## 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>37g-37h, 58, 58a-58b, 67</td>
<td>PSO<em>7</em>289</td>
<td>Added an ePharmacy Menu section that has the new NDC Validation option. (M. Anthony, PM; G. O’Connor, S. B. Scudder, C. Liles, Tech Writers)</td>
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<tr>
<td>01/09</td>
<td>9, 25-28, 40, 44</td>
<td>PSO<em>7</em>305</td>
<td>The following changes are included in this patch.</td>
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<tr>
<td></td>
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<td>• Automate refill processing.</td>
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<td>• Switch between Release Date and Fill Date display on Medication Profile.</td>
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<td>• “CMOP Status” renamed to “Processing Status” and included on all duplicate drug messages.</td>
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<td>(G. Tucker, PM; S. B. Scudder, Tech Writer)</td>
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<tr>
<td>11/08</td>
<td>v-vi, 37a-37f,</td>
<td>PSO<em>7</em>303</td>
<td>Added text for Tricare functionality.</td>
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<td>(M. Anthony, PM; G. O’Connor, S. B. Scudder, Tech Writers)</td>
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<tr>
<td>08/08</td>
<td>4, 41, 47, 50, 53, 54</td>
<td>PSO<em>7</em>225</td>
<td>The following changes are included in this patch.</td>
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<td></td>
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<td>• The Environmental Indicator, “Environmental Contaminant,” has been replaced with “Southwest Asia Conditions” or “SW Asia Conditions.”</td>
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<td>• “Was treatment related to PROJ 112/SHAD?” has been added.</td>
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<td>• The Service Connected question has been updated.</td>
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<td>• Original provider comments no longer being carried over to renewal orders has been noted.</td>
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<td>(S. Templeton, PM; S. B. Scudder, Tech Writer)</td>
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<tr>
<td>10/07</td>
<td>27, 36-38</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 Release Notes.</td>
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<td>(E. Williamson, PM; S. Krakosky, Tech Writer)</td>
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Reason for Service Code  : ER - OVERUSE PRECAUTION
Professional Service Code: RT - RECOMMENDED LABORATORY TEST
Result of Service Code  : 1G - FILLED, WITH PRESCRIBER APPROVAL

Reason for Service Code  : ER - OVERUSE PRECAUTION
Professional Service Code: RT - RECOMMENDED LABORATORY TEST
Result of Service Code  : 1G - FILLED, WITH PRESCRIBER APPROVAL

Confirm? ? YES// <Enter>

Prescription 99999999 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
IN PROGRESS-Waiting to process response
E PAYABLE

For Refill Too Soon rejects, the same choices apply.
Example: Handling a Tricare Rejected New Order for ePharmacy Billing

Rejected Tricare claims will be denoted with “TRICARE” during submission to ECME and within the subsequent reject notification screen. Also, the reject codes will be displayed in both places. The following example shows a prescription being submitted to ECME and this process occurs directly following the “Is this correct? YES/?” prompt during finish. Where DUR or RTS are one of the reject codes, the user will be able to select from (D)iscontinue the prescription, submit (O)verride codes, or (Q)uit which sends the rejection to the Third Party Payer Rejects - Worklist. A tricare rejection may not be (I)gnored.

---

**TRICARE** Prescription 101110 submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Building the claim
IN PROGRESS-Sending the claim
IN PROGRESS-Processing response
E REJECTED
79 - Refill Too Soon
14 - M/I Eligibility Clarification Code

*** REJECT RECEIVED FOR **TRICARE** PATIENT ***

---

Division : ALBANY ISC NPI#: 5000000021
Rx/Drug : 101110/0 - NAPROXEN 250MG S.T. ECME#: 0112303
Reject(s): REFILL TOO SOON (79), 14 - M/I Eligibility Clarification Code (14). Received on MAR 03, 2008@14:40:57.

Insurance : TRICARE
Group Name : TRICARE PRIME Group Number: 123123
Cardholder ID: SI9844532

---

Select one of the following:

O  (O)VERRIDE - RESUBMIT WITH OVERRIDE CODES
D  (D)iscontinue - DO NOT FILL PRESCRIPTION
Q  (Q)UIT - SEND TO WORKLIST (REQUIRES INTERVENTION)

(O)verride,(D)iscontinue,(Q)uit: Q//
Example: Handling a non-DUR/RTS or non-clinical Tricare rejected New Order for ePharmacy Billing

For prescription rejections that have non-DUR/RTS or non-clinical rejects, the user will be able to select from (D)iscontinue the prescription or (Q)uit which sends it to the Third Party Payer Rejects - Worklist. Tricare prescriptions with these type rejects cannot be filled until the rejection is resolved. Example:

TRICARE Prescription 101113 submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Building the claim
IN PROGRESS-Building the HL7 packet
IN PROGRESS-Transmitting
E REJECTED

07 - M/I Cardholder ID Number
14 - M/I Eligibility Clarification Code

*** REJECT RECEIVED FOR TRICARE PATIENT ***

Following information is received on MAR 03, 2008@14:43:42.

Division : ALBANY ISC  NPI#: 5000000021
Rx/Drug : 101113/0 - SIMETHICONE 40MG TAB  ECME#: 0112306
Reject(s): M/I Eligibility Clarification Code (14), M/I Cardholder ID
Number (07).

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

Select one of the following:

[D] (D)iscontinue - DO NOT FILL PRESCRIPTION
[Q] (Q)UIT - SEND TO WORKLIST (REQUIRES INTERVENTION)

(D)iscontinue,(Q)uit: Q//
For non-billable Tricare prescriptions, an abbreviated version of the reject notification screen will be displayed. Because the prescription is non-billable, the insurance and ECME information that’s currently provided for DUR/RTS rejects will not be displayed (i.e. insurance, group name, group #, ECME #, contact, cardholder ID). In this case, the prescription must be discontinued.

*** TRICARE - NON-BILLABLE ***

Division: ALBANY ISC
Patient: OPTRICARE, ONE (666-55-4789) Sex: M
DOB: OCT 18, 1963 (44)
Rx/Drug: 102058/0 - ABSORBABLE GELATIN S
Date/Time: AUG 27, 2008 16:49:46
Reason: Drug not billable.

This is a non-billable Tricare prescription. It cannot be filled or sent to the reject worklist. It must be discontinued.

Press <RETURN> to continue...

Nature of Order: SERVICE CORRECTION

Requesting PROVIDER: OPHARM OPPHARM, ONE

Labels will not print for discontinued Tricare prescriptions. reprint label will not be allowed for Tricare rejected prescriptions.

Select Rx (Prescriptions) Option: REPrint an Outpatient Rx Label

Reprint Prescription Label: 101113 SIMETHICONE 40MG TAB
Print adhesive portion of label only? ? No// NO
Do you want to resend to Dispensing System Device? No// NO
Comments: REPRINT

Rx # 101113 03/03/08
OPTRICARE, ONE #180
ONE MOUTH TWICE A DAY
SIMETHICONE 40MG TAB
OPPHARM, ONE OPPHARM, ONE
# of Refills: 3

Select LABEL DEVICE: NULL Bit Bucket

No Label(s) printed.

Suspended prescriptions will remain on suspense when a reject occurs, when the Rx is non-billable, or when the third party claim remains in an 'IN PROGRESS' status in ECME. Labels will not print. Once the reject is resolved, the user may pull the Rx early from suspense or wait for the next scheduled Print from Suspense option runs at which time labels will print accordingly. This includes CMOP and local suspense.
TRICARE Prescription 101607 submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Building the claim
IN PROGRESS-Transmitting
IN PROGRESS-Parsing response

*** TRICARE - 'IN PROGRESS' ECME status ***
-----------------------------------------------------------------------------------------------
Division : ALBANY ISC                     NPI#: 5000000021
Rx/Drug  : 101607/0 - ACETAZOLAMIDE 250MG
Date/Time: APR 20, 2008@11:17
Reason : ECME Status is in an 'IN PROGRESS' state and cannot be filled
-----------------------------------------------------------------------------------------------
This prescription will be suspended. After the third party claim is resolved, it may be printed or pulled early from suspense.

Press <RETURN> to continue...

Rejected Tricare prescription may not have a partial fill ordered until the reject is resolved.

OP Medications (SUSPENDED)  Apr 18, 2008@19:10:16          Page:  1 of 2
OPTRICARE,ONE
PID: 666-55-4789
DOB: OCT 18,1963 (44)          Ht(cm): _______ (_____)
Wt(kg): _______ (_____)

Rx #: 101526e
(1) *Orderable Item: ACETAZOLAMIDE PILL
(2) Drug: ACETAZOLAMIDE 500MG SEQUELS
    Verb: TAKE
(3) *Dosage: 1 PILL
    *Route: ORAL
    *Schedule: BID
(4) Pat Instructions:
    SIG: TAKE 1 PILL BY MOUTH TWICE A DAY
(5) Patient Status: OTHER FEDERAL
(6) Issue Date: 04/18/08          (7) Fill Date: 04/19/08
    Last Fill Date: 04/19/08 (Window)
    Last Release Date: 04/19/08 (Window)
(8) Lot #:     Expires: 04/19/09
    MFG: +
DC  Discontinue PR  Partial RL  Release
ED  Edit RF  (Refill) RN  Renew
Select Action: Next Screen// Partial

