OUTPATIENT PHARMACY

MANAGER’S USER MANUAL

Version 7.0
December 1997

(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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Revised Pages</th>
<th>Patch Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/09</td>
<td>x, 151, 181, 184a-184b, 185a-185b, 188, 197i-197n</td>
<td>PSO<em>7</em>289</td>
<td>Added ePharmacy Site Parameters option and NDC Validation option to the ePharmacy Menu. Added a comment for Change Suspense date. Added the following sections: Other Rejects, MailMan message for Open/Unresolved Rejects, NDC Validation, and DAW/NDC. (M. Anthony, PM; G.O’Connor, S. B. Scudder, G. Johnson, Tech Writers)</td>
</tr>
</tbody>
</table>
| 05/09  | 9, 124-125, 129-130, 155, 159, 183 | 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) |
| 12/08  | 41-42, 99-100, 103a-103b           | PSO*7*303    | Added Nutritional Supplement and Tricare functionality (PSO*7*303). (M. Anthony, PM; G. O’Connor, S. B. Scudder, Tech Writers)                                                                                   |
| 08/08  | ix-x, 4, 39-40, 43-45, 115-116, 163, 165, 165a-d, 169-171, 173, 173a-d, 180, 249, 251 | 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, along with PROJ 112/SHAD references.  
- The Service Connected question has been updated with current wording.  
- 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.  
- The Rx (Prescriptions) menu has been updated in the documentation to reflect the existing menu.  
(S. Templeton, PM; S. B. Scudder, Tech Writer) |
<table>
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<tr>
<td>06/17</td>
<td>57, 77-78</td>
<td>PSO<em>7</em>288</td>
<td>Update for the new menu option [Pharmacy Patient Non-VA Meds Report/Clean-up]. (A. Scott, PM, T. Dawson, Tech Writer)</td>
</tr>
<tr>
<td>05/08</td>
<td>vii-ix, 82,</td>
<td>PSO<em>7</em>294</td>
<td>Included description of Medication Reconciliation. (S. Templeton, PM, D. Dertien, Tech Writer)</td>
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<tr>
<td></td>
<td>250-251</td>
<td></td>
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<tr>
<td>04/08</td>
<td>183-184</td>
<td>PSO<em>7</em>281</td>
<td>Update for the ePharmacy Phase 4 Iteration II project. For more information, see the ePharmacy/ECME Enhancements Release Notes for PSO<em>7</em>281. (M. Anthony, PM, M. Anthony, Tech Writer)</td>
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<tr>
<td>10/07</td>
<td>143-144, 183-193, 195-199</td>
<td>PSO<em>7</em>260</td>
<td>Included updates for the ePharmacy Phase 4 project. For more information, see the ePharmacy/ECME Enhancements Release Notes. (S. Spence, S. Krakosky, Tech Writer)</td>
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<tr>
<td>10/07</td>
<td>All</td>
<td>PSO<em>7</em>264</td>
<td>Re-numbered pages; removed headers and section breaks. Incorporated changes for FY07Q4 release; for specific updates, see the Outpatient Pharmacy FY08 Q4 Release Notes. (E. Williamson, PM; S. Krakosky, Tech Writer)</td>
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(This page included for two-sided copying.)
Rx # 100003852 11/04/05
OPPATIENT, FOUR #30
TAKE ONE TABLET BY BY MOUTH FOUR TIMES A DAY FOR 30 DAYS WITH FOOD
AVOIDING DAIRY FOODS

PRENDISONE 5MG TAB
OPPROVIDER4, TWO OPPHARMACIST4, THREE
# of Refills: 5

Is this correct? YES// <Enter> YES...
Claim has status E REJECTED. Not reversed.

Prescription 100003852 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
E PAYABLE

**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).

Status’s 14 and 15 above result from the prescription being discontinued from CPRS. 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:

<table>
<thead>
<tr>
<th></th>
<th>06/20/08</th>
<th>DISCONTINUED</th>
<th>ORIGINAL</th>
<th>OPPHARM, ONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
<td>Discontinued by OE/RR.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th></th>
<th>06/05/08</th>
<th>DISCONTINUED</th>
<th>ORIGINAL</th>
<th>OPPHARM, ONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
<td>Discontinued due to CPRS edit</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Using the Copy Action

If a double question mark (??) had been entered at the “Select Action:” prompt, the following hidden actions would display in the action area.

