

Indian Health Service

Point of Sale (POS) Tasks

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TITLE: DIRECTOR OF PHARMACY

DATE: AUGUST 2024



Point of Sale (POS) Tasks

LCDR NIVEDITA DAS

AUGUST 2024

Indian Health Service

Mission:

The overall mission of the Indian Health Service (IHS) is to raise the physical, mental, social and spiritual health of American Indians and Alaska Natives (AI/AN) to the highest level.

Goal:

The main goal of IHS is to assure that comprehensive, culturally acceptable personal and public health services are available and accessible to AI/AN people.

*It is impossible to achieve these without sufficient funding.

Learning Objectives

- Resources, POS overview and setting up your POS system (RPMS) for billing of claims
- Understand how to optimize Revenue Generation by becoming familiar with Daily/ Weekly/ Monthly Tasks to optimize POS

Resources - RPMS Recordings and Material Library

- Click on this link and make the selections as shown in the picture below
 - [RPMS Recording and Material Library | Training \(ih.gov\)](https://www.ih.gov/Training/Recording-and-Material-Library)

The screenshot shows the 'RPMS Recording and Material Library' search page. On the left is a navigation menu with options: Applications, Feedback, RPMS In-Action, Standards & Conventions, Training (selected), and Area Training. The main content area is titled 'RPMS Recording and Material Library' and includes a 'Category' dropdown (set to 'RPMS Application'), a 'Sub-Category' dropdown, and a list of checkboxes for various sub-categories: Patient Registration (AR), Personal Health Record (PHR), Pharmacy Point of Sale (PPoS), Practice Management Application Sale (PMAS), Planning Interoperability, Performance Reports (APCM), Radiology/Nuclear Medicine, and Radiology (RA). Below these are input fields for 'Keywords', 'Title', 'Start Date', and 'End Date', along with a 'Search' button and a 'Clear form' link.

- Search for any term associated with these topics in the keywords box

Resources - RPMS Recordings and Material Library

U.S. Department of Health and Human Services

Indian Health Service
The Federal Health Program for American Indians and Alaska Natives

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RPMS / Training / RPMS Recording and Material Library

Resource and Patient Management System (RPMS)

- Applications +
- Feedback
- RPMS In Action +
- Standards & Conventions
- Training -**
- Area Training
- RPMS Recording and Material Library**
- Upcoming Classes

RPMS Recording and Material Library

Category (Select at least one)
To view the full library, select all categories, do not select any subcategories, then click the "Search" button

Major Initiative
 Role-Based
 RPMS Application

Sub-Category (Select all that apply)

Pharmacy Inpatient Suite (PSI)
 Pharmacy National Drug File (PSN)
 Pharmacy Outpatient Pharmacy (PSO)
 Pharmacy Point of Sale (ABSP)
 Practice Management Application Suite (BPRM)
 Promoting Interoperability Performance Reports (APCM)

Keyword(s)
Enter one or more keywords separated by commas

Title
Enter all or part of a training title

Search for trainings that occurred between the following dates:

Start Date
Enter start date as mm/dd/yyyy

End Date
Enter end date as mm/dd/yyyy

Search Clear form

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RPMS / Training / RPMS Recording and Material Library

Resource and Patient Management System (RPMS)

- Applications +
- Feedback
- RPMS In Action +
- Standards & Conventions
- Training -**
- Area Training
- RPMS Recording and Material Library**
- Upcoming Classes

RPMS Recording and Material Library

CE Credits are **not** available for archived webinars. [Show search form](#)

This page contains recordings that may not be fully accessible to persons using assistive technology. For assistance with the information in these files or content details, please contact the IHS RPMS Training Team by email at RPMSTraining@ihs.gov.

Adobe Connect migration in progress, please be advised there are links in this library pending migration to YouTube and therefore the recordings will not play. We are working diligently to reinstate their availability as quickly as possible.

Your search returned 26 results

Training Recording Title	Recording Summary	Duration	Date	Supporting Material
Pharmacy Informaticist - Pharmacy POS Tutorial Training Tool	Click for summary	00:36:45	08/19/2022	Pharmacy Informaticist - Agenda 2022
Pharmacy Point of Sale (ABSP) - Correcting Rejections	Click for summary	01:10:58	07/13/2021	Pharmacy Point of Sale (ABSP) - Correcting Rejections Presentation
Pharmacy Point of Sale (ABSP) - Common Rejections	Click for summary	00:25:59	08/08/2023	
Pharmacy Point of Sale (ABSP) - Creating Uninsured Patient VGEN Report for Cardfinder	Click for summary	00:24:20	01/10/2023	Pharmacy Point of Sale (ABSP) - Creating Uninsured Patient VGEN Report for Cardfinder Presentation
Pharmacy Point of Sale (ABSP) - Daily Task Checklist	Click for summary	00:45:18	05/11/2021	Pharmacy Point of Sale (ABSP) - Daily Task Checklist Presentation
Pharmacy Point of Sale (ABSP) - Days Supply on Prescriptions	Click for summary	00:46:22	03/08/2022	Pharmacy Point of Sale (ABSP) - Days Supply on Prescriptions Presentation
Pharmacy Point of Sale (ABSP) - Entry of Third-Party Insurance in the Patient Registration Package	Click for summary	58:33	03/14/2023	Pharmacy POS (ABSP) - Entry of Third-Party Insurance in the Patient Registration Package Presentation
Pharmacy Point of Sale (ABSP) - Finding Patient Insurance Info Using RPMS Functionality	Click for summary	00:13:51	06/13/2023	
Pharmacy Point of Sale (ABSP) - Finding Patient Insurance Info Using RPMS Functionality Demo	Click for summary	00:09:05	07/18/2023	

POS Listserv

Point of Sale Billing Listserv: POS@listserv.ihs.gov


- This is an **extremely** useful tool.
 - ❖ Questions can be asked to all POS users that are signed up throughout IHS.

To gain access:

1. Navigate to <https://www.ihs.gov/listserv/>
2. Click **Topics** and enter **Pharmacy Billing** in the search field.
3. Enter your name and email and click **Subscribe** (see next few slides).

LISTSERV Email Groups

U.S. Department of Health and Human Services

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The Indian Health Service LISTSERV is an email system that allows all IHS audiences (patients, tribes, employees, contractors, providers, etc.) the opportunity to effectively communicate and collaborate on Indian Health and IHS related topics. There are over a hundred lists that are available to subscribe to and over 10,000 subscribers across all the IHS listserv lists.

Pharmacy Billing Option

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Topics


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There are 1 matches. Display per page

List Name	Contact
Pharmacy Billing	Phillip O'Bourke

Sign Up

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Sign Up

Providing a forum for questions related to Pharmacy Billing.

If you'd like to subscribe to this list fill out the below form fields and press subscribe.

*** indicates a required field**

* Name: * Email:

Point of Sale Office Hours

- Occurs the Second Tuesday of every month from 11AM to 12PM CST
 - ❖ Can be longer depending on topic but usually no longer than 12:30PM
- Different Point of Sale topic each month
 - ❖ Detailed information as to how to perform specific POS functions
- Link is sent out to Pharmacy Billing Listserv and Business Office Listserv 5-7 days prior to Office hours
 - ❖ Sign up for Pharmacy Billing Listserv if not already subscribed
- Different subject matter experts will be presenting on the various topics monthly

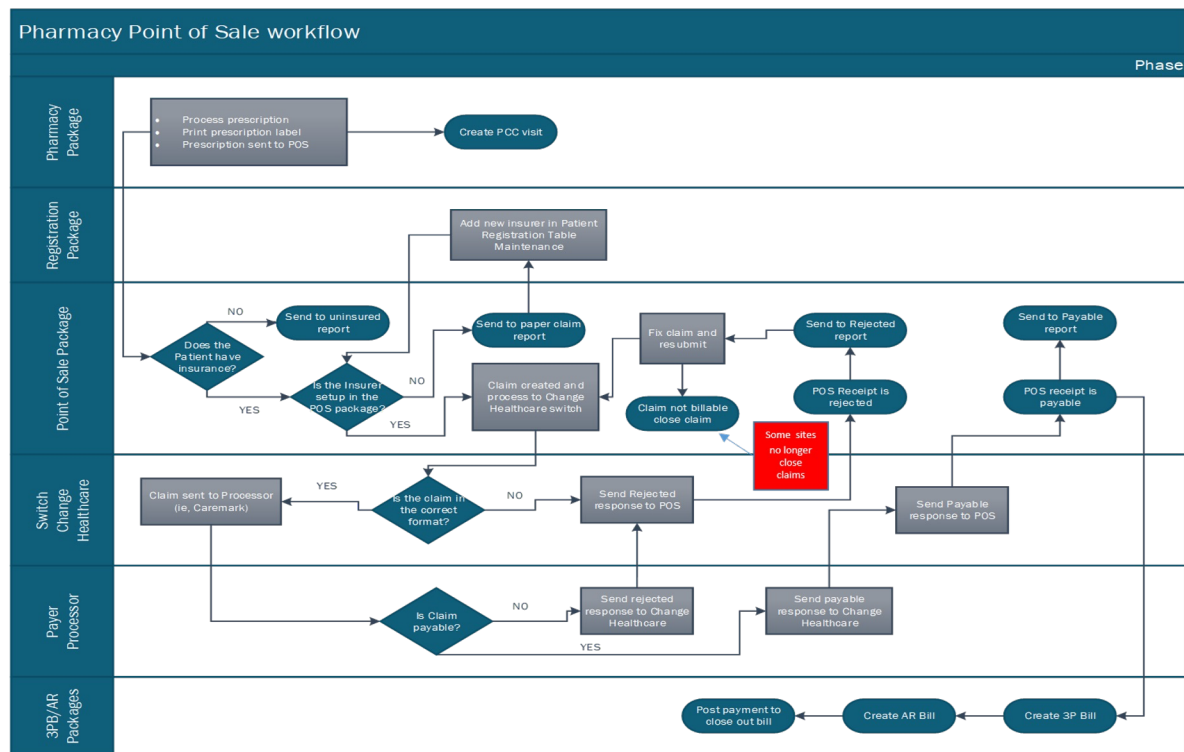
General Steps in the Point of Sale Process

- Setting up your POS system (RPMS) for billing of claims
- Ensuring your are eligible to bill/contracted with third party payers
- Acquisition of cards or proof of insurance
- Entry of insurance information

General Steps in the Point of Sale Process (cont.)

- Billing of claims
- Correction of claim rejections
- Completion of prior authorizations
- Reconciliation of payments with business office
- Counting all the money

POS Workflow



Each Department is a Piece of the Puzzle

- Pharmacy plays a crucial role in generating revenue using POS but many departments are involved!
 - Registration, Benefits coordinators, business office, IT, Administration, and more!



Assigning Necessary Point of Sale Keys

- Sailpoint (ITAC) request for each employee involved with POS
 - ❖ All Point of Sale users
 - ❑ ABSPZ Biller, ABSPZ Reports, ABSPZ User, ABSPZMenu (no space)
- Restricted Keys (but necessary to maximize revenue)
 - ❖ At least one person in the pharmacy should have these keys (superuser)
 - ❖ ABSPZ Manager for Advanced setup of insurer
 - ❖ AGZMENU - Patient Registration Keys to enter insurance in a patient's file
 - ❖ ABMDZ TABLE MAINTENANCE - Table Maintenance to add/edit insurer in insurer file menu and add/edit group

Business Office Keys do not include POS Functions

- Billing clerk (Business Office)
 - ❖ ABMZMENU
- Accounts Receivable clerk (Business Office)
 - ❖ BARZMENU

*Pharmacy POS package not accessible with these keys

Information and Technology (IT): RPMS Patches and Informatics

Keep current with RPMS patches (software updates)

- Most site's updates are performed when a new patch is released and forwarded to local IT from Area IT for installation
- Will need to perform Drug Price updates periodically
 - Benchmark price updates
 - Acquisition price updates
 - Perform manually when drug NDC changes
 - Can update your entire drug file periodically
 - May require help from informaticist
 - <https://www.youtube.com/watch?v=dxy891S8NP8>
- Follow up with your local IT and Informaticist to verify that these are being completed.

Activate Your Point of Sale Option

- For Point of Sale to be “turned on:”
 - ❖ PIHS IHS-Specific Pharmacy Options

```
PASS DATA TO POS: YES//
```

Verify Patch is current in Pharmacy Point of Sale Menu (ABSP)

```
*****
* PHARMACY POINT OF SALE V1.0 P52 *
* TWELVE CLANS UNITY HOSPITAL *
*      Main Menu      *
*****

U   Pharmacy POS User Menu ...
MGR Pharmacy POS Manager Menu ...
BILL RX Point of Sale Billing Menu ...
RPT Pharmacy electronic claims reports ...

You have PENDING ALERTS
Enter "VA to jump to VIEW ALERTS option

You've got PRIORITY mail!

Select Pharmacy Point of Sale Option: █
```

POS Settings: MULTIPLIER

- To view and/or edit your pricing formula and multiplier, enter:
POS > MGR > SET > PRI
- **Multiplier:** As a general rule, it should be set at **1.5**.
- Some sites use 1.9 to ensure collections are maximized on very expensive meds (i.e., Hepatitis C medications).
- This takes the Benchmark price for the medication being billed and multiplies it by 1.5 and maximizes reimbursement.

Pharmacy: Drug File Clean-up

- Ensure that all medications are entered with the correct details
- Correct brand, NDC (National Drug Code), and pack size that you are dispensing, order unit, qty dispensed message, etc
- If utilizing Consolidated Mail Outpatient Pharmacy (CMOP) for mailing prescriptions, drugs must be matched to VA drug file
- Develop a system to update the drug file every time the NDC changes
- Automation makes this process easier (Scriptpro)
 - Will not scan an NDC its not expecting

Certain groups of medications can be made UNBILLABLE, if needed

- **^BILL** - can set certain NDCs as unbillable
- **NAME** Enter/edit unbillable drug names
- RPMS has system wide defaults entered.

System Wide Default Code (previous slide)

- If the drug name contains any of the following then it will not go to POS:
 - ❖ (SAMPLE)
 - ❖ (ICP)
 - ❖ (OTC)
 - ❖ (INJ)
 - ❖ (ORX)
 - ❖ (CLINIC)
 - ❖ (VCP)
 - ❖ U/D <- NOTE: this is only entry that is not in parenthesis
- Inpatient meds for outpatient (IMO) set up
 - ❖ Medications are processed through the inpatient package and do not get billed to outpatient POS
 - ❖ This is a quick order setting

Example: DEXAMETHASONE 4 MG/ML SOLN INJ(CLINIC)

Pharmacy POS Tutorial

Excel Document created as a one-stop shop for Pharmacy Point of Sale training. It includes:

- Daily tasks/Reports
- Correction of Common Rejections
- Setup of Insurers/Special codes
- Search for Insurance Eligibility for uninsured patients
- Prior Authorization Resources, etc.

POS Tutorial

Pharmacy Point of Sale Tutorial	
Table of Contents:	
Recorded Trainings	Eligibility Search
A. RPMS Recordings and Materials Library	A. Cardfinder Information
B. eLearning Course Materials	B. Availity
POS setup	C. Oklahoma Medicaid Info
A. Point of Sale (POS) Workflow	D. Medicare Part D Search in RPMS
B. RPMS Keys needed for POS work	E. Systematic Search for Eligibility (VGEN Report Instructions)
C. How to sign up for the POS Listserv	Setup of Insurer
D. POS Multiplier setting in RPMS	A. Entry of Insurer into RPMS
E. How to make drugs Unbillable/Billable to POS	B. Quick Setup of Insurer
Daily Tasks	C. Advanced Setup of Insurer
A. Daily, Weekly, and Monthly Tasks (explained)	D. Make Plan Billable to Point of Sale
B. Daily Reports (URM, DUP, STR,RCR)	E. D.O Checklist for Insurers (Software Vendor Cert. ID)
C. Negative Copay Fileman Report	F. Special Code Default List
Reject List	G. Special Coded Entry/Removal
A. List of Rejections/Solutions	H. Suppressing/Unsuppressing an NCPDP Field
Fixing a Rejected Claim	Entering Insurance in Patient File
A. Getting started	A. Editing Patient File (EPT)
B. View the Claim Receipt	B. Identify Insurance Card in RPMS
C. Reverse a Claim	C. Entering Insurance on Page 4 of Patient File
D. Resubmit a Claim	Prior Authorizations
E. Enter Overrides on Claims	A. Covermymeds Information
F. DAW Code Entry Instructions	B. Federal Blue Cross/Blue Shield Exemption Form
G. Ask Insurance? (Submit to Secondary Ins.)	C. Attachments: PA Attachment (U.S. Code 1621e) & Provider Consent Form
H. Ask Preauth? (Manual Entry of PA Number)	"How To" Section
I. Ask Fill Date? (Entry of Overrides on past refill)	A. Calculating Days Supply
Codes	B. Running Reports for Monitoring Pharmacy POS Success
A. DUR Code list and entry instructions	Prior Authorization Log for Tracking Collections
B. DAW Code List	Insurer Asleep
C. NCPDP Field List	Medicare Part B
D. Submission Clarification Code List	VA Billing

POS Daily Tasks

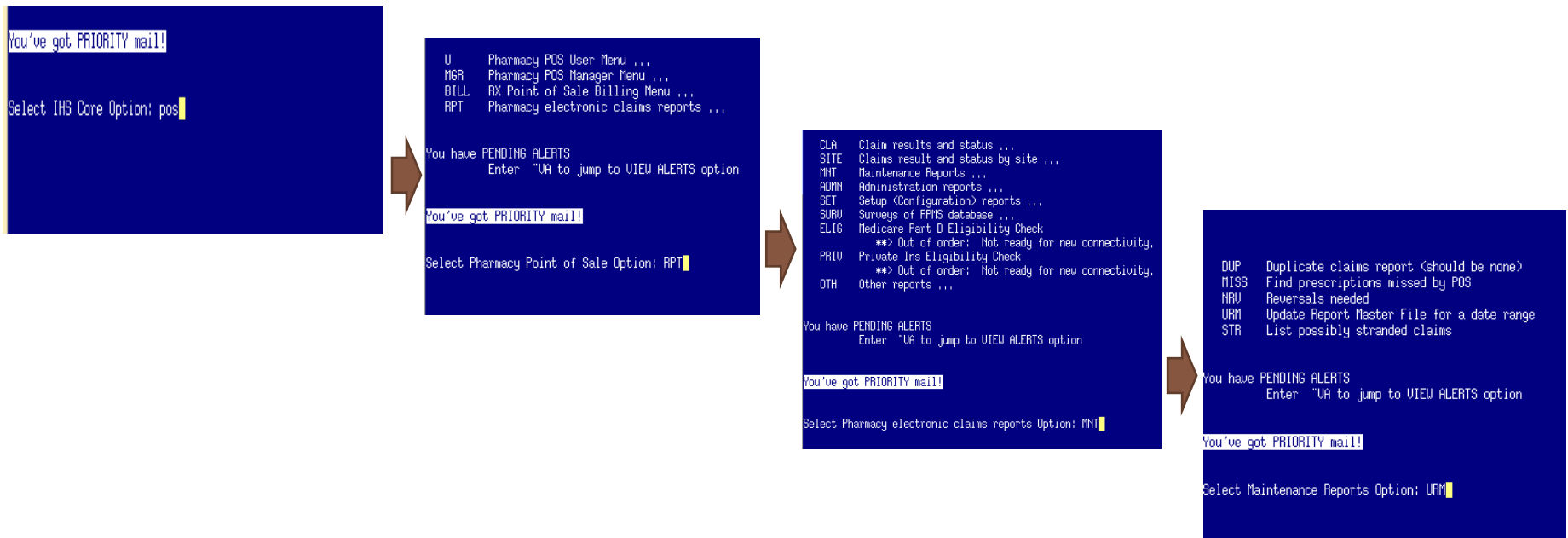
- URM
- DUP
- STR
- DAY
- RCR & RRIP
- Prior Authorizations



Update Report Master File Report (URM)

- Why is running URM important?
 - ❖ Ensures that the most updated data is crossing over to Pharmacy POS reports, i.e. clears out rejections that have been fixed and gives an accurate total of RMPS reports
 - ❖ Report will clean-up any rejections that have been worked on by a different department (pharmacy, billing, etc.)
- How do we run URM?
 - ❖ **POS--> RPