



OUTPATIENT PHARMACY

ePharmacy Phase 4 Iteration II - Tricare Active

RELEASE NOTES

PSO*7*303

Version 7.0
December 2008

(This page included for two-sided copying.)

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I. Introduction

This patch has enhancements which extend the capabilities of the Veterans Health Information Systems and Technology Architecture (VistA) electronic pharmacy (ePharmacy) billing system.

This patch is being released along with PSS*1*139 and IB*2*405. These patches can be installed in any order but the full functionality for Nutritional Supplement additions contained within these patches will not be available until all 3 patches are installed.

For Tricare functionality, previously nationally released patches PSO*7*287, PSX*2*66, IB*2*383, and BPS*1*6 comprised the ePharmacy Tricare *dormant* release. Patches PSS*1*139, PSO*7*303, and IB*2*405 comprise the ePharmacy Tricare *active* release.



Tricare functionality described in this document will become active when IB*2*405 patch is installed and a Tricare Payer Sheet is subsequently defined for the site. For sites that do not bill Tricare, the software will remain dormant. For sites who bill Tricare prescriptions, the ePharmacy Implementation Team will notify them when they should activate ePharmacy Tricare billing.

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II. Outpatient Pharmacy V. 7.0

Tricare Functionality:

The software will be activated when a Tricare payer sheet is linked. See Integrated Billing documentation for information concerning payer sheet linkage and contact your billing administrator before activating a Tricare payer sheet.

- Prescriptions where the patient is Tricare eligible will be submitted to ECME for third party insurance processing in the same manner as all other insurance types. Patients with dual eligibility insurance is not addressed with this release of Tricare.
- When a Tricare prescription has a third party rejection, the same reject notification screen will be displayed to the user as is currently done for the Veteran eligibility.
- The Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST] option and the Third Party Payer Rejects - View/Process [PSO REJECTS VIEW/PROCESS] option has been modified to process and display Tricare third party rejections.
- If ECME's status on the claim remains in an "In Progress" state past the processing time out during finish of the prescription, Tricare prescriptions will not be filled and must be discontinued.
- If the pharmacy is active for ePharmacy processing, but the insurance plan is not linked or not active, Tricare prescriptions will be allowed to be filled normally. The phrase "Inactive ECME Tricare" will be displayed during Finish of the prescription.

Miscellaneous Functionality Modifications:

This functionality is active for all sites:

- Modifications to change the default answer of (I)gnore on the Reject Processing Screen to (Q)uit, which automatically sends the claim rejection information to the Pharmacy Reject Worklist for these actions: new orders, copies, edits that create new orders, and renewals.
- Software was added to handle the new "N" for Nutritional Supplement DEA special handling code added in patch PSS*1*139. This new "N" code will be treated the same as supply items and investigational drugs in Outpatient Pharmacy.
- For the ePharmacy Medication Profile (VIEW ONLY) [PSO PMP] option, flagged pending orders will be noted on the medication profile screen by highlighting the sequence number shown on the left side of the screen. Note that the "Flagged by..." information shown once the prescription is selected is already present with the PSO*7*225 release.

A. Tricare 3rd party claim submissions

Prescriptions where the patient is Tricare eligible will be submitted to ECME for third party insurance processing in the same manner as all other insurance types. Tricare dual eligibility will not be addressed in this release. Tricare eligibility is determined by Integrated Billing (IB). An indicator is returned to Outpatient Pharmacy PRESCRIPTION file (#52) and REFILL multiple (#52.1), to be stored in the new BILLING ELIGIBILITY INDICATOR field (#85). Because this is a set of codes field, the internal value will be T, V or C. These values will be displayed respectively to the user as TRICARE, VETERAN, or CHAMPVA. Note: CHAMPVA submissions will not be addressed in this patch. Prescriptions with a 'VETERAN' eligibility flag are currently processed through ECME.