<table>
<thead>
<tr>
<th>AL</th>
<th>Activity Logs (OP)</th>
<th>OTH</th>
<th>Other OP Actions</th>
<th>FS</th>
<th>First Screen</th>
</tr>
</thead>
<tbody>
<tr>
<td>VF</td>
<td>Verify (OP)</td>
<td>REJ</td>
<td>View REJECT</td>
<td>GO</td>
<td>Go to Page</td>
</tr>
<tr>
<td>CO</td>
<td>Copy (OP)</td>
<td>DIN</td>
<td>Drug Restr/Guide (OP)</td>
<td>LS</td>
<td>Last Screen</td>
</tr>
<tr>
<td>RP</td>
<td>Reprint (OP)</td>
<td>+</td>
<td>Next Screen</td>
<td>PS</td>
<td>Print Screen</td>
</tr>
<tr>
<td>HD</td>
<td>Hold (OP)</td>
<td>-</td>
<td>Previous Screen</td>
<td>PT</td>
<td>Print List</td>
</tr>
<tr>
<td>UH</td>
<td>Unhold (OP)</td>
<td>&lt;</td>
<td>Shift View to Left</td>
<td>QU</td>
<td>Quit</td>
</tr>
<tr>
<td>PI</td>
<td>Patient Information</td>
<td>&gt;</td>
<td>Shift View to Right</td>
<td>RD</td>
<td>Re Display Screen</td>
</tr>
<tr>
<td>PP</td>
<td>Pull Rx (OP)</td>
<td>ADPL</td>
<td>Auto Display(On/Off)</td>
<td>SL</td>
<td>Search List</td>
</tr>
<tr>
<td>IP</td>
<td>Inpat. Profile (OP)</td>
<td>DN</td>
<td>Down a Line</td>
<td>UP</td>
<td>Up a Line</td>
</tr>
</tbody>
</table>

Copy is a hidden action used to copy an order and edit any field.

Example: Copying an Order

<table>
<thead>
<tr>
<th>Medication Profile</th>
<th>Jun 04, 2006 15:49:09</th>
<th>Page: 1 of 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP PATIENT6, ONE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PID: 000-13-5790</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOB: FEB 8, 1922</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># RX #</td>
<td>DRUG</td>
<td>QTY ST DATE</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>ACTIVE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 503911$</td>
<td>AMPICILLIN 250MG CAP</td>
<td>80 A 05-25 06-01 0 10</td>
</tr>
<tr>
<td>2 503901</td>
<td>LINSORPRIL 10MG TAB</td>
<td>150 A&gt; 05-17 05-17 2 30</td>
</tr>
<tr>
<td>Select Action: Quit// SO Select Order [Or enter the order number here, e.g. 1]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Remember that actions in parentheses, like Refill in this example, are not available for the order.
ePharmacy Menu
[PSO EPHARMACY MENU]

This menu is locked with the PSORPH key.

This menu allows the user to handle prescriptions rejected by a third party payer because of a Refill Too Soon or Drug Utilization Review (DUR) reason, and provides the following options:

- Ignored Rejects Report
- ePharmacy Medication Profile (View Only)
- NDC Validation
- ePharmacy Medication Profile Division Preferences
- ePharmacy SiteParameters
- Third Party Payer Rejects - View/Process
- Third Party Payer Rejects – Worklist

DURs can occur when a third party determines there are safety issues involved with an Rx claim submission, and they can be due to high dose, drug interaction, and excessive utilization. The third party payer returns an NCPDP rejection code of 88 to indicate a DUR.

Refill Too Soon rejections happen when a third party payer determines that a prescription is being processed too early compared to the last time the prescription was filled. This can occur for several reasons, including third party payer’s policy differs from VA policy, patient receiving medication at another pharmacy, or the provider may have increased the dosage or frequency of the medication. The third party payer returns an NCPDP rejection code of 79 to indicate a Refill Too Soon.

Prescriptions rejected as DUR and Refill Too Soon are moved to the REFILL TOO SOON/DUR REJECTS (Third Party) section of the Medication Profile. The user must resolve a rejected prescription before other actions such as release, label print, renew, and refill, among others, can be performed on it. Actions may still be taken on these prescriptions through CPRS.

Ignored Rejects Report
[PSO IGNORED REJECTS REPORT]

This option gives the user the ability to run a report for third-party rejects that have been ignored and consequently closed by the pharmacy users.

The user can select one of the following parameters to filter the data in the report:

- **DIVISION**: Allows the user to select one, some or all divisions.
- **DATE RANGE**: Allows the user to select a date range.
- **SORT BY**: Allows the user to choose different fields to sort the report by. Any combination can be selected:
  - **PATIENT**: Allows the user to select a single, multiple or all patients.
  - **DRUG**: Allows the user to select a single, multiple or all drugs.
  - **USER**: Allows the user to select a single, multiple or all users that have ignored third party rejects.
Example: Ignored Rejects Report

Select ePharmacy Menu Option: **IR** Ignored Rejects Report

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

**DIVISION: ^ALL**

**BEGIN REJECT DATE: 030606  (MAR 06, 2006)**

**END REJECT DATE: 061407  (JUN 14, 2007)**

Enter the SORT field(s) for this Report:

1 - PATIENT
2 - DRUG
3 - USER

Or any combination of the above, separated by comma, as in these examples:

2,1 - BY PATIENT, THEN DRUG
3,1,2 - BY USER, THEN BY PATIENT, THEN BY DRUG

**SORT BY: PATIENT// 1,2**

**SORT BY PATIENT**

**THEN BY DRUG**

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

**PATIENT: ^ALL**

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

**DRUG: ^ALL**

**DEVICE: HOME// [Select Printer Device]**

<table>
<thead>
<tr>
<th>Rx#</th>
<th>DRUG</th>
<th>PATIENT</th>
<th>IGNORE DT</th>
<th>IGNORED BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1192029A</td>
<td>SODIUM CHLORIDE 0.9% OPPATIENT,ONE(9999)</td>
<td>04/18/07</td>
<td>OPUSER,ONE</td>
<td></td>
</tr>
<tr>
<td>Comments: PATIENT WAS RUNNING OUT OF DRUG.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payer Message: NEXT RFL 041907,DAYS TO RFL 1,LAST FILL 112706 VIA MAIL,REFILL TOO SOON.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2990211</td>
<td>ALENDRONATE 70MG/75M OPPATIENT, TWO(0000)</td>
<td>05/20/07</td>
<td>OPUSER,ONE</td>
<td></td>
</tr>
<tr>
<td>Comments: NEXT POSSIBLE FILL WAS TOO FAR OUT.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL: 2 Patients.**
NDC Validation

The initial validation of the NDC can be performed by a pharmacy technician. This functionality only applies to local fills that are not sent to OPAI. This function provides a pharmacy technician the ability to manually enter the prescription number or scan the bar code of the existing prescription label. Then the user may manually enter or scan the NDC of the stock bottle used to fill the prescription. When the system matches the NDC, confirmation is provided to the pharmacy tech and allows the technician to continue processing. However, if the system detects a mismatch and the NDC of the stock bottle has an associated entry in the synonym file, the NDC will be updated in Prescription file (#52) for the fill. The system will then prompt the technician to press enter to continue, a new label will be printed, the original electronic claim reversed, and a new claim submission will be transmitted with the new NDC. In the event that the revised NDC prompts a RTS/DUR rejection, the system will immediately send the item to the Reject Worklist.

In a case where the NDC entered is not defined for the drug in the Drug File, the system prompts the technician that a mismatch has occurred and the prescription needs to be validated by a pharmacist. The system notes that the NDC had not been validated and allows the pharmacy tech to move to the next prescription. In the event of a change of NDC prompts a rejection, the system immediately sends the item to the Reject Worklist.

The releasing pharmacist will receive a notation that NDC has been validated by technician when processing. If the NDC change has prompted a claim reversal and produced a RTS/DUR rejection, the pharmacist will be presented with a Reject Processing screen at release.

Example: Matched NDC:
Select ePharmacy Menu Option: MV NDC Validation

Prescription: 101310        DIPYRIDAMOLE 25MG TAB
Rx: 101310        Fill: 0        Patient: OPPATIENT,ONE
Drug: DIPYRIDAMOLE 25MG TAB        NDC: 00597-0017-10
Prescription label NDC: 00597-0017-10
Stock NDC: 00597001710

NDC match confirmed

Example: Non-matched NDC:

Prescription: 101341        BIPERIDEN 2MG TAB
Rx: 101341        Fill: 0        Patient: OPPATIENT,ONE
Drug: BIPERIDEN 2MG TAB        NDC: 00044-0120-05
Prescription label NDC: 00044-0120-05
Stock NDC: 00044012006
Due to a change in NDC, a claims reversal and resubmission will be performed.

Prescription 101341 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Building the claim
IN PROGRESS-Transmitting
E PAYABLE
(This page included for two-sided copying.)
ePharmacy Medication Profile Division Preferences
[PSO PMP SITE PREFERENCES]

This option allows the user to specify certain settings that will control how the ePharmacy Medication Profile option works for that user. Below is the list of settings that can be specified through this option:

- **EXP/CANCEL CUTOFF**: Indicates the maximum number of days for an expired and/or discontinued prescription to be cut from the profile.
- **SORT BY**: Indicates the default sorting column. The options are: Rx#, Drug Name, Issue Date or Last Fill Date.
- **SORT ORDER**: Indicates the order in which the column above will be sorted: Ascending or Descending.
- **DISPLAY SIG**: Indicates whether the SIG should be displayed under each prescription or if it should be hidden.
- **GROUP BY STATUS**: Indicates whether the list should be grouped by status (Active, Discontinued, Hold, etc…) or not.
- **DISPLAY ORDER COUNT**: Indicates whether the number of orders under each group should be displayed besides the group name. Example ______ACTIVE (3 orders)_____

Select ePharmacy Menu Option: **PF** ePharmacy Medication Profile Division Preferences

