



# **ePHARMACY**

## **PHASE V**

# **Outpatient Pharmacy (PSO)**

## **RELEASE NOTES**

PSO\*7\*359  
October 2011



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# 1. Introduction

This patch has enhancements that 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:

<u>APPLICATION/VERSION</u>	<u>PATCH</u>
Outpatient Pharmacy (OP) V. 7.0	PSO*7*359
Integrated Billing (IB) V. 2.0	IB*2*435
Electronic Claims Management Engine (ECME) V. 1.0	BPS*1*10
Accounts Receivable (PRCA) V. 4.5	PRCA*4.5*271

The four patches (PSO\*7\*359, IB\*2\*435, BPS\*1\*10, and PRCA\*4.5\*271) are being released in the Kernel Installation and Distribution System (KIDS) multi-build distribution BPS PSO IB PRCA BUNDLE 6.0. For more specific instructions please refer to the installation steps provided in each of the patches.

For the pharmacy claims that are processed electronically, the ePharmacy module is currently compliant with the National Council for Prescription Drug Programs (NCPDP) industry standards for version 5.1. NCPDP version D.0 Level 1 compliance (completion of internal testing) must be in place by January 1, 2011, and it must have completed external testing with payers and be in production as of January 1, 2012. Meeting the deliverable dates is essential to VHA meeting this legislative mandate and for continued business with pharmacy payers. As part of these changes, VHA should also have backwards compatibility to the NCPDP version 5.1 to allow for continued revenue and processing of VHA pharmacy claims.

This combined build will allow the processing and release of prescriptions for patients with Insurance payers that use the new NCPDP version D.0 format for electronic claims processing as well as the current NCPDP version 5.1 format.

## 1.1. Documentation Distribution

The documentation distribution includes:

<u>FILE NAME</u>	<u>DESCRIPTION</u>
PSO_7_P359_RN.PDF	Release Notes
PSO_7_MAN_UM_R1011.PDF	Manager User Manual
PSO_7_P359_MAN_UM_CP.PDF	Manager User Manual change pages
PSO_7_PHAR_UM_R1011.PDF	Pharmacist User Manual
PSO_7_P359_PHAR_UM_CP.PDF	Pharmacist User Manual change pages

*(This page included for two-sided copying.)*

## 2. Patch Description and Installation Instructions

### 2.1. Patch Description

DHCP Patch Display Page: 1

```
=====
Run Date: SEP 21, 2011           Designation: PSO*7*359
Package : OUTPATIENT PHARMACY    Priority   : MANDATORY
Version : 7                      Status    : RELEASED
=====
```

Associated patches: (v)PSO\*7\*358 <=< must be installed BEFORE `PSO\*7\*359'

Subject: ePharmacy Phase 5 - NCPDP D.0

Category: DATA DICTIONARY  
          ENHANCEMENT  
          ROUTINE  
          OTHER

Description:

=====

This patch has enhancements that 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*359
INTEGRATED BILLING (IB) V. 2.0	IB*2*435
ELECTRONIC CLAIMS MANAGEMENT ENGINE (ECME) V. 1.0	BPS*1*10
ACCOUNTS RECEIVABLE (PRCA) V. 4.5	PRCA*4.5*271

The four patches (PSO\*7\*359, IB\*2\*435, BPS\*1\*10, and PRCA\*4.5\*271) are being released in the Kernel Installation and Distribution System (KIDS) multi-build distribution BPS PSO IB PRCA BUNDLE 6.0. For more specific instructions please refer to the installation steps provided in each of the patches.

For the pharmacy claims that are processed electronically, the ePharmacy module is currently compliant with the National Council for Prescription Drug Programs (NCPDP) industry standards for version 5.1. NCPDP version D.0 Level 1 compliance (completion of internal testing) must be in place by January 1, 2011, and it must have completed external testing with payers and be in production as of January 1, 2012. Meeting the deliverable dates is essential to VHA meeting this legislative mandate and for continued business with pharmacy payers. As part of these changes, VHA should also have backwards compatibility to the NCPDP version 5.1 to allow for continued revenue and processing of VHA pharmacy claims.

