



# **OUTPATIENT PHARMACY**

## **MANAGER'S USER MANUAL**

Version 7.0

December 1997

(Revised August 2010)



## 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.

Date	Revised Pages	Patch Number	Description
08/10	i-ii, v-xii, 50-51, 259-260, 279-282	PSO*7*290	Added information regarding Process Secondary/TRICARE Rx to ECME (PRO) option details (S. Spence, Jeanne Dodge-Allen, Tech Writer).
06/10	i, viii-xi, 85, 105, 105a-b, 106, 112, 112a-b, 280, 281	PSO*7*348	Added two new options to OUTPUT REPORTS menu: <i>List of Patients/Prescriptions for Recall Notice</i> option and <i>Prescription List for Drug Warnings</i> option.
03/10	<a href="#">176</a> , <a href="#">180</a>	PSO*7*338	When using the <i>Complete Orders from OERR</i> option, the message <There are ## flagged orders for INSTITUTION> now appears in reverse video. (R. Santos, PM; S. B. Gilbert, Technical Writer)
11/09	ix-xi, 132, 178, 178a-b, 224a-b, 279-281	PSO*7*324	The following changes are included in this patch. <ul style="list-style-type: none"> <li>Ability to duplicate the allergy intervention data filed for the last drug</li> <li>Alerts for a discontinued CMOP prescription</li> </ul> (E. Wright, PM; R. Sutton, S. B. Gilbert, Technical Writers)
10/09	v-xi, 12, 81-83, 87, 256, 280-281	PSO*7*326	The Social Security Number was removed from print outs given to patients. The patient lookup has been expanded to include the ability to look up by prescription number or wand a barcode with the prescription from many options. (E. Wright, PM; S. B. Gilbert, Tech Writer)
08/09	57, 78	PSO*7*311	Deleted Pharmacy Patient Non-VA Meds Report/Clean-up menu. (A. Scott, PM; T. Dawson, Tech Writer)
08/09	All	PSO*7*320	The following changes are included in this patch. <ul style="list-style-type: none"> <li>Remote Data prompt, notification, and screen have been added.</li> <li>A hidden action, DR [Display Remote], has been added.</li> <li>Remote prescriptions print at the end of the Action Profile (132 Column Printout) Report.</li> <li>"THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES" prints at the end of the Pull Early from Suspense and the Print from Suspense File reports.</li> </ul> (G. Tucker, PM; S. B. Scudder, Tech Writer)

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If Refill #2 is cancelled, the partial charge (for 30 day supply) is cancelled and the remaining 60-day supply that was not charged is removed from consideration for future copay billing. Only one entry is entered in the Copay Activity Log.

**Example: Copay Activity Log**

Copay Activity Log:				
#	Date	Reason	Rx Ref	Initiator Of Activity
1	10/26/06	ANNUAL CAP REACHED	REFILL 2	OPPHARMACIST15,THREE
		Comment: PARTIAL BILLING FOR THIS FILL		
2	10/29/06	REMOVE COPAY CHARGE	REFILL 2	OPPHARMACIST15,THREE
		Comment: RX REFUSED		

Once a potential charge has been cancelled, it will be dropped from the list of incurred charges that are displayed.

**Process Secondary/TRICARE Rx to ECME (PRO) Option**

The Process Secondary/TRICARE Rx to ECME (PRO) option and Resubmit Claims with Edits (RED) will allow the user to handle multiple rejects and present valid defaults.

**Example: Process Secondary/TRICARE Rx to ECME (PRO)**

Select ECME Pharmacy COB Option: PRO Process Secondary/TRICARE Rx to ECME

Select PRESCRIPTION RX #: 103758 FLUOROURACIL 2% TOP.SOL.

Patient	RX#	Drug Name	RX Status
OPPAT,ONE	103758	FLUOROURACIL 2% TOP.SOL.	ACTIVE

DO YOU WANT TO CONTINUE?(Y/N)? Y// ES

RX #103758 has the following fills:

Fill	Date
====	=====
0	07/08/2010

SELECT A FILL TO BILL: 07/08/2010

Select payer sequence for billing:

- 1 PRIMARY
- 2 SECONDARY

SELECT PAYER SEQUENCE: 2 SECONDARY

DO YOU WISH TO ADD/EDIT INSURANCE COMPANY DATA FOR THIS PATIENT?(Y/N)? N// NO

Data for Secondary Claim

```

-----
Insurance: DAVE INSURANCE COB: SECONDARY
Rate Type: REIMBURSABLE INS.
Other Coverage Code: 03 (OTHER COVERAGE EXISTS - THIS CLAIM NOT COVERED)
Other Payer Coverage Type: 01 (PRIMARY)
  
```

Other Payer ID Qualifier: 03 (BANK INFORMATION NUMBER (BIN))  
 Other Payer ID: 610459  
 Other Payer Date: Aug 16, 2010  
 Other Payer Reject Code: 34:M/I Submission Clarification Code  
 Other Payer Reject Code: 07:M/I Cardholder ID  
 Other Payer Reject Code: JE:M/I Percentage Sales Tax Basis Submitted

Do you want to edit this Secondary Claim Information (Y/N)? N// O

IS THIS CLAIM CORRECT?(Y/N)? Y// YES  
 SUBMIT CLAIM TO DAVE INSURANCE ?(Y/N)? Y// YES

DELAY: 0//

Prescription 103758 successfully submitted to ECME for claim generation.

Processing Secondary claim...