B. Reject notification screen

When ePharmacy is active for the site and upon finish of a prescription, a third party claim submission is made to ECME. If the third party payer rejects the claim, a reject notification screen is displayed to the user for reject codes of Refill-too-soon (79) and DUR (88). With this patch, the same reject notification screen will be displayed for Tricare prescriptions that have a third party claim rejection. Tricare rejections will be stored in the same manner as DUR (88) and RTS (79) prescription rejects except for the following:

The following exceptions will apply for Tricare prescriptions:

- Rejected Tricare claims will be denoted with “TRICARE” during submission to ECME phase 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:

```
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
Patient  : OPTRICARE,ONE(666-55-4789) Sex: M         DOB: OCT 18,1963(44)
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//

```

- 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.
- For prescription rejections that have non-DUR/RTS 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
Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M      DOB: OCT 18,1963(44)
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 is discontinued.

```

Is this correct? YES// ...

*** TRICARE - NON-BILLABLE ***
-----
Division : ALBANY ISC                      NPI#:

```

```

Patient : OPTRICARE,ONE(666-55-4789) Sex: M          DOB: OCT 18,1963(44)
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 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#: 5000000021
Patient : OPTRICARE,ONE(666-55-4789) Sex: M          DOB: OCT 18,1963(44)
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                Ht(cm): _____ (_____)
  DOB: OCT 18,1963 (44)           Wt(kg): _____ (_____)

                                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              MFG:

+
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                Ht(cm): _____ (_____)
  DOB: OCT 18,1963 (44)           Wt(kg): _____ (_____)

                                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              MFG:
+      Partial cannot be filled on Tricare non-payable Rx
DC  Discontinue      PR  Partial      RL  Release
ED  Edit             RF  (Refill)     RN  Renew
Select Action: Next Screen//
```

- When the Pull Early from Suspense [PSO PNDRX] option is used, Tricare prescriptions will be processed in the foreground and rejections will be displayed for user intervention.

```

Print a specific Rx # or all Rx's for a patient: (S/A): SPECIFIC RX

Select SUSPENDED Rx #: 101980
      DANTROLENE 25MG CAP          08-14-08      OPTRICARE,ONE

Select one of the following:

      M          MAIL
      W          WINDOW

Select routing for Rx(s): WINDOW//
METHOD OF PICK-UP:

Pull Rx(s) and delete from suspense? Y// ES

TRICARE Prescription 101980 submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Building the claim
IN PROGRESS-Transmitting
E REJECTED
  14 - M/I Eligibility Clarification Code

      *** TRICARE - REJECT RECEIVED FROM THIRD PARTY PAYER ***
-----
Division : ALBANY ISC                      NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789) Sex: M      DOB: OCT 18,1963(44)
Rx/Drug  : 101980/0 - DANTROLENE 25MG CAP      ECME#: 0113204
Reject(s): M/I Eligibility Clarification Code (14). Received on AUG 13,
          2008@15:41:30.

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//      (Q)UIT - SEND TO WORKLIST (REQUIRES INTERVENTION)

No Label(s) printed.

```

C. Reject Worklist and View/Process

The Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST] and Third Party Payer Rejects - View/Process [PSO REJECTS VIEW/PROCESS] options have been modified in the following manner:

1. Display of non-DUR/RTS rejects

- Non-DUR/RTS Tricare rejections will be segregated at the end of the displayed information. They will be denoted with a "TRICARE - Non-DUR/RTS" header. This header will remain

regardless of whether the GI - Group by Insurance action is toggled on or off. The Tricare section will sort in the same manner as the main sort for non-Tricare prescriptions (i.e. by Rx, drug, patient, etc.).

```
Insurance Rejects-Worklist      Aug 13, 2008@16:04:05      Page: 1 of 1
Division : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
# Rxx#      PATIENT(ID) [^]      DRUG      REASON
1 101238     ECMEIBTEST,ONE(5566)  MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
2 100739     ECMEPAT,TWO(8887)    BENZTROPINE 2MG TAB 79 :REFILL TOO SO
Payer Message:
3 101960     OPTRICARE,ONE(4789)  ACETAZOLAMIDE 250MG 79 :REFILL TOO SO
Payer Message:
TRICARE - Non-DUR/RTS
4 101980     OPTRICARE,ONE(4789)  DANTROLENE 25MG CAP 14 :M/I Eligibili
Payer Message:

Select the entry # to view or ?? for more actions
DR Sort by Drug      RE Sort by Reason    RX Sort by Prescription
PA Sort by Patient   RF Screen Refresh    GI Group by Insurance
Select: Quit//
```

