OUTPATIENT PHARMACY
epharmacy Phase 4 COB

RELEASE NOTES

PSO*7*290

Version 7.0
August 2010

__________________________________________
Department of Veterans Affairs
Veterans Health Information Technology
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1. Introduction

This patch has enhancements that extend the capabilities of the VISTA ePharmacy billing system, primarily to allow for the electronic submission of secondary pharmacy claims. Below is a list of all the applications involved in this project along with their patch number:

<table>
<thead>
<tr>
<th>APPLICATION/VERSION</th>
<th>PATCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated Billing (IB) V. 2.0</td>
<td>IB<em>2</em>411</td>
</tr>
<tr>
<td>Electronic Claims Management Engine (ECME) V. 1.0</td>
<td>BPS<em>1</em>8</td>
</tr>
<tr>
<td>Outpatient Pharmacy (OP) V. 7.0</td>
<td>PSO<em>7</em>290</td>
</tr>
</tbody>
</table>

The three patches (PSO*7*290, IB*2*411, and BPS*1*8) are being released in the Kernel Installation and Distribution System (KIDS) multi-build distribution BPS PSO IB BUNDLE 4.0 For more specific instruction please refer to the installation steps provided in each of the patches.

1.1. Documentation Distribution

The documentation distribution includes:

<table>
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<tr>
<th>FILE NAME</th>
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<tr>
<td>PSO_7_P290_RN.PDF</td>
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<td>Pharmacist User Manual</td>
</tr>
</tbody>
</table>
2. Patch Description and Installation Instructions

DHCP Patch Display
Page: 1

=============================================================================  
Run Date: SEP 01, 2010  Designation: PSO*7*290  
Package : OUTPATIENT PHARMACY  Priority : MANDATORY  
Version : 7  Status : RELEASED  
=============================================================================  

Associated patches: (v)PSO*7*289  <<= must be installed BEFORE `PSO*7*290'  
(v)PSO*7*341  <<= must be installed BEFORE `PSO*7*290'  

Subject: ePharmacy Enhancements - COB Support  
Category: ROUTINE  
DATA DICTIONARY  
OTHER  

Description:
This patch has enhancements which extend the capabilities of the Veterans Health Information Systems and Technology Architecture (VistA) electronic pharmacy (ePharmacy) billing system. Below is a list of all the applications involved in this project along with their patch number:

<table>
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<th>PATCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>OUTPATIENT PHARMACY (OP) V. 7.0</td>
<td>PSO<em>7</em>290</td>
</tr>
<tr>
<td>ELECTRONIC CLAIMS MANAGEMENT ENGINE (ECME) V. 1.0</td>
<td>BPS<em>1</em>8</td>
</tr>
<tr>
<td>INTEGRATED BILLING (IB) V. 2.0</td>
<td>IB<em>2</em>411</td>
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These patches (PSO*7*290, IB*2*411 and BPS*1*8) will be released in the Kernel Installation and Distribution System (KIDS) multi-build distribution BPS PSO IB BUNDLE 4.0. For more specific instructions please refer to the installation steps provided in each of the patches.

This patch modifies the Outpatient Pharmacy v7.0 application as described below:

1. A modification was made to the Reject Information screen under the Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST] option and the Third Party Payer Rejects - View/Process [PSO REJECTS VIEW/PROCESS] option to display the Coordination of Benefits (COB) indicator in the insurance section if the insurance is not PRIMARY. The indicator will be displayed as "Coord. Of Benefits:" followed by COB indicator.

Example:

INSURANCE Information
Insurance      : OPP INSURANCE  Coord. Of Benefits: SECONDARY  
Contact :  
Group Name     : D-GROUP1  
Group Number   : D00001  
Cardholder ID :
2. A COB field(#27) was added to the PRESCRIPTION file (#52), REJECT INFO sub-file (#52.25) to store the COB for the Third Party Insurance Rejects for the fill. The Set of Codes will be stored as "1" for Primary, "2" for Secondary, and "3" for Tertiary. Tertiary billing will not be implemented with this patch group, but is included for future use.

