



OUTPATIENT PHARMACY

ePharmacy Phase 4 COB

RELEASE NOTES

PSO*7*290

Version 7.0
August 2010

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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:

<u>APPLICATION/VERSION</u>	<u>PATCH</u>
Integrated Billing (IB) V. 2.0	IB*2*411
Electronic Claims Management Engine (ECME) V. 1.0	BPS*1*8
Outpatient Pharmacy (OP) V. 7.0	PSO*7*290

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:

<u>FILE NAME</u>	<u>DESCRIPTION</u>
PSO_7_P290_RN.PDF	Release Notes
PSO_7_P290_MAN_CP.PDF	Manager User Manual Change Pages
PSO_7_MAN_UM_R0810.PDF	Manager User Manual
PSO_7_P290_PHAR_CP.PDF	Pharmacist User Manual Change Pages
PSO_7_PHAR_UM_R0810.PDF	Pharmacist User Manual

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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
 ENHANCEMENT
 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:

APPLICATION/VERSION	PATCH
-----	-----
OUTPATIENT PHARMACY (OP) V. 7.0	PSO*7*290
ELECTRONIC CLAIMS MANAGEMENT ENGINE (ECME) V. 1.0	BPS*1*8
INTEGRATED BILLING (IB) V. 2.0	IB*2*411

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:

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			

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.

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

FILE #	FILE NAME	UP	SEND	DATA	USER		
		DATE	SEC.	COMES	SITE	RSLV	OVER
		DD	CODE	W/FILE	DATA	PTRS	RIDE
52	PRESCRIPTION	YES	YES				
NO	NO						
Partial DD: subDD: 52.25				f1d: 27			

OPTION:

PSO REJECTS WORKLIST

ACTION:

SEND TO SITE

PROTOCOL:

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

ACTION:

SEND TO SITE
 SEND TO SITE
 SEND TO SITE
 SEND TO SITE
 SEND TO SITE
 SEND TO SITE
 SEND TO SITE
 SEND TO SITE
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LIST TEMPLATE:

PSO REJECT DISPLAY

ACTION:

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.fo-slc.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:

FILE NAME	DESCRIPTION
PSO_7_P290_RN.PDF	Release Notes
PSO_7_P290_MAN_CP.PDF	Manager User Manual Change Pages
PSO_7_MAN_UM_R0810.PDF	Manager User Manual
PSO_7_P290_PHAR_CP.PDF	Pharmacist User Manual Change Pages
PSO_7_PHAR_UM_R0810.PDF	Pharmacist User Manual

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

PSO*7.0*290
IB*2.0*411

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:

```
;;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: B67222014   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: B73560557   **139,173,174,148,200,260,264,
                        287,289,290**
```

Routine list of preceding patches: 341

```
=====
User Information:
  Entered By   : ELLZEY,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.

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- 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.