This combined build will allow the processing and release of prescriptions for patients with Insurance payers that use the new NCPDP version D.0 format for electronic claims processing as well as the current NCPDP version 5.1 format.

This specific patch contains functionality for the following:

1. Added a new hidden action to the Reject Information screen to display additional reject information returned by the third-party payer. The data includes payer messages and DUR reject information. A plus (+) sign in front of the DUR Text label in the REJECT Information section will indicate to the user that there is additional reject information available to view using the ARI (View Addtnl Rej Info) hidden action.
2. To support the latest NCPDP standard vD.0, the values that can be entered at the Prior Authorization Type prompt for the PA (Submit Prior Auth.) hidden action have been updated.

The previous values allowed for selection were as follows:

0	NOT SPECIFIED
1	PRIOR AUTHORIZATION
2	MEDICAL CERTIFICATION
3	EPSDT
4	EXEMPTION FROM COPAY
5	EXEMPTION FROM RX LIMITS
6	FAMILY PLANNING INDICATOR
7	AFDC

The new values are as follows:

0	NOT SPECIFIED
1	PRIOR AUTHORIZATION
2	MEDICAL CERTIFICATION
3	EPSDT
4	EXEMPT FROM COPAY/COINSURANCE
5	EXEMPT FROM RX
6	FAMILY PLANNING INDICATOR
7	TANF
8	PAYER DEFINED EXEMPTION
9	EMERGENCY PREPAREDNESS

3. The data displayed on the Reject Information screens has been synchronized to be consistent for both TRICARE and Veteran patients. In addition, this screen was updated to synchronize the display more closely with the Print Claim Log action of the ECME User Screen [BPS USER SCREEN] option.
4. To support the latest NCPDP standard vD.0, the ECME number associated with electronic claims was updated from a length of 7 digits to 12 digits. The old ECME number of 7 digit length will still be supported but in all Outpatient Pharmacy screens where the ECME number is either displayed or prompted the 12 digit length is now supported.
5. To support the latest NCPDP standard vD.0, the Reject Information screen will allow the submission of up to three Submission Clarification codes using the hidden CLA (Submit Clarif. Code) action. Version 5.1 claims will continue to allow only one code per claim.

This patch addresses the following New Service Request (NSR):

-----  
Request Name: e-Pharmacy Phase 5: FY09  
Request ID: 20080103



This patch addresses the following Remedy Tickets:

- 
1. HD375552 <UNDEFINED>ALLERGY+3^PSOORUT2  
HD396518 (Duplicate)  
HD332758 (Duplicate)
  2. HD477916 (BPS Not Processing)
  3. HD447910 (Screen changes to odd characters when labels are  
queued to print)  
HD477989 (Duplicate)  
HD469629 (Duplicate)  
HD469098 (Duplicate)  
HD465856 (Duplicate)  
HD484445 (Duplicate)  
HD489478 (Duplicate)

Overview of Remedy Tickets:

- 
1. HD375552 <UNDEFINED>ALLERGY+3^PSOORUT2

Problem:

-----  
An undefined error occurs when viewing a prescription using the View Prescriptions [PSO VIEW] option and then jumping to the Rx Verification by Clerk [PSO VR] option. Variable PS is not killed when View Prescriptions has finished processing. This ultimately leads to the killing of the patient DFN variable.

Resolution:

-----  
Modify View Prescriptions to clean up variable PS when this option has finished processing. In routine PSORXVW kill variable PS upon exit from this routine.

2. HD477916 BPS NOT PROCESSING

Problem:

-----  
An endless loop occurred at Salisbury when processing an NCPDP response. As a result, other NCPDP responses could not be processed.

Resolution:

-----  
Modified procedure HOSTREJ^PSOREJU2 so that it properly initializes all variables.

3. HD447910 Screen changes to odd characters when labels are queued to  
print

Problem:

-----  
Printing labels from the Third Party Payer Rejects - View/Process [PSO REJECTS VIEW/PROCESS] or the Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST] options did not always work properly. At times, the labels would print to the screen instead of the selected printer device. Not only would the labels not print, but depending on the escape sequences defined for the printer device, the terminal screens would end up garbled and

impossible to read.