- Tricare DUR/RTS rejects will be displayed with all other DUR/RTS rejects. See the boxed text in the example below. Sequence 4 and 6 are rejects for the same prescription. Also note that in the following example GI - Group by Insurance action is toggled OFF.

```
Insurance Rejects-Worklist      Aug 13, 2008@16:10:22      Page: 1 of 1
Division : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
# Rxx#      PATIENT(ID) [^]      DRUG      REASON
1 101238     ECMEIBTEST,ONE(5566)  MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
2 100739     ECMEPAT,TWO(8887)    BENZTROPINE 2MG TAB 79 :REFILL TOO SO
Payer Message:
3 101960     OPTRICARE,ONE(4789)  ACETAZOLAMIDE 250MG 79 :REFILL TOO SO
Payer Message:
4 101981     OPTRICARE,ONE(4789)  ATENOLOL 100MG TAB 79 :REFILL TOO SO
Payer Message:
TRICARE - Non-DUR/RTS
5 101980     OPTRICARE,ONE(4789)  DANTROLENE 25MG CAP 14 :M/I Eligibili
Payer Message:
6 101981     OPTRICARE,ONE(4789)  ATENOLOL 100MG TAB 14 :M/I Eligibili
Payer Message:

Select the entry # to view or ?? for more actions
DR Sort by Drug      RE Sort by Reason    RX Sort by Prescription
PA Sort by Patient   RF Screen Refresh    GI Group by Insurance
Select: Quit//
```

When GI - Group by Insurance action is toggled ON, the header "TRICARE" will be displayed, and this "TRICARE" section will sort alphabetically within RTS/DUR insurances. This Tricare section is separate from the Non-DUR/RTS section that displays at the end of the listing.

Example with GI action toggled on:

```

Insurance Rejects-Worklist   Aug 13, 2008@16:12:46           Page:   1 of   1
Division   : ALBANY ISC
Selection  : ALL UNRESOLVED REJECTS GROUPED BY INSURANCE
# RxC#      PATIENT(ID) [^]      DRUG      REASON
          BLUE CROSS BLUE SHIELD
1 100739    ECMEPAT,TWO(8887)      BENZTROPINE 2MG TAB  79 :REFILL TOO SO
Payer Message:
          TRICARE
2 101960    OPTRICARE,ONE(4789)    ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
Payer Message:
          ZENITH ADMINISTRATORS
2 101238    ECMEIBTEST,ONE(5566)  MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
4 101981    OPTRICARE,ONE(4789)    ATENOLOL 100MG TAB   79 :REFILL TOO SO
Payer Message:
          TRICARE - Non-DUR/RTS
5 101980    OPTRICARE,ONE(4789)    DANTROLENE 25MG CAP  14 :M/I Eligibili
Payer Message:
6 101981    OPTRICARE,ONE(4789)    ATENOLOL 100MG TAB   14 :M/I Eligibili
Payer Message:
      Select the entry # to view or ?? for more actions
DR  Sort by Drug      RE  Sort by Reason      RX  Sort by Prescription
PA  Sort by Patient   RF  Screen Refresh      GI  Group by Insurance
Select: Quit//

```

- The new TRI - Show/Hide Tricare toggle action has been added to the hidden menu on the Insurance Rejects screen. When toggled to Show, Tricare Non-DUR/RTS rejects will be automatically displayed at the end of the listing. Toggling the TRI action to Hide will remove them from the screen.

Example with Tricare rejects displayed:

```

Insurance Rejects-Worklist   Aug 13, 2008@16:04:05           Page:   1 of   1
Division   : ALBANY ISC
Selection  : ALL UNRESOLVED REJECTS
# RxC#      PATIENT(ID) [^]      DRUG      REASON
1 101238    ECMEIBTEST,ONE(5566)  MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
2 100739    ECMEPAT,TWO(8887)      BENZTROPINE 2MG TAB  79 :REFILL TOO SO
Payer Message:
3 101960    OPTRICARE,ONE(4789)    ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
Payer Message:
          TRICARE - Non-DUR/RTS
4 101980    OPTRICARE,ONE(4789)    DANTROLENE 25MG CAP  14 :M/I Eligibili
Payer Message:

      Select the entry # to view or ?? for more actions
DR  Sort by Drug      RE  Sort by Reason      RX  Sort by Prescription
PA  Sort by Patient   RF  Screen Refresh      GI  Group by Insurance
Select: Quit// ??
The following actions are also available:
TRI Show/Hide Tricare   FS  First Screen      PT  Print List
+  Next Screen          LS  Last Screen        SL  Search List
-  Previous Screen      GO  Go to Page         ADPL Auto Display(On/Off)
UP  Up a Line           RD  Re Display Screen  QU  Quit
DN  Down a Line         PS  Print Screen

Enter RETURN to continue or '^' to exit:

```

Example of Tricare rejects removed from display:


```

Insurance Rejects-Worklist      Aug 13, 2008@16:04:05      Page: 1 of 1
Division : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
# R# PATIENT(ID) [^] DRUG REASON
1 101238 ECMEIBTEST,ONE(5566) MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
Payer Message:
2 100739 ECMEPAT,TWO(8887) BENZTROPINE 2MG TAB 79 :REFILL TOO SO
Payer Message:
3 101960 OPTRICARE,ONE(4789) ACETAZOLAMIDE 250MG 79 :REFILL TOO SO
Payer Message:

Select the entry # to view or ?? for more actions
DR Sort by Drug RE Sort by Reason RX Sort by Prescription
PA Sort by Patient RF Screen Refresh GI Group by Insurance
Select: Quit// ??
The following actions are also available:
TRI Show/Hide Tricare FS First Screen PT Print List
+ Next Screen LS Last Screen SL Search List
- Previous Screen GO Go to Page ADPL Auto Display(On/Off)
UP Up a Line RD Re Display Screen QU Quit
DN Down a Line PS Print Screen

Enter RETURN to continue or '^' to exit:

```

2. Processing of Tricare Rejections

- The Reject Information screen has been modified to display TRICARE in the header for the Reject Information section. For DUR/RTS Tricare rejects, the IGN - Ignore Reject action will be shown but will not be selectable.

In the following example the user entered IGN to ignore the RTS (79) reject. The system displayed "INVALID: TRICARE rejected Rxs may not be ignored" on the message bar because the reject is a Tricare refill-too-soon reject.

```

Reject Information(UNRESOLVED)Aug 13, 2008@16:41:59      Page: 1 of 1
Division : ALBANY ISC      NPI#: 5000000021
Patient : OPTRICARE,ONE(666-55-4789) Sex: M      DOB: OCT 18,1963(44)
Rx# : 101981/0      ECME#: 0113205      Fill Date: Aug 13, 2008
CMOP Drug: ATENOLOL 100MG TAB      NDC Code: 66993-0220-57

REJECT Information (TRICARE)
Date/Time : AUG 13, 2008@16:10:11
Reject(s) : Refill Too Soon (79)
Status : OPEN/UNRESOLVED - E REJECTED

OTHER REJECTS
14 - M/I Eligibility Clarification Code

INSURANCE Information
Insurance : TRICARE
Contact :
Group Name : TRICARE PRIME
Group Number : 123123
Cardholder ID : SI9844532
INVALID: TRICARE rejected Rxs may not be ignored.
VW View Rx      IGN Ignore Reject      OVR Submit Override Codes
MP Medication Profile      RES Resubmit Claim      CSD Change Suspense Date
Select: Quit// [IGN Ignore Reject]

```

- For Non-DUR/RTS Tricare rejects, the FIL - Fill Rx action and the DC - Discontinue Rx action will be displayed. If the prescription is payable, the user will be allowed to fill the prescription and print the label. If not payable, a message will be displayed stating the prescription must have a payable status to be filled.

