OUTPATIENT PHARMACY

TECHNICIAN’S USER MANUAL

Version 7.0
December 1997

(Revised December 2008)

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>
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<tbody>
<tr>
<td>12/08</td>
<td>v-vi, 37a-37f</td>
<td>PSO<em>7</em>303</td>
<td>Added text for Tricare functionality. (M. Anthony, PM; G. O’Connor, S. B. Scudder, Tech Writers)</td>
</tr>
</tbody>
</table>
| 08/08 | 4, 41, 47, 50, 53, 54 | 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.  
• The Service Connected question has been updated.  
• Original provider comments no longer being carried over to renewal orders has been noted. (S. Templeton, PM; S. B. Scudder, Tech Writer) |
| 10/07 | 27, 36-38 | 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) |
| 10/07 | All | PSO*7*264 | Re-numbered pages; removed headers and section breaks. Incorporated changes for FY07Q4 release; for specific updates, see the Release Notes. (E. Williamson, PM; S. Krakosky, Tech Writer) |
(This page included for two-sided copying.)
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<td>RT - RECOMMENDED LABORATORY TEST</td>
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<td>Result of Service Code</td>
<td>1G - FILLED, WITH PRESCRIBER APPROVAL</td>
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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-Transmitting
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 Contact:
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 Tricare 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 ***
================================================================================================
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). Received on MAR 03, 2008@14:43:42.
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.

Is this correct? YES// ...

*** TRICARE - NON-BILLABLE ***

---
Division : ALBANY ISC
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// S

Requesting PROVIDER: OPHARM OPPHARM,ONE OO

Labels will not print for discontinued Tricare prescriptions, and 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
Number of Copies? : (1-99): 1//
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.

Reprint Prescription Label:

Suspended Tricare 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#: 50000000021
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...

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)

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: (8) Lot #:
   Expires: 04/19/09

+ DC Discontinue PR Partial RL Release
ED Edit RF (Refill) RN Renew
Select Action: Next Screen//  Partial

OP Medications (SUSPENDED) Apr 18, 2008@19:10:16 Page: 1 of 2
OPTRICARE,ONE

PID: 666-55-4789
DOB: OCT 18,1963 (44)

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:
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:
Inactive ECME Tricare

Example of ECME Activity Log entry:

<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>8/27/08@11:07:45</td>
<td>ORIGINAL</td>
<td>OPPHARM,ONE</td>
</tr>
</tbody>
</table>

Comments: TRICARE-Inactive ECME Tricare