Claim Status:  
 IN PROGRESS-Processing request  
 IN PROGRESS-Building the claim  
 IN PROGRESS-Transmitting  
 IN PROGRESS-Parsing response  
 E PAYABLE

SEC Potential Secondary Rx Claims Report  
 TRI Potential TRICARE Claims Report  
 PRO Process Secondary/TRICARE Rx to ECME

## IB-initiated Medication Copay Charge

There are times when the medication copay status of a prescription can be changed by a background process. In this example, another prescription for the same veteran was returned to stock, dropping copayments below the annual cap. Integrated Billing (IB) goes through all of the prescriptions looking for any that were not billed a copay because the annual cap was reached. IB initiates a copay charge against any such prescriptions that are found until the copay cap is again reached.

### Example: An IB-initiated Medication Copay Charge

Rx Activity Log		Nov 05, 2006@17:18		Page: 1 of 1	
OPPATIENT9,ONE					
PID: 000-76-5432P		Ht (cm): 169.55 (03/06/2006)			
DOB: NOV 18,1950 (55)		Wt (kg): 125.45 (03/06/2006)			
Rx #: 3754328 Original Fill Released: 10/09/06					
Routing: Window Finished by: OPPHARMACIST1,THREE					
Copay Activity Log:					
#	Date	Reason	Rx Ref	Initiator Of Activity	
1	10/09/06	ANNUAL CAP REACHED	ORIGINAL	OPPHARMACIST1,THREE	
Comment: NO BILLING FOR THIS FILL					
2	10/09/06	IB-INITIATED COPAY	ORIGINAL	OPPHARMACIST1,THREE	
Comment: FULL CHARGE					





## ¾ Days Supply Hold

Sites were seeing a great number of refill-too-soon third party claim rejections due to prescriptions being filled too early. To help prevent this for ePharmacy prescriptions, the system will now verify that ¾ of the days supply has elapsed on the previous fill before the prescription may be refilled. The following list describes the changes.

- ePharmacy prescriptions are delayed from being sent to CMOP and printed for local mail until ¾ of the days supply has elapsed.
- An activity log entry will state the date/time that the Rx will be allowed to be removed from suspense. The activity log will be defined on the initial evaluation. The following is an example of the log entry:

```
4 06/18/08  SUSPENSE  REFILL 2  OPHARM,ONE
Comments: 3/4 of Days Supply SUSPENSE HOLD until 6/20/08.
```

- The Pull Early from Suspense function is not impacted by this added functionality. Users may pull these type prescriptions early from suspense.

## Host Errors

Prescriptions (ePharmacy only) will be prevented from being filled/sent to CMOP when a host processing error occurs as a claim is submitted through ECME. Host processing errors are identified by reject codes M6, M8, NN, and 99 which are returned by the third party payer. The following conditions apply when this scenario occurs.

- The transmission of the prescription fill will be delayed 1 day in hopes that the host processing issues will be resolved by the third party payer.
- An activity log entry will state the date/time along with a comment stating that the Rx/fill was left in suspense hold due to a host processing error. The following is an example of the log entry:

```
2 06/25/08  SUSPENSE  ORIGINAL  OPPHARM,TWO
Comments: SUSPENSE HOLD until 6/26/08 due to host reject error.
```

- The Pull Early from Suspense function is not impacted by this added functionality. Users may pull these type prescriptions early from suspense.

There is no user interaction for this function. It initiates when the Print from Suspense [PSO PNDLBL] option is initiated for CMOP prescriptions.

## TRICARE

If a TRICARE claim is not ePharmacy billable or is not payable by the third-party payer, then the label will not be printed and the RX will not be filled.

## Pull Early from Suspense

### [PSO PNDRX]

This option is used to pull a specific prescription or all prescriptions for a patient early. If a prescription is pulled early using this option, it will not be associated with any printed batch, and the user will not be able to reprint a label with the *Reprint Batches from Suspense* option. Since prescriptions that are pulled early from suspense do not belong to any printed batch and cannot be reprinted from suspense, there is no reason to leave them in suspense.

The user may also edit the “Method of Pickup”. For the prompt "Pull Rx(s) and delete from Suspense", the user should answer **YES** to pull the prescriptions, and they will always be deleted from suspense.



If the routing is changed to “Window” when pulling from suspense early and the bingo board is being used, those prescriptions will be sent to the bingo board.

If a prescription is determined to be an ePharmacy prescription (e.g., third party electronically billable), an electronic claim will be sent by ECME to the third party payer. The communication events between Outpatient Pharmacy and ECME are recorded in the ECME Log section of each prescription. The ECME log can be viewed in the patient Medication Profile screen (Activity Log option - AL) and also from the *View Prescriptions* option. If the claim submission returns a Refill Too Soon (79) or Drug Utilization Review (88) reject, the label is not printed for the prescription and it is moved to the Refill Too Soon/DUR section of the patient Medication Profile screen until the user resolves the reject. The prescription will also display on the Third Party Payer Reject worklist.

## Queue CMOP Prescription

### [PSO RX QUEUE CMOP]

The *Queue CMOP Prescription* option allows the users (including pharmacy technicians) to put mail-routed prescription(s) for CMOP drugs on suspense for CMOP.

#### Example: Queue CMOP Prescription

```
Select Suspense Functions Option: QUEUE CMOP Prescription  
Enter the Rx # to queue to CMOP: 300486
```

If the prescription does not have a routing of mail, has already been released, or is not for a CMOP drug, and does not pass all the other normal checks for CMOP it will not be put on suspense for CMOP

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