Example of Reject Information screen for non-DUR/RTS reject:

```

Reject Information (TRICARE) Aug 13, 2008@16:39:14 Page: 1 of 1
Division : ALBANY ISC NPI#: 5000000021
Patient : OPTRICARE,ONE(666-55-4789) Sex: M DOB: OCT 18,1963(44)
Rx# : 101980/0 ECME#: 0113204 Fill Date: Aug 14, 2008
Drug : DANTROLENE 25MG CAP NDC Code: 00149-0030-66

REJECT Information (TRICARE)
Date/Time : AUG 13, 2008@15:41:30
Reject(s) : M/I Eligibility Clarification Code (14)
Status : OPEN/UNRESOLVED - E REJECTED

INSURANCE Information
Insurance : TRICARE
Contact :
Group Name : TRICARE PRIME
Group Number : 123123
Cardholder ID : SI9844532

Enter ?? for more actions
VW View Rx FIL Fill Rx OVR Submit Override Codes
MP Medication Profile DC Discontinue Rx CSD Change Suspense Date
Select Item(s): Quit//

```

- The following is an example of a user selecting to discontinue the prescription shown above. The user selects DC at the Select Item prompt, and answers the normal discontinue prompts. When the user exits and re-enters the worklist, the discontinued prescription will be removed from the listing.

```

Select Item(s): Quit// DC Discontinue Rx
Nature of Order: SERVICE CORRECTION// S

Requesting PROVIDER: OPPHARM,ONE OO
Claim has status E REJECTED. Not reversed.

Reject Information (TRICARE) Aug 13, 2008@16:53:40 Page: 1 of 1
Division : ALBANY ISC NPI#: 5000000021
Patient : OPTRICARE,ONE(666-55-4789) Sex: M DOB: OCT 18,1963(44)
# Rx# PATIENT(ID) [^] DRUG REASON
CMOP Drug: ATENOLOL 100MG TAB NDC Code: 66993-0220-57

REJECT Information (TRICARE)
Date/Time : AUG 13, 2008@16:53:20
Reject(s) : M/I Cardholder ID Number (07)
Status : OPEN/UNRESOLVED - E REJECTED

INSURANCE Information
Insurance : TRICARE
Contact :
Group Name : TRICARE PRIME
Group Number : 123123
Cardholder ID : SI9844532

```

NO ACTION TAKEN.
 VW View Rx FIL Fill Rx OVR Submit Override Codes
 MP Medication Profile DC Discontinue Rx CSD Change Suspense Date
 Select Item(s): Quit// QUIT

PA Sort by Patient RF Screen Refresh GI Group by Insurance
 Insurance Rejects-Worklist Aug 13, 2008@16:53:52 Page: 1 of 1
 Division : ALBANY ISC

Selection : ALL UNRESOLVED REJECTS

| # Rx# | PATIENT(ID) [^] | DRUG | REASON |
|-----------------------|----------------------|----------------------|-------------------|
| 1 101238 | ECMEIBTEST,ONE(5566) | MEDROXYPROGESTRONE 1 | 79 :REFILL TOO SO |
| Payer Message: | | | |
| 2 100739 | ECMEPAT,TWO(8887) | BENZTROPINE 2MG TAB | 79 :REFILL TOO SO |
| Payer Message: | | | |
| 3 101960 | OPTRICARE,ONE(4789) | ACETAZOLAMIDE 250MG | 79 :REFILL TOO SO |
| Payer Message: | | | |
| TRICARE - Non-DUR/RTS | | | |
| 4 101980 | OPTRICARE,ONE(4789) | DANTROLENE 25MG CAP | 14 :M/I Eligibili |
| Payer Message: | | | |
| 5 101985 | OPTRICARE,ONE(4789) | ATENOLOL 100MG TAB | 07 :M/I Cardholde |
| Payer Message: | | | |

Enter ?? for more actions
 DR Sort by Drug RE Sort by Reason RX Sort by Prescription
 PA Sort by Patient RF Screen Refresh GI Group by Insurance
 Select: Quit// QUIT

| # Rx# | PATIENT(ID) [^] | DRUG | REASON |
|-------|---|------|--------|
| MP | ePharmacy Medication Profile (View Only) | | |
| PF | ePharmacy Medication Profile Division Preferences | | |
| SP | ePharmacy Site Parameters | | |
| VP | Third Party Payer Rejects - View/Process | | |
| WL | Third Party Payer Rejects - Worklist | | |

Select ePharmacy Menu Option: Third Party Payer Rejects - Worklist
 You may select a single or multiple DIVISIONS,
 or enter ^ALL to select all DIVISIONS.
 DIVISION: ALBANY ISC// 500 ALBANY ISC
 ANOTHER ONE:
 Please wait...

PA Sort by Patient RF Screen Refresh GI Group by Insurance
 Insurance Rejects-Worklist Aug 13, 2008@16:54:57 Page: 1 of 1
 Division : ALBANY ISC

Selection : ALL UNRESOLVED REJECTS

| # Rx# | PATIENT(ID) [^] | DRUG | REASON |
|-----------------------|----------------------|----------------------|-------------------|
| 1 101238 | ECMEIBTEST,ONE(5566) | MEDROXYPROGESTRONE 1 | 79 :REFILL TOO SO |
| Payer Message: | | | |
| 2 100739 | ECMEPAT,TWO(8887) | BENZTROPINE 2MG TAB | 79 :REFILL TOO SO |
| Payer Message: | | | |
| 3 101960 | OPTRICARE,ONE(4789) | ACETAZOLAMIDE 250MG | 79 :REFILL TOO SO |
| Payer Message: | | | |
| TRICARE - Non-DUR/RTS | | | |
| 4 101980 | OPTRICARE,ONE(4789) | DANTROLENE 25MG CAP | 14 :M/I Eligibili |

Payer Message:

```
                Select the entry # to view or ?? for more actions
DR  Sort by Drug      RE  Sort by Reason      RX  Sort by Prescription
PA  Sort by Patient   RF  Screen Refresh      GI  Group by Insurance
Select: Quit//
```

- A person who resolves Tricare non-DUR/RTS rejects is dependent upon the type of reject. Dispense As Written(DAW) reject code 22 can be resolved by pharmacy staff by editing the prescription and entering the appropriate DAW code which would result in a claims resubmission. Other insurance related rejects (i.e. missing eligibility or cardholder ID number) would be resolved by the Outpatient Pharmacy Electronic Claims Coordinator (OPECC). Once the rejection has been resolved, the Reject Information screen under the pharmacy reject worklist will show the status of the prescription as E PAYABLE. At this point the user may select the FIL action which will prompt for label print.

```
Reject Information (TRICARE) Aug 27, 2008@17:16:27      Page: 1 of 1
Division : ALBANY ISC                                  NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789) Sex: M           DOB: OCT 18,1963(44)
Rx#      : 102059/0      ECME#: 0113288              Fill Date: Aug 27, 2008
Drug     : IMIPRAMINE 25MG TAB                        NDC Code: 00779-0588-30
```

```
REJECT Information (TRICARE)
Date/Time : AUG 27, 2008@17:15:08
Reject(s) : M/I Cardholder ID Number (07)
Status    : OPEN/UNRESOLVED - E PAYABLE
```

```
INSURANCE Information
Insurance : TRICARE
Contact   :
Group Name : TRICARE PRIME
Group Number : 123123
Cardholder ID : SI9844532
```

```
                Enter ?? for more actions
VW  View Rx          FIL Fill Rx          OVR Submit Override Codes
MP  Medication Profile  DC Discontinue Rx    CSD Change Suspense Date
Select Item(s): Quit// FIL  Fill Rx
                [Closing all rejections for prescription 102059:
                07 - ...OK]
```

Print Label? ? YES//

Select LABEL PRINTER: HOME// UCX/TELNET Right Margin: 80//

- For rejects that remain in suspense, the user will be allowed to process the rejection as indicated above, however no labels will be printed until the prescription is pulled early or printed from suspense. Upon resolving the reject, the user will be notified of this information. CMOP prescriptions will function in the same manner.

D. In Progress 3rd Party Claims

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
Patient  : OPTRICARE,ONE(666-55-4789) Sex: M        DOB: OCT 18,1963(44)
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...
```

E. Inactive ECME Tricare

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:

```
Do you want to enter a Progress Note? No// NO

Rx # 102046          08/27/08
OPTRICARE,TEST      #180
ONE MOUTH TWICE A DAY

DANTROLENE 25MG CAP
OPPROVIDER,ONE     OPPHAR,ONE
# of Refills: 3

Is this correct? YES// ...
-Rx 101921 has been discontinued...

Inactive ECME Tricare
```

Example of ECME Activity Log entry:

```
ECME Log:
#   Date/Time           Rx Ref           Initiator Of Activity
=====
1   8/27/08@11:07:45    ORIGINAL        OPPHARM,ONE
Comments: TRICARE-Inactive ECME Tricare
```

F. Reject Processing Screen Default Answer Modifications

The default answer of (I)gnore on the Reject Processing Screen will be changed to (Q)uit which automatically sends the claim rejection information to the Pharmacy Reject Worklist. This modification is for new orders, copies, edits that create new orders, and renewal functions. All other functions were addressed in nationally released patch PSO*7*281.

```
Original prescription was last released on SEP 27,2007@10:19:13
Checking for unreleased refills/partial

*** REJECT RECEIVED FROM THIRD PARTY PAYER ***

-----
Division : ALBANY ISC                               NPI#: 5000000021
Patient  : OPPAT,ONE(666-25-7941) Sex: F            DOB: FEB 24,1975(32)
Prescription : 100781/1 - FENOPROFEN 300MG CAP    ECME#: 0111909
Reject Type : 79 - REFILL TOO SOON received on DEC 21, 2007@13:20:39
Insurance  : ADVANCE PSC                           Contact:
Group Name : D-GROUP1                               Group Number: D00001
Cardholder ID: SI32432
-----

Select one of the following:

O          (O)VERRIDE - RESUBMIT WITH OVERRIDE CODES
I          (I)GNORE - FILL Rx WITHOUT CLAIM SUBMISSION
Q          (Q)UIT - SEND TO WORKLIST (REQUIRES INTERVENTION)

(O)verride,(I)gnore,(Q)uit: Q//
```

G. Nutritional Supplement

In conjunction with IB*2*405 and PSS*1*139, this patch PSO*7*303 provides the functionality to treat drugs marked with a DEA Special Handling Code of "N" for Nutritional Supplement the same as supply items and investigational drugs. Copay will not be charged and third party billing for these type drugs will only occur when the drug is also marked with "E" for Electronically Billable. When the drug is not defined to be electronically billable, the ECME Log will reflect drug not billable.

```
ECME Log:
#   Date/Time           Rx Ref           Initiator Of Activity
=====
1   8/27/08@13:02:46    ORIGINAL        OPPHARM,ONE
Comments: Not ECME Billable: DRUG NOT BILLABLE
```

A "PRESCRIPTION QUESTIONS REVIEW NEEDED" MailMan message is sent as a result of an eligibility change since the last refill. The last paragraph of the message will be changed to include nutritional drugs:

```
Subj: PRESCRIPTION QUESTIONS REVIEW NEEDED (500) [#2123096] 09/17/08@16:27
35 lines
From: OUTPATIENT PHARMACY PACKAGE In 'IN' basket. Page 1 *New*
-----

OPPAT,ONE (7941) ALBANY ISC
Eligibility: SC LESS THAN 50% SC%: 10

Disabilities: ULNA, IMPAIRMENT OF-10%(SC),
              ARTHRITIS, OTHER TYPES (SPECIFY)-10%(NSC),

Rx# 102105 (1) COPAY
DANTROLENE 25MG CAP

Due to a change in criteria, additional information listed below is needed
to determine the final VA copay and/or insurance billable status for this Rx
so that appropriate action can be taken by pharmacy personnel.

Is this Rx for a Service Connected Condition?

This message has been sent to the provider of record, the pharmacist who
finished the prescription order, and all holders of the PSO COPAY key.

Enter RETURN to continue or '^' to exit:

Subj: PRESCRIPTION QUESTIONS REVIEW NEEDED (500) [#2123096] Page 2
-----

Providers:
Please respond with your answer to the question(s) as a reply to this
message. The prescription will be updated by the appropriate staff.

Staff assigned to update the Prescription responses:
Please use the RESET COPAY STATUS/CANCEL CHARGES option to enter the responses
to the questions above, which may result in a Rx copay status change and/or
the need to remove VA copay charges or may result in a charge to the patient's
insurance carrier.

Note: The SC question is now asked for Veterans who are SC>49% in order to
determine if the Rx can be billed to a third party insurance. These Veterans
will NOT be charged a VA copay.

Supply, nutritional and investigational drugs are not charged a VA copay
but could be reimbursable by third party insurance.

Enter message action (in IN basket): Ignore//
```

