan Message for Open/Unresolved Rejects

When prescriptions remain on the Third Party Payer Reject - Worklist over the specified number of days, the system will send a Mailman Message. This message will be sent to a new PSO REJECTS BACKGROUND MESSAGE mail group. Those users needing access to this information will need to be added manually to this mail group.

The specified number of days referred to above is the number of days an uncommented reject can remain on the reject worklist without being included in the nightly reject worklist alert mail message. The number of days are defined in the EPHARMACY SITE PARAMETERS file (#52.86) in the REJECT WORKLIST DAYS field.

The following are the criteria for generating a Mailman message regarding a rejected claim:

- Prescription is active,
- Prescription is unreleased,
- Claim is on the Reject Worklist for specified number of days or greater, and
- Claim has no comments added within date range.

Adding a comment to the reject will automatically reset the clock for the alert. The specified number of days will be site configurable and stored in EPHARMACY SITE PARAMETER file (#52.86). The initial patch default setting will be five (5) days; however, the site will be able to reset the parameter between one (1) and thirty (30) to generate the alert message. MailMan message will be sent as a Priority message, and there will be a separate MailMan message for each division. The following is an example of the message:

```
Subj: ePharmacy - OPEN/UNRESOLVED REJECTS LIST for ALBANY ISC  [#2680833]
07/25/08@11:52  53 lines
From: OUTPATIENT PHARMACY PACKAGE  In 'IN' basket.   Page 1  *New*
-----------------------------------------------------------------------------
The prescriptions listed below are third party electronically billable and can
not be filled until the rejection is resolved.  No action to resolve the
rejection has taken place within the past 1 days.

Please use the THIRD PARTY PAYER REJECTS WORKLIST option to resolve the
rejection or add a comment to the rejection.

Unresolved rejects will not be sent to CMOP or the local print queue for
filling.  They will continue to show on the rejects list until acted upon.

                                                         FILL      REJECT
  # RX/FILL        PATIENT(ID)        DRUG               DATE      DATE
-----------------------------------------------------------------------------
  1 100805/1      IBSCDC,TWO(2828)    SIMETHICONE 40MG TAB   6/5/08    6/5/08
     Reason:  79 :Refill Too Soon

  2 101149/0      OPPATIENT,TH(7789)  DIAZEPAM 10MG S.T.     6/9/08    6/9/08
     Reason:  75 :Prior Authorization Required
    COMMENT: JUN 09, 2008@18:04:35 - Automatically transferred due to
             Override for reject code. (PHARM,ONE)

  3 100928/0      IBPATIENT,QFO(567)  ETHACRYNIC ACID 50MG S.  5/7/08   6/23/08
     Reason:  31 :Submission Clarification Code
    COMMENT: JUN 23, 2008@15:02:11 - Transferred by OPECC. (OPECC,ONE)

Enter RETURN to continue or '^' to exit:
```

List One Patient's Archived Rx's
[PSO ARCHIVE LIST RX'S]

This option shows the basic patient demographics and the prescription numbers and dates of archiving for archived prescriptions for this patient.

Manual Print of Multi-Rx Forms
[PSO LM MULTI-RX PRINT]

This option allows the user to reprint the Multi-Rx Refill Request form on laser label stock without having to reprint the entire prescription labels. The user will receive a system confirmation that this form has been queued to print.

Example: Manually Printing Multi-Rx Forms

```
Select Rx (Prescriptions) Option: MANual Print of Multi-Rx Forms

Enter patient to reprint Multi-Rx refill form for: OPPATIENT2,ONE

Select LABEL DEVICE: LEX2   LEX2$PRT   Bay Pines


Multi-Rx form queued to print
```

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