ALBANY ISC's current default view:
---------------------------
EXP/CANCEL CUTOFF : 200 DAYS
SORT BY : Rx#
SORT ORDER : ASCENDING
DISPLAY SIG : ON
GROUP BY STATUS : OFF
DISPLAY ORDER COUNT: OFF

Delete this default view? NO// <Enter>

EXP/CANCEL CUTOFF: 200// <Enter> DAYS
SORT BY: Rx// <Enter> Rx#
SORT ORDER: ASCENDING// ^EXP
EXP/CANCEL CUTOFF: 200// 120 DAYS
SORT BY: Rx// <Enter> Rx#
SORT ORDER: ASCENDING// <Enter>
DISPLAY SIG: ON// <Enter>
GROUP BY STATUS: OFF// <Enter>
DISPLAY ORDER COUNT: OFF//<Enter>

Saving...OK!

If the there is a set of preferences already on file for the division the user is logged under, the option to delete such preferences is presented to the user as seen above.
ePharmacy Site Parameters
The ePharmacy Site Parameters file (#52.86) has been added to store ePharmacy Site parameters by division. Along with this, a new EPHARMACY SITE PARAMETERS [PSO ePHARM SITE PARAMETERS] option has been added to the existing ePharmacy Menu [PSO EPHARMACY MENU].

This new option requires the PSORPH security key.

The following site parameters are definable using this option:

- **ALLOW ALL REJECTS:** Requires a YES or NO answer. *It is highly suggested that No be answered at this prompt. Answering YES to this prompt will signify that all prescription fills with ePharmacy rejected claim status will automatically be placed on the Third Party Payer Rejects - Worklist, also known as the Pharmacy Reject Worklist. This is in addition to Refill-Too-Soon (79), Drug Utilization Review (DUR/88) and Tricare rejects which are automatically placed on the Pharmacy Reject Worklist. Any individually defined reject codes in this file will be overridden when a “YES” answer is given.

- **REJECT WORKLIST DAYS:** This 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 following prompts appear consecutively and the user may enter as many reject codes as they desire along with the manner in which each will be allowed to be placed on the reject worklist.

- **REJECT CODE:** A valid third party claim reject code should be entered. A listing of these codes is provided when double question marks(??) are entered for this prompt. Valid codes are contained within the BPS NCPDP REJECT CODES file (#900231.93). Also, a value defined in this field triggers definition of USER field (#2) and DATE OF LAST UPDATE field (#3). Any individually defined codes will be overridden when the ALLOW ALL REJECTS prompt is answered as YES.

- **AUTO SEND:** This prompt is a companion to the REJECT CODE prompt. Enter YES to allow the entered REJECT CODE to be automatically placed on the Pharmacy Reject Worklist or NO to require Outpatient Pharmacy Electronic Claims Coordinator (OPECC) intervention to do so. A null value will be treated the same as entering NO in this field.
The following is an example of definition of ePharmacy Site Parameters:

Select ePharmacy Menu Option: SP ePharmacy Site Parameters

Regardless of any parameters defined, Refill-Too-Soon, Drug Utilization Review(DUR) and Tricare rejects will always be placed on the Third Party Payer Rejects - Worklist, also known as Pharmacy Reject Worklist. These parameters are uneditable and are the default parameters.

Division: ALBANY ISC 500
...OK? Yes// (Yes)
ALLOW ALL REJECTS: NO//
REJECT WORKLIST DAYS: 7
Select REJECT CODE: DAW ??

Select REJECT CODE: ??

Choose from: (The following are previously defined reject code(s))
22  M/I Dispense As Written (DAW)/Product Selection Code  YES

You may enter a new REJECT CODE, if you wish

*** Enter a valid third party reject code from the previously entered codes
*** above, enter a new code, or enter one from the provided listing below.
*** Valid codes are those defined in BPS NCPDP REJECT CODES file (#900231.93).

A valid third party claim reject code should be entered. A listing of these codes is provided when double question marks are entered for this field.

Choose from:
10  M/I Patient Gender Code
11  M/I Patient Relationship Code
12  M/I Place of Service
13  M/I Other Coverage Code
14  M/I Eligibility Clarification Code
15  M/I Date of Service
16  M/I Prescription/Service Reference Number
17  M/I Fill Number
18  M/I Metric Quantity
19  M/I Days Supply
20  M/I Compound Code
21  M/I Product/Service ID
22  M/I Dispense As Written (DAW)/Product Selection Code
23  M/I Ingredient Cost Submitted
24  M/I SALES TAX
25  M/I Prescriber ID
26  M/I Unit Of Measure
27  (FUTURE USE)

Select REJECT CODE: 22 M/I Dispense As Written (DAW)/Product Selection Code
...OK? Yes// (Yes)
CODE: 22//
AUTO SEND: NO// Y YES
Select REJECT CODE: 75 Prior Authorization Required
...OK? Yes// (Yes)
CODE: 75//
AUTO SEND: NO//
Select REJECT CODE:

Division:
Next, the user can choose to display either Unresolved, Resolved, or Both types of rejects.