3. A modification was made to the Patient Medication Profile screen under the ePharmacy Medication Profile (View Only) [PSO PMP] option to modify the "Comments" line under the ECME LOG section from "Submitted to ECME:" to "ECME:" for non reversals. Second modification was made to add the insurance provider and the COB indicator as the suffix on the "Comments:" line. The COB indicator will be denoted with a lower case "p" for Primary, "s" for Secondary and a "t" for Tertiary, which will be followed by the name of the insurance provider in capital letters.

Example:

<table>
<thead>
<tr>
<th></th>
<th>Date/Time</th>
<th>Rx Ref</th>
<th>Initiator Of Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1/28/09@11:37:56</td>
<td>ORIGINAL</td>
<td>OPUSER,ONE</td>
</tr>
</tbody>
</table>
Comments: ECME:WINDOW FILL(NDC:00046-1066-05)-E PAYABLE-popp INSURANCE

4. For the Reject Information(UNRESOLVED) screen under the THIRD PARTY PAYER REJECTS - WORKLIST [PSO REJECTS WORKLIST] option, the hidden menu action PL for Print List was changed to be PT. This was done to provide consistency throughout the ePharmacy options.

5. There is a known issue where the system may not automatically resubmit all claims rejected due to a host processing error. A test facility found where the software did not resubmit an electronic pharmacy claim automatically when a claim rejected for a host processing error. The following day the prescription was transmitted to CMOP as anticipated and was filled. The claim did appear on the ECME User Screen so it could be manually resubmitted, which is the process facilities followed before this patch was installed. Based upon analysis, this is an infrequent scenario (less than 1%) and will only occur in a particular set of circumstances. This issue has been corrected in this patch.

Host processing errors are identified by reject codes M6, M8, NN, and 99. The following conditions apply when this scenario occurs.

a. The transmission of the Rx/fill will be delayed 1 day in hopes that the host processing issues will be resolved.

b. An activity log entry will be made documenting the date/time along with a comment stating that the Rx/fill was left in suspense due to a host processing error.

c. This added functionality does not include the Pull Early from Suspense function.

This patch addresses the following New Service Request (NSR):
-------------------------------------------------------------
There is no NSR associated with this patch.
-------------------------------------------------------------

This patch addresses the following Remedy Ticket:
-------------------------------------------------------------
1. HD348938 Bug in 'Print from Suspense File'
Problem:--------
Minneapolis reported the lock command in routine PSOSULBL does not lock a
global variable but instead locks a local variable. While this works as
intended in a single server environment, it does not work in a
multi-server environment where other servers in the VistA cluster would
not recognize this lock.

Resolution:--------
Modify the lock so that the system is locking a global ^XTMP variable
instead.

Components Sent With Patch
-------------------------------
The following is a list of files included in this patch:

<table>
<thead>
<tr>
<th>FILE #</th>
<th>FILE NAME</th>
<th>UP</th>
<th>SEND</th>
<th>DATA</th>
<th>USER</th>
</tr>
</thead>
<tbody>
<tr>
<td>52</td>
<td>PRESCRIPTION</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>52</td>
<td>PRESCRIPTION</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
</tbody>
</table>

Partial DD: subDD: 52.25   fld: 27

OPTION:                     ACTION:
PSO REJECTS WORKLIST        SEND TO SITE

PROTOCOL:                   ACTION:
PSO REJECT DISPLAY ADD COMMENT SEND TO SITE
PSO REJECT DISPLAY CLARIFICATION CODE SEND TO SITE
PSO REJECT DISPLAY HIDDEN MENU SEND TO SITE
PSO REJECT DISPLAY IGNORE SEND TO SITE
PSO REJECT DISPLAY MED PROFILE SEND TO SITE
PSO REJECT DISPLAY MENU SEND TO SITE
PSO REJECT DISPLAY OVERRIDE SEND TO SITE
PSO REJECT DISPLAY PRIOR AUTHORIZATION SEND TO SITE
PSO REJECT DISPLAY RESUBMIT SEND TO SITE
PSO REJECT DISPLAY RX EDIT SEND TO SITE
PSO REJECT DISPLAY RX VIEW SEND TO SITE
PSO REJECT DISPLAY SUSPENSE DATE SEND TO SITE
VALM DOWN A LINE SEND TO SITE
VALM FIRST SCREEN SEND TO SITE
VALM GOTO PAGE SEND TO SITE
VALM LAST SCREEN SEND TO SITE
VALM NEXT SCREEN SEND TO SITE
VALM PREVIOUS SCREEN SEND TO SITE
VALM PRINT LIST SEND TO SITE
VALM PRINT SCREEN SEND TO SITE
VALM QUIT SEND TO SITE
VALM REFRESH SEND TO SITE
VALM SEARCH LIST SEND TO SITE
VALM TURN ON/OFF MENUS SEND TO SITE
VALM UP ONE LINE SEND TO SITE

LIST TEMPLATE:               ACTION:
PSO REJECT DISPLAY SEND TO SITE
Documentation Retrieval:
====================================
Sites may retrieve documentation in one of the following ways:

1. The preferred method is to FTP the files from download.vista.med.va.gov, which will transmit the files from the first available FTP server.

2. Sites may also elect to retrieve documentation directly from a specific server as follows:
   - Albany          ftp.fo-albany.med.va.gov
   - Hines           ftp.fo-hines.med.va.gov
   - Salt Lake City  ftp.slcl.med.va.gov

3. Documentation can also be retrieved from the VistA Documentation Library (VDL) on the Internet at the following address, http://www.va.gov/vdl.

The documentation distribution includes:

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</tr>
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</table>

Test Sites:  
============
Phoenix
Loma Linda
Tennessee Valley
Kansas City

================INSTALLATION INSTRUCTIONS =================

To avoid disruptions, these patches should be installed when users are not on the system and during non-peak hours. The installation time should be less than 10 minutes. Of particular concern would be the items below.

1. Do not install the patch when ECME claims are being generated by the BPS Nightly Background Job option [BPS NIGHTLY BACKGROUND JOB]. Wait for this job to finish or complete the installation before this job starts.
2. Do not install the patch when prescriptions are being transmitted to CMOP or printed locally from suspense. Wait for the CMOP transmission to finish or complete the installation before the transmission starts. Check with Pharmacy Service or your pharmacy Automated Data Processing Application Coordinator (ADPAC) to find out when CMOP transmissions occur.

1. OBTAIN PATCHES
-----------------
Obtain the host file BPS_1_8_PSO_IB.KID, which contains the following three patch installs:

   BPS*1.0*8
Sites can retrieve VistA software from the following FTP addresses.
The preferred method is to FTP the files from:

```
download.vista.med.va.gov
```

This will transmit the files from the first available FTP server.
Sites may also elect to retrieve software directly from a specific server as follows:

- Albany: ftp.fo-albany.med.va.gov
- Hines: ftp.fo-hines.med.va.gov
- Salt Lake City: ftp.fo-slc.med.va.gov

The BPS_1_8_PSO_IB.KID host file is located in the anonymous.software directory. Use ASCII Mode when downloading the file.

2. START UP KIDS

Start up the Kernel Installation and Distribution System Menu option [XPD MAIN]:

```
Edits and Distribution ...
Utilities ...
Installation ...
```

Select Kernel Installation & Distribution System Option: Installation

```
Load a Distribution
Print Transport Global
Compare Transport Global to Current System
Verify Checksums in Transport Global
Install Package(s)
Restart Install of Package(s)
Unload a Distribution
Backup a Transport Global
```

Select Installation Option:

3. LOAD TRANSPORT GLOBAL FOR MULTI-BUILD

After the installation of the stand-alone patches is complete, return to the Installation menu.

From the Installation menu, select the Load a Distribution option.

When prompted for "Enter a Host File:", enter the full directory path where you saved the host file BPS_1_8_PSO_IB.KID (e.g., SYS$SYSDEVICE:[ANONYMOUS]BPS_1_8_PSO_IB.KID).

When prompted for "OK to continue with Load? NO/", enter "YES."

The following will display:

```
Loading Distribution...
```

```
BPS PSO IB BUNDLE 4.0
BPS*1.0*8
PSO*7.0*290
```
IB*2.0*411
Use INSTALL NAME: BPS PSO IB BUNDLE 4.0 to install this Distribution.

4. RUN OPTIONAL INSTALLATION OPTIONS FOR MULTI-BUILD
-----------------------------------------------
From the Installation menu, you may select to use the following options (when prompted for the INSTALL NAME, enter BPS PSO IB BUNDLE 4.0):

a. Backup a Transport Global - This option will create a backup message of any routines exported with this patch. It will not backup any other changes such as DD's or templates.
b. Compare Transport Global to Current System - This option will allow you to view all changes that will be made when this patch is installed. It compares all components of this patch (routines, DD's, templates, etc.).
c. Verify Checksums in Transport Global - This option will allow you to ensure the integrity of the routines that are in the transport global.

5. INSTALL MULTI-BUILD
---------------------
This is the step to start the installation of this KIDS patch. This will need to be run for the BPS PSO IB BUNDLE 4.0.

a. Choose the Install Package(s) option to start the patch install.
b. When prompted for the "Select INSTALL NAME:" enter BPS PSO IB BUNDLE 4.0.
c. For the BPS*1*8 patch, when prompted "Want KIDS to Rebuild Menu Trees Upon Completion of Install? YES//" enter YES unless your system does this in a nightly TaskMan process.
d. For the PSO*7*290 patch, when prompted "Want KIDS to Rebuild Menu Trees Upon Completion of Install? YES//" enter YES unless your system does this in a nightly TaskMan process.
e. For the IB*2*411 patch, when prompted "Want KIDS to Rebuild Menu Trees Upon Completion of Install? YES//" enter YES unless your system does this in a nightly TaskMan process.
f. When prompted "Want KIDS to INHIBIT LOGONs during the install? YES//" enter NO.
g. When prompted "Want to DISABLE Scheduled Options, Menu Options, and Protocols? YES//" enter YES.
h. When prompted "Enter options you wish to mark as 'Out Of Order':" enter the following options:
   Billing Clerk's Menu     [IB BILLING CLERK MENU]
   Billing Supervisor Menu ... [IB BILLING SUPERVISOR MENU]
   Patient Insurance Menu ... [IBCN INSURANCE MGMT MENU]
   e-Pharmacy Menu ... [IBCNR E-PHARMACY MENU]
   ECME Billing Events Report option [IB ECME BILLING EVENTS]
   ECME [BPSMENU]
   ECME User Screen [BPS USER SCREEN]
   Rx (Prescriptions) [PSO RX]
   ePharmacy Menu [PSO EPHARMACY MENU]
   Suspense Functions [PSO PND]
i. When prompted "Enter protocols you wish to mark as 'Out Of Order':" enter <return>.
j. When prompted "Delay Install (Minutes): (0-60): 0//" enter an appropriate number of minutes to delay the installation in
order to give users enough time to exit the disabled options before the installation starts.

k. When prompted "Device: Home//" respond with the correct device.

The second line of each of the following routines now looks like:

```sensor
; ;7.0;OUTPATIENT PHARMACY;**[Patch List]**;DEC 1997;Build 69
```

Routine Information:

The checksums below are new checksums, and can be checked with CHECK1^XTSUMBLD.

Routine Name: PSOBPSU1
Before: B46150481   After: B49118971  **148,260,281,287,303,289,290**

Routine Name: PSOBPSU2
Before: B33237601   After: B47974509  **260,287,289,341,290**

Routine Name: PSOREJP1
Before: B67222814   After: B70021673  **148,247,260,281,287,289,290**

Routine Name: PSOREJP3
Before: B48298782   After: B50535626  **260,287,289,290**

Routine Name: PSOREJU2
Before: B48298222   After: B49121705  **148,260,287,341,290**

Routine Name: PSOREJU3
Before: B40813416   After: B42508132  **287,290**

Routine Name: PSOREJU4
Before: B23487142   After: B26048995  **289,290**

Routine Name: PSOREJUT
Before: B47876709   After: B46867326  **148,247,260,287,289,290**

Routine Name: PSOSULBL
Before: B71252652   After: B73568557  **139,173,174,148,200,260,264, 287,289,290**

Routine list of preceding patches: 341

User Information:

Entered By : ELLZLEY,LINDA       Date Entered : OCT 25,2007
Completed By: TORRANCE,LORI      Date Completed: SEP 1,2010
Released By :                      Date Released :
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3. Enhancements

3.1. Technical Modifications

3.1.1 Modification to Reject Information Screen under Third Party Payer Rejects

A modification was made to the Reject Information screen under the Third Party Payer Rejects – Worklist [PSO REJECTS WORKLIST] option and the Third Party Payer Rejects – View/Process [PSO REJECTS VIEW/PROCESS] option to display the Coordination of Benefits (COB) indicator in the insurance section if the insurance is not PRIMARY. The indicator will be displayed as “Coord. Of Benefits:” followed by the COB indicator.