OP Medications (SUSPENDED)  Apr 18, 2008@10:16            Page:  1 of 2
OPTRICARE,ONE
PID: 666-55-4789
DOB: OCT 18,1963 (44)          Ht(cm): _______ (_____)
Wt(kg): _______ (_____)

Rx #: 101526e
(1) *Orderable Item: ACETAZOLAMIDE PILL
(2) Drug: ACETAZOLAMIDE 500MG SEQUELS
    Verb: TAKE
(3) *Dosage: 1 PILL
    *Route: ORAL
    *Schedule: BID
(4) Pat Instructions:
SIG: TAKE 1 PILL BY MOUTH TWICE A DAY

(5) Patient Status: OTHER FEDERAL
(6) Issue Date: 04/18/08 (Window)
Last Fill Date: 04/19/08 (Window)
Last Release Date: 04/19/08 (Window)
Expires: 04/19/09
MFG: +

Partial cannot be filled on Tricare non-payable Rx

DC Discontinue PR Partial RL Release
ED Edit RF (Refill) RN Renew

Select Action: Next Screen//

If ECME's status on the claim remains in an "In Progress" state past the processing timeout during finish of the prescription, Tricare prescriptions will not be allowed to be filled. Instead it will be placed on suspense until the rejection is resolved. Below is an example of this screen:

TRICARE Prescription 101607 submitted to ECME for claim generation.
Claim Status:
IN PROGRESS-Building the claim
IN PROGRESS-Transmitting
IN PROGRESS-Parsing response

*** TRICARE - 'IN PROGRESS' ECME status ***
------------------------------------------
Division : ALBANY ISC NPI#: 5000000021
Rx/Drug : 101607/0 - ACETAZOLAMIDE 250MG
Date/Time: APR 20, 2008@20:11:17
Reason : ECME Status is in an 'IN PROGRESS' state and cannot be filled
------------------------------------------
This prescription will be suspended. After the third party claim is resolved, it may be printed or pulled early from suspense.

Press <RETURN> to continue...
If a pharmacy is active for ePharmacy processing but an insurance plan is not linked or not active, Tricare prescription will be allowed to be filled without third party claim submission. The phrase "Inactive ECME Tricare" will be displayed during Finish and an ECME log entry will be added stating such.

Example of message during finish:

Do you want to enter a Progress Note? No// NO

Rx # 102046 08/27/08
OPTRICARE,TEST #180
ONE MOUTH TWICE A DAY

DANTROLENE 25MG CAP
OPPROVIDER,ONE OPPHAR,ONE
# of Refills: 3

Is this correct? YES// ... 
-Rx 101921 has been discontinued...

Example of ECME Activity Log entry:

ECME Log:
# Date/Time Rx Ref Initiator Of Activity
===============================================================================
1 8/27/08@11:07:45 ORIGINAL OPPHARM,ONE
Comments: TRICARE-Inactive ECME Tricare
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 or scan the bar code of the existing prescription label and then 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, 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 prompting 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 the 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: NV 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.)
The following examples show the new prompt for NDC validation during the release process. For ePharmacy prescriptions, the releasing pharmacist will receive a notation as to whether the NDC was previously validated. If prior validation of the NDC resulted in a third party claims rejection, the pharmacist will be presented with a Reject Processing screen at release.

**Example: Releasing an ePharmacy Order – Selecting Default NDC**

Select Outpatient Pharmacy Manager Option: RELEASE Medication

Enter PHARMACIST: OPPHARMACIST4,THREE

Enter/Wand PRESCRIPTION number: 100003853
**The following NDC was validated on SEP 19, 2008@16:21:23 by OPTECH,ONE.**
NDC: 00580-0277-10// ?

Select one of the following valid NDC code(s) below:

1 - 00580-0277-10

NDC: 00580-0277-10// <Enter> 00580-0277-10
Prescription Number 100003853 Released
No Refill(s) to be Released
No Partial(s) to be Released

Press Return to Continue:

**Example: Releasing an ePharmacy Order – Selecting Different NDC**

Select Outpatient Pharmacy Manager Option: RELEASE Medication

Enter PHARMACIST: OPPHARMACIST4,THREE

Enter/Wand PRESCRIPTION number: 100003853
**This NDC has not been validated.**
NDC: 00580-0277-10// ?

Select one of the following valid NDC code(s) below:

1 - 00580-0277-10
2 - 00580-0277-14

NDC: 00580-0277-10// 2 00580-0277-14
Prescription 100003853 successfully submitted to ECME for claim generation.

---------------------------------example continues---------------------------------------
Claim Status:
Reversing and Rebilling a previously submitted claim...
Reversing...
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
Resubmitting...
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E PAYABLE

Prescription Number 100003853 Released
No Refill(s) to be Released
No Partial(s) to be Released
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