**Example: Viewing and Resolving Open Rejects (continued)**

Select one of the following:

- U - UNRESOLVED
- R - RESOLVED
- B - BOTH

(U)NRESOLVED, (R)ESOLVED or (B)OTH REJECT statuses: B// <Enter> BOTH

Please wait...

<table>
<thead>
<tr>
<th>Rejected Prescriptions Screen</th>
<th>Nov 21, 2005@08:27:37</th>
<th>Page: 1 of 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Divisions: ALL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selection: ALL REJECTS FOR EMDEON</td>
<td></td>
<td></td>
</tr>
<tr>
<td># Rx#</td>
<td>PATIENT(ID)[^]</td>
<td>DRUG</td>
</tr>
<tr>
<td>1 100003872</td>
<td>OPPATIENT,FOUR(1322P</td>
<td>A AND Z OINTMENT</td>
</tr>
<tr>
<td>2 100003873</td>
<td>OPPATIENT,FOUR(1322P</td>
<td>PHYTONADIONE 5MG TAB 79:REFILL TOO SO</td>
</tr>
<tr>
<td>3 100003873</td>
<td>OPPATIENT,FOUR(1322P</td>
<td>PHYTONADIONE 5MG TAB DUR:</td>
</tr>
<tr>
<td>4 100003785</td>
<td>OPPATIENT,TEN(3222)</td>
<td>ALBUMIN 5% 250ML</td>
</tr>
<tr>
<td>5 100003882</td>
<td>OPPATIENT,TEN(3222)</td>
<td>ALBUTEROL INHALER</td>
</tr>
<tr>
<td>6 100003884</td>
<td>OPPATIENT,TEN(3222)</td>
<td>TEMAZEPAM 15MG CAP</td>
</tr>
</tbody>
</table>

Select the entry # to view or ?? for more actions

<table>
<thead>
<tr>
<th>DR</th>
<th>Sort by Drug</th>
<th>RE</th>
<th>Sort by Reason</th>
<th>RX</th>
<th>Sort by Prescription</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA</td>
<td>Sort by Patient</td>
<td>RF</td>
<td>Screen Refresh</td>
<td>GI</td>
<td>Group by Insurance</td>
</tr>
</tbody>
</table>

Select: Quit/

The following options are available on this screen:

- **PA** – Sorts the list by the patient’s last name.
- **DR** – Sorts the list by the drug name.
- **RE** – Sorts the list by the reject reason.
- **RX** – Sorts the list by Prescription number.
- **RF** – Refreshes the screen. (This selection retrieves DUR/ REFILL TOO SOON rejects that happened after the screen was originally populated.)
- **GI** – Groups the rejects by Insurance Company name.
The following two sets of characters denote the order in which the list is being ordered by: [^] for ascending and [v] for descending. The order inverses every time the user selects the same column that the list is already ordered by. Thus, if the list is currently ordered by Patient in an ascending order ([^]) and the user types “PA”, the list will be resorted in descending order and the order indicator will change to ([v]).

The user selects a specific record to display all relevant information about the prescription and the claim submitted to the payer.

Example: Viewing and Resolving Open Rejects (continued)

```
Reject Information(UNRESOLVED)Nov 21, 2005@08:29:30 Page: 1 of 2

Division : ALBANY NPI#: 1712884
Patient : OPPATIENT,FOUR (000-01-1322P) Sex: M DOB: JAN 13,1922(83)
Rx# : 100003873/0 ECME#: 0504455 Fill Date: Nov 15, 2005
Drug : PHYTONADIONE 5MG TABS NDC Code: 00006-0043-68

REJECT Information
Reject Type : 79 - REFILL TOO SOON received on NOV 15, 2005@14:13:51
Reject Status : OPEN/UNRESOLVED
Payer Message : NEXT RFL 111805,DAYS TO RFL 3, LAST FILL 101805 AT YOUR PHARM, REF ILL TOO SOON
Reason : ER (OVERUSE PRECAUTION )
DUR Text : RETAIL

OTHER REJECTS
29 - M/I Number Refills Authorized
39 - M/I Diagnosis Code

INSURANCE Information
Insurance : EMDEON
Contact : 1-800-555-5050
Group Name : RXINS

+ 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// IGN Ignore Reject
```

These options are available on the screen above:

- VW (View) – Takes the user to the View Prescription option to review details for that prescription.
- MP (Medication Profile) – Invokes the patient’s list of medication.
- IGN (Ignore Reject) – Allows the user to close or resolve the DUR/REFILL TOO SOON Reject without resubmission to the payer. The user will be required to enter a free-text comment and his/her electronic signature.
- RES (Resubmit Claim) – Allows the user to re-submit the claim to the payer. This will automatically mark the reject resolved.
- OVR (Submit Override Codes) – Allows the user to re-submit the claim by entering NCPDP override codes, which shall trigger a new claim submission be sent to the payer.
- CSD (Change Suspense Date) – Allows the user to change the fill date for suspended prescriptions. The user will not be allowed to enter a suspense date that is greater than the fill date plus 90 days. Dates where the fill date plus 90 days is greater than the expiration date will not be allowed entry, and dates prior to issue date will not be allowed.
## Example: Rejected Prescription – Adding Comments

The following is an example of comments added to a rejected prescription.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>COM</td>
<td>Add Comments</td>
</tr>
<tr>
<td>CLA</td>
<td>Submit Clarif. Code</td>
</tr>
<tr>
<td>ED</td>
<td>Edit Rx</td>
</tr>
<tr>
<td>PA</td>
<td>Submit Prior Auth.</td>
</tr>
<tr>
<td>+</td>
<td>Next Screen</td>
</tr>
<tr>
<td>-</td>
<td>Previous Screen</td>
</tr>
<tr>
<td>UP</td>
<td>Up a Line</td>
</tr>
<tr>
<td>DN</td>
<td>Down a Line</td>
</tr>
<tr>
<td>LS</td>
<td>Last Screen</td>
</tr>
<tr>
<td>GO</td>
<td>Go to Page</td>
</tr>
<tr>
<td>RD</td>
<td>Re Display Screen</td>
</tr>
<tr>
<td>QU</td>
<td>Quit</td>
</tr>
<tr>
<td>FS</td>
<td>First Screen</td>
</tr>
<tr>
<td>SL</td>
<td>Search List</td>
</tr>
<tr>
<td>PL</td>
<td>Print List</td>
</tr>
<tr>
<td>PS</td>
<td>Print Screen</td>
</tr>
<tr>
<td>ADPL</td>
<td>Auto Display(On/Off)</td>
</tr>
<tr>
<td>VW</td>
<td>View Rx</td>
</tr>
<tr>
<td>IGN</td>
<td>Ignore Reject</td>
</tr>
<tr>
<td>RES</td>
<td>Resubmit Claim</td>
</tr>
<tr>
<td>MP</td>
<td>Medication Profile</td>
</tr>
<tr>
<td>OVR</td>
<td>Override DUR Reject</td>
</tr>
<tr>
<td>CSD</td>
<td>Change Suspense</td>
</tr>
</tbody>
</table>

**Select:** Quit// ??

The following actions are also available:

**Comment:** ALREADY CALLED INSURANCE COMPANY AND THEY WILL GET BACK TO ME ON MONDAY.
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).
• 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.

<table>
<thead>
<tr>
<th># Rx#</th>
<th>PATIENT(ID) [*]</th>
<th>DRUG</th>
<th>REASON</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>101238</td>
<td>ECMEIBTEST,ONE(5566)</td>
<td>MEDROXYPROGESTRONE 1 79 :REFILL TOO SO</td>
</tr>
<tr>
<td>2</td>
<td>100739</td>
<td>ECPAT,ONE(8887)</td>
<td>BENZTROPINE 2MG TAB 79 :REFILL TOO SO</td>
</tr>
<tr>
<td>3</td>
<td>101960</td>
<td>OPRICARE,ONE(4789)</td>
<td>ACETAZOLAMIDE 250MG 79 :REFILL TOO SO</td>
</tr>
<tr>
<td>4</td>
<td>OPRICARE,ONE(4789)</td>
<td>ATENOLOL 100MG TAB 79 :REFILL TOO SO</td>
<td>Payer Message:</td>
</tr>
<tr>
<td>5</td>
<td>OPRICARE,ONE(4789)</td>
<td>DANTROLENE 25MG CAP 14 :M/I Eligibili</td>
<td>Payer Message:</td>
</tr>
<tr>
<td>6</td>
<td>OPRICARE,ONE(4789)</td>
<td>ATENOLOL 100MG TAB 14 :M/I Eligibili</td>
<td>Payer Message:</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th># Rx#</th>
<th>PATIENT(ID) [*]</th>
<th>DRUG</th>
<th>REASON</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>100739</td>
<td>ECPAT,ONE(8887)</td>
<td>BENZTROPINE 2MG TAB 79 :REFILL TOO SO</td>
</tr>
<tr>
<td>2</td>
<td>OPRICARE,ONE(4789)</td>
<td>ACETAZOLAMIDE 250MG 79 :REFILL TOO SO</td>
<td>Payer Message:</td>
</tr>
<tr>
<td>3</td>
<td>OPRICARE,ONE(4789)</td>
<td>DANTROLENE 25MG CAP 14 :M/I Eligibili</td>
<td>Payer Message:</td>
</tr>
<tr>
<td>4</td>
<td>OPRICARE,ONE(4789)</td>
<td>ATENOLOL 100MG TAB 79 :REFILL TOO SO</td>
<td>Payer Message:</td>
</tr>
<tr>
<td>5</td>
<td>OPRICARE,ONE(4789)</td>
<td>DANTROLENE 25MG CAP 14 :M/I Eligibili</td>
<td>Payer Message:</td>
</tr>
<tr>
<td>6</td>
<td>OPRICARE,ONE(4789)</td>
<td>ATENOLOL 100MG TAB 14 :M/I Eligibili</td>
<td>Payer Message:</td>
</tr>
</tbody>
</table>

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  ECMEXPAT,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:

Example continued:

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 Rx may not be ignored” on the message bar because the reject is a Tricare refill-too-soon reject.

Example continues...
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@15:41:30          Page:    1 of    1
Division : ALBANY ISC                                      NPI#: 5000000021
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

Enter ?? for more actions
VW  View Rx          FIL Fill Rx                  OVR Submit Override Codes
MP  Medication Profile RES Resubmit Claim       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//

Requesting PROVIDER: OPPHARM,ONE
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
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,ONE(8887) BENZTROPINE 2MG TAB 79:REFILL TOO SO
Payer Message:
3 101960 OPTRICARE,ONE(4789) ACETAZOLAMIDE 250MG 79:REFILL TOO SO
Payer Message:
4 101980 OPTRICARE,ONE(4789) DANTROLENE 25MG CAP 14 :M/I Eligibility
Payer Message:
5 101985 OPTRICARE,ONE(4789) ATENOLOL 100MG TAB 07 :M/I Cardholder
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
Select: Quit// QUIT
<table>
<thead>
<tr>
<th># Rx#</th>
<th>PATIENT(ID) [^]</th>
<th>DRUG</th>
<th>REASON</th>
</tr>
</thead>
<tbody>
<tr>
<td>MP</td>
<td>ePharmacy Medication Profile (View Only)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PF</td>
<td>ePharmacy Medication Profile Division Preferences</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF</td>
<td>DUR/79 Reject After Rx Release</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SF</td>
<td>ePharmacy Site Parameters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VF</td>
<td>Third Party Payer Rejects - View/Process</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WL</td>
<td>Third Party Payer Rejects - Worklist</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th># Rx#</th>
<th>PATIENT(ID) [^]</th>
<th>DRUG</th>
<th>REASON</th>
</tr>
</thead>
<tbody>
<tr>
<td>181238</td>
<td>EMEBTEST,ONE(5566)</td>
<td>MEDROXYPROGESTRONE 1 79 :REFILL TOO SO Payer Message:</td>
<td></td>
</tr>
<tr>
<td>100739</td>
<td>ECMPAT, TWO(8887)</td>
<td>BENZTROPINE 2MG TAB 79 :REFILL TOO SO Payer Message:</td>
<td></td>
</tr>
<tr>
<td>101960</td>
<td>OPTRICARE,ONE(4789)</td>
<td>ACETAZOLAMIDE 250MG 79 :REFILL TOO SO Payer Message:</td>
<td></td>
</tr>
<tr>
<td>101980</td>
<td>OPTRICARE,ONE(4789)</td>
<td>DANTROLENE 25MG CAP 14 :M/I Eligibility Payer Message:</td>
<td></td>
</tr>
</tbody>
</table>

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
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 - WORKLIST 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
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

--- example continues ---
Rx #: 2055203$

(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
(8) Lot #: MFG:
(9) Days Supply: 3
(10) QTY (CAP): 6
(11) # of Refills: 11
(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

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

--------------------------------- example continues ---------------------------------
OPPATIENT,FOUR
PID: 666-55-9987
DOB: OCT 20,1965 (42)

Last Release Date: (8) Lot #: (9)
Expires: 07/12/09  MFG: (10)
Days Supply: 3  QTY (CAP): 6
(11)  # of Refills: 11  Remaining: 10
Provider: OPPROVIDER,ONE
Routing: MAIL (14)  Copies: 1
Clinic: Not on File (16)
Division: CHEYENNE VAM&ROC (442)

Remarks: New Order Created by copying Rx # 2055182.
Counseling: NO
Refill Data
DAW Code: 1 - SUBSTITUTION NOT ALLOWED BY PRESCRIBER
Finished By: OPHARM,ONE

Enter ?? for more actions
Select Action: Next Screen// ^

Reject Information(UNRESOLVED) Jul 30, 2008@14:55:28
Page: 1 of 2

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
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

<table>
<thead>
<tr>
<th>#</th>
<th>RX#</th>
<th>PATIENT(ID) [v]</th>
<th>DRUG</th>
<th>QTY ST</th>
<th>DATE</th>
<th>FILL REM SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>2055202</td>
<td>OPPATIENT,FOUR(9987)</td>
<td>BACLOFEN 10MG TAB</td>
<td>14</td>
<td>07-08 12-12</td>
<td>11 3</td>
</tr>
<tr>
<td>14</td>
<td>2055155</td>
<td>OPPATIENT,FOUR(9987)</td>
<td>BENZAEPRL HCL 40MG TAB</td>
<td>1</td>
<td>06-24 06-26</td>
<td>10 1</td>
</tr>
<tr>
<td>15</td>
<td>2055134A</td>
<td>OPPATIENT,FOUR(9987)</td>
<td>CALCIUM GLUCONATE 650MG TAB</td>
<td>4</td>
<td>06-16 07-30</td>
<td>10 2</td>
</tr>
</tbody>
</table>

Additional Rejects

16 2055174$e ACEBUTOLOL HCL 200MG CAP
17 2055123$e BACITRACIN 500 UNIT/GM OPHTHALMIC OINT
18 2055203$e DANAZOL 50MG CAP
19 2055183$e FAMCICLOVIR 125MG TAB
20 2055215$e GABAPENTIN 100MG CAP
21 2055186$e HALOPERIDOL 0.5MG TAB

---

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

<table>
<thead>
<tr>
<th># RX#</th>
<th>DRUG</th>
<th>QTY ST</th>
<th>DATE</th>
<th>FILL REM SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>BACLOFEN 10MG TAB</td>
<td>14</td>
<td>07-08 12-12</td>
<td>11 3</td>
</tr>
<tr>
<td>2</td>
<td>BENZAEPRL HCL 40MG TAB</td>
<td>1</td>
<td>06-24 06-26</td>
<td>10 1</td>
</tr>
<tr>
<td>3</td>
<td>CALCIUM GLUCONATE 650MG TAB</td>
<td>4</td>
<td>06-16 07-30</td>
<td>10 2</td>
</tr>
<tr>
<td>4</td>
<td>ACEBUTOLOL HCL 200MG CAP</td>
<td>1</td>
<td>06-26 06-27</td>
<td>11 1</td>
</tr>
<tr>
<td>5</td>
<td>BACITRACIN 500 UNIT/GM OPHTHALMIC OINT</td>
<td>1</td>
<td>06-13 06-14</td>
<td>10 30</td>
</tr>
<tr>
<td>6</td>
<td>DANAZOL 50MG CAP</td>
<td>6</td>
<td>07-11 07-15</td>
<td>10 3</td>
</tr>
<tr>
<td>7</td>
<td>FAMCICLOVIR 125MG TAB</td>
<td>2</td>
<td>06-26 06-26</td>
<td>11 2</td>
</tr>
<tr>
<td>8</td>
<td>GABAPENTIN 100MG CAP</td>
<td>6</td>
<td>07-30 07-30</td>
<td>11 3</td>
</tr>
<tr>
<td>9</td>
<td>HALOPERIDOL 0.5MG TAB</td>
<td>2</td>
<td>06-26 06-26</td>
<td>11 4</td>
</tr>
</tbody>
</table>

---

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//^.

---

Example continues
Patient: OPPATIENT, FOUR  PID: 666-55-9987
DOB: OCT 20, 1965 (42)

Rx #: 2055203

(1) *Orderable Item: DANAZOL CAP, ORAL

(2) CMOP Drug: DANAZOL 50MG CAP

(3) *Dosage: 50 (MG)

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)

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) as described in the EPHARMACY SITE PARAMETERS FILE section of this document.

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.

<table>
<thead>
<tr>
<th>#</th>
<th>RX/FILL</th>
<th>PATIENT(ID)</th>
<th>DRUG</th>
<th>FILL DATE</th>
<th>REJECT DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>100805/1</td>
<td>IBSCDC,TWO(2828)</td>
<td>SIMETHICONE 40MG TAB</td>
<td>6/5/08</td>
<td>6/5/08</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reason: 79 :Refill Too Soon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>101149/0</td>
<td>OPPATIENT,TH(7789)</td>
<td>DIAZEPAM 10MG S.T.</td>
<td>6/9/08</td>
<td>6/9/08</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reason: 75 :Prior Authorization Required</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>COMMENT: JUN 09, 2008@18:04:35 - Automatically transferred due to Override for reject code. (PHRM,ONE)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>100928/0</td>
<td>IBPATIENT,QFO(567)</td>
<td>ETHACRYNIC ACID 50MG S.</td>
<td>5/7/08</td>
<td>6/23/08</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reason: 31 :Submission Clarification Code</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>COMMENT: JUN 23, 2008@15:02:11 - Transferred by OPECC. (OPECC,ONE)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

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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