Example:

INSURANCE information
Insurance : OPP INSURANCE              Coord. Of Benefits: SECONDARY
Contact :
Group Name : D-GROUP1
Group Number: D00001
Cardholder ID :

3.1.2 COB Field (#27) Added to the PRESCRIPTION file (#52), REJECT INFO sub-file (#52.25 to Store the COB for the Third Party Insurance Rejects for the Fill

A COB field (#27) was added to the PRESCRIPTION file (#52), REJECT INFO sub-file (#52.25) to store the COB for the Third Party Insurance Rejects for the fill. The Set of Codes will be stored as "1" for Primary, "2" for Secondary, and "3" for Tertiary. Tertiary billing will not be implemented with this patch group, but it is included for future use.

3.1.3 Issue Correction for System to Automatically Resubmit All Claims Rejected Due to a Host Processing Error

A modification was made to the Patient Medication Profile screen under the ePharmacy Medication Profile (View Only) [PSO PMP] option to modify the “Comments” line under the ECME LOG section from “Submitted to ECME:” to “ECME:” for non reversals. A second modification was made to add the Insurance Provider and the COB Indicator as the suffix on the “Comments:” line. The COB Indicator will be denoted with a lower case “p” for Primary, “s” for Secondary, and a “t” for Tertiary, which will be followed by the name of the insurance provider in capital letters.

Example:

ECME Log:

#   Date/Time          Rx Ref     Initiator Of Activity
============================================
1   1/28/09@11:37:56    ORIGINAL    OPUSER,ONE
Comments:  ECME:WINDOW FILL(NDC:00046-1066-05)-E PAYABLE-pOPP INSURANCE
3.1.4 Reject Information (UNRESOLVED) Screen Under Third Party Payer Rejects

For the Reject Information (UNRESOLVED) screen under the THIRD PARTY PAYER REJECTS – WORKLIST [PSO REJECTS WORKLIST] option, the hidden menu action for PL for Print List was changed to PT. This was done to provide consistency throughout the ePharmacy options.

3.2 Issue Resolutions

3.2.1 Reject Information (UNRESOLVED) Screen Under the THIRD PARTY PAYER REJECTS – WORKLIST [PSO REJECTS WORKLIST] Option

For the Reject Information (UNRESOLVED) screen under the THIRD PARTY PAYER REJECTS – WORKLIST [PSO REJECTS WORKLIST] option, the hidden menu action PL for Print List was changed to PT. This was done to provide consistency throughout the ePharmacy options.

3.2.2 System Does Not Automatically Resubmit All Claims Rejected Due to a Host Processing Error

There is a known issue where the system may not automatically resubmit all claims rejected due to a host processing error. A test facility found where the software did not resubmit an electronic pharmacy claim automatically when a claim rejected for a host processing error. The following day the prescription was transmitted to CMOP as anticipated and was filled. The claim did appear on the ECME User Screen so it could be manually submitted, which is the process facilities followed before this patch was installed. Based upon analysis, this is an infrequent scenario (less than 1%) and will only occur in a particular set of circumstances. The issue has been corrected in this patch.

Host processing errors are identified by reject codes M6, M8, NN, and 99. The following conditions apply when this scenario occurs:

a. The transmission of the Rx/fill will be delayed 1 day in hopes that the host processing issues will be resolved.

b. An activity log entry will be made documenting the date/time along with a comment stating that the Rx/fill was left in suspense hold due to a host processing error.

c. This added functionality does not include the Pull Early from Suspense function.

3.2.3 New Service Requests (NSRs)

There are no New Service Requests (NSRs) associated with this patch.

3.2.4 Remedy Tickets

This patch addresses the following Remedy Ticket:

1. HD348938  Bug in 'Print from Suspense File'

Problem:

Minneapolis reported the lock command in routine PSOSULBL does not lock a global variable but instead locks a local variable. While this works as intended in a single server environment, it does not work in a multi-server environment where other servers in the VistA cluster would not recognize this lock.
Resolution:

----------
Modify the lock so that the system is locking a global ^XTMP variable instead.