Resolution:

-----

The label printing functionality was modified to queue the label print if the printer device is set to forced queuing. For devices not set up with forced queuing, the code validates that the selected printer device is available to use. If not, the message 'Printer is busy' is displayed instead of trying to print the label.

Components Sent With Patch

-----

The following is a list of files included in this patch:

FILE #	FILE NAME	UP DATE DD	SEND SEC. CODE	DATA COMES W/FILE	SITE DATA	RSLV PTRS
52	PRESCRIPTION	YES	YES	NO		

The following is a list of fields included in this patch:

Field Name (Number)	File Name (Number) Subfile Name (Number)
PRIOR AUTHORIZATION TYPE (25)	PRESCRIPTION (52)/ REJECT INFO (sub-file) (52.25)
DUR ADD MSG TEXT (28)	PRESCRIPTION (52)/ REJECT INFO (sub-file) (52.25)
CLARIFICATION CODE (24)	PRESCRIPTION (52)/ REJECT INFO (sub-file) (52.25)

The following is a list of protocols included in this patch:

PROTOCOL:

-----

PSO HIDDEN ACTIONS #1  
PSO REJECT DISPLAY ADDITIONAL INFO  
PSO REJECT DISPLAY HIDDEN MENU

The following is a list of list templates included in this patch:

LIST TEMPLATE:

-----

PSO REJECT DISPLAY ADDTNL INFO

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](http://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	<a href="ftp://ftp.fo-albany.med.va.gov">ftp.fo-albany.med.va.gov</a>
Hines	<a href="ftp://ftp.fo-hines.med.va.gov">ftp.fo-hines.med.va.gov</a>
Salt Lake City	<a href="ftp://ftp.fo-slc.med.va.gov">ftp.fo-slc.med.va.gov</a>

- 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_P359_RN.PDF	Release Notes
PSO_7_MAN_UM_R1011.PDF	Manager User Manual
PSO_7_P359_MAN_UM_CP.PDF	Manager User Manual change pages
PSO_7_PHAR_UM_R1011.PDF	Pharmacist User Manual
PSO_7_P359_PHAR_UM_CP.PDF	Pharmacist User Manual change pages

Test Sites:

-----  
 VA Heartland East - St. Louis  
 Birmingham  
 Louisville  
 Loma Linda  
 Richmond  
 Phoenix

## 2.2. Pre/Post Installation Overview

The post-installation routine is POST^PS07P359. The purpose of the post-installation routine is to reset the temporary cache of hidden actions associated with the Reject Information Screen hidden menus. This will allow the new ARI hidden action to display when the user enters a double question (??) at the "Select:" prompt.

The post-installation routine is automatically deleted by KIDS if allowed by your local Kernel parameters configuration. You may delete the PS07P359 routine if the installation was successful and it is not automatically deleted by KIDS.

## 2.3. Installation Instructions

Do not queue the installation of this patch.

To avoid disruptions, these patches should be installed during non-peak hours when there is minimal activity on the system. Avoid times when ECME claims are being transmitted. Of particular concern would be the options below.

- [BPS NIGHTLY BACKGROUND JOB]  
Do not install the patch when ECME claims are being generated by the BPS Nightly Background Job option. Wait for this job to finish or complete the installation before this job starts.
- [PSXR SCHEDULED CS TRANS] and

[PSXR SCHEDULED NON-CS TRANS]

Do not install the patch when prescriptions are being transmitted to CMOP. Wait for the CMOP transmissions to finish or complete the installation before the transmissions start. Both the CS (Controlled Substances) and the non-CS CMOP transmission options should be checked. Check with Pharmacy Service or your Pharmacy ADPAC to find out when CMOP transmissions occur.

Install Time

-----

The installation will take between 10 and 90 minutes depending upon how many entries your site has in the BPS CLAIMS file (9002313.02) and in the BPS RESPONSES file (9002313.03). Data conversions will be run in both files and all entries will be checked during the installation of BPS\*1\*10.

1. OBTAIN PATCHES

-----

Obtain the host file BPS\_1\_10\_PSO\_IB\_PRCA.KID, which contains the following patches:

BPS\*1.0\*10  
PSO\*7.0\*359  
IB\*2.0\*435  
PRCA\*4.5\*271

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\_10\_PSO\_IB\_PRCA.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

-----  
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\_10\_PSO\_IB\_PRCA.KID (e.g., SYS\$SYSDEVICE:[ANONYMOUS]BPS\_1\_10\_PSO\_IB\_PRCA.KID).

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

The following will display:

Loading Distribution...

BPS PSO IB PRCA BUNDLE 6.0

BPS\*1.0\*10

PSO\*7.0\*359

IB\*2.0\*435

PRCA\*4.5\*271

Use INSTALL NAME: BPS PSO IB PRCA BUNDLE 6.0 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 PRCA BUNDLE 6.0):

- 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 PRCA BUNDLE 6.0.

- a. Choose the Install Package(s) option to start the patch install.
- b. When prompted for the "Select INSTALL NAME:", enter BPS PSO IB PRCA BUNDLE 6.0.
- c. For the PSO\*7.0\*359 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. When prompted "Want KIDS to INHIBIT LOGONS during the install? YES//" enter NO.
- e. When prompted " Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//" enter NO.
- f. When prompted "Device: Home//" respond with the correct device

but do not queue this install.

Routine Information:

=====

The second line of each of these routines now looks like:  
;7.0;OUTPATIENT PHARMACY;\*\*[Patch List]\*\*;DEC 1997;Build 27

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

Routine Name: PS07P359	Before: n/a	After: B1514691	**359**
Routine Name: PS0B0RP3	Before: B186304557	After: B185906920	**358, 359**
Routine Name: PS0BPSU1	Before: B53851823	After: B53744697	**148, 260, 281, 287, 303, 289, 290, 358, 359**
Routine Name: PS0BPSU2	Before: B48423091	After: B55533133	**260, 287, 289, 341, 290, 358, 359**
Routine Name: PS0LSET	Before: B29903046	After: B30029461	**10, 22, 32, 40, 120, 247, 359**
Routine Name: PS0REJP1	Before: B82556492	After: B78046825	**148, 247, 260, 281, 287, 289, 290, 358, 359**
Routine Name: PS0REJP3	Before: B79304493	After: B107041706	**260, 287, 289, 290, 358, 359**
Routine Name: PS0REJP5	Before: n/a	After: B31405315	**359**
Routine Name: PS0REJU1	Before: B72644745	After: B77096006	**148, 247, 260, 287, 289, 358, 359**
Routine Name: PS0REJU2	Before: B49455422	After: B49130506	**148, 260, 287, 341, 290, 358, 359**
Routine Name: PS0REJU3	Before: B68089605	After: B68707597	**287, 290, 358, 359**
Routine Name: PS0REJU4	Before: B31223921	After: B31952299	**289, 290, 358, 359**
Routine Name: PS0REJUT	Before: B48633596	After: B53275324	**148, 247, 260, 287, 289, 290, 358, 359**
Routine Name: PS0RXVW	Before: B67370961	After: B67653959	**14, 35, 46, 96, 103, 88, 117, 131, 146, 156, 185, 210, 148, 233, 260, 264, 281, 359**
Routine Name: PS0RXVW1	Before: B66558221	After: B67070082	**35, 47, 46, 71, 99, 117, 156, 193, 210, 148, 258, 260, 240, 281, 359**

Routine list of preceding patches: 358

## 3. Enhancements

### 3.1. Technical Modifications

#### 3.1.1 Additional Reject Information Action

Added a new hidden action to the Reject Information screen to display additional reject information returned by the third-party payer. The data includes payer messages and DUR reject information. A plus (+) sign in front of the DUR Text label in the REJECT Information section will indicate to the user that there is additional reject information available to view using the View Addtnl Rej Info (ARI) hidden action.

#### 3.1.2 Changes to Prior Authorization Type Values

To support the latest NCPDP standard vD.0, the values that can be entered at the Prior Authorization Type prompt for the PA (Submit Prior Auth.) hidden action have been updated.

The previous values allowed for selection were as follows:

- 0 NOT SPECIFIED
- 1 PRIOR AUTHORIZATION
- 2 MEDICAL CERTIFICATION
- 3 EPSDT
- 4 EXEMPTION FROM COPAY
- 5 EXEMPTION FROM RX LIMITS
- 6 FAMILY PLANNING INDICATOR
- 7 AFDC

The new values are as follows:

- 0 NOT SPECIFIED
- 1 PRIOR AUTHORIZATION
- 2 MEDICAL CERTIFICATION
- 3 EPSDT
- 4 EXEMPT FROM COPAY/COINSURANCE
- 5 EXEMPT FROM RX
- 6 FAMILY PLANNING INDICATOR
- 7 TANF
- 8 PAYER DEFINED EXEMPTION
- 9 EMERGENCY PREPAREDNESS

#### 3.1.3 Changes to Reject Information Screen

The data displayed on the Reject Information screens has been synchronized to be consistent for both TRICARE and Veteran patients. In addition, this screen was updated to synchronize the display more closely with the Print Claim Log action of the ECME User Screen [BPS USER SCREEN] option.

#### 3.1.4 Change to Maximum Length of ECME Number

To support the latest NCPDP standard v. D.0, the ECME number associated with electronic claims was updated from a length of 7 digits to 12 digits. The old ECME number of 7 digit length will still be supported but in all Outpatient Pharmacy screens where the ECME number is either displayed or prompted the 12 digit length is now supported.

### 3.1.5 Changes to Clarification Code Submission

To support the latest NCPDP standard vD.0, the Reject Information screen will allow the submission of up to three Submission Clarification codes using the hidden CLA (Submit Clarif. Code) action. Version 5.1 claims will continue to allow only one code per claim.

## 3.2 Issue Resolutions

### 3.2.1 New Service Requests (NSRs)

This patch addresses the following New Service Request (NSR):

-----  
Request Name: e-Pharmacy Phase 5: FY09  
Request ID: 20080103

### 3.2.2 Remedy Tickets

This patch addresses the following Remedy Tickets:

- 
1. HD375552 <UNDEFINED>ALLERGY+3^PSOORUT2  
HD396518 (Duplicate)  
HD332758 (Duplicate)
  2. HD477916 (BPS Not Processing)
  3. HD447910 (Screen changes to odd characters when labels are queued to print)  
HD477989 (Duplicate)  
HD469629 (Duplicate)  
HD469098 (Duplicate)  
HD465856 (Duplicate)  
HD484445 (Duplicate)  
HD489478 (Duplicate)

Overview of Remedy Tickets:

- 
1. HD375552 <UNDEFINED>ALLERGY+3^PSOORUT2

Problem:

-----  
An undefined error occurs when viewing a prescription using the View Prescriptions option [PSO VIEW] and then jumping to the Rx Verification by Clerk [PSO VR] option. Variable PS is not killed when View Prescriptions has finished processing. This ultimately leads to the killing of the patient DFN variable.

Resolution:

-----  
Modify View Prescriptions to clean up variable PS when this option has finished processing. In routine PSORXVW kill variable PS upon exit from this routine.

2. HD477916 BPS NOT PROCESSING

Problem:

-----



An endless loop occurred at Salisbury when processing an NCPDP response. As a result, other NCPDP responses could not be processed.

Resolution:

-----

Modified procedure HOSTREJ^PSOREJU2 so that it properly initializes all variables.

### 3. HD447910 Screen changes to odd characters when labels are queued to print

Problem:

-----

Printing labels from the Third Party Payer Rejects - View/Process [PSO REJECTS VIEW/PROCESS] or the Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST] options did not always work properly. At times, the labels would print to the screen instead of the selected printer device. Not only would the labels not print, but depending on the escape sequences defined for the printer device, the terminal screens would end up garbled and impossible to read.

Resolution:

-----

The label printing functionality was modified to queue the label print if the printer device is set to forced queuing. For devices not set up with forced queuing, the code validates that the selected printer device is available to use. If not, the message 'Printer is busy' is displayed instead of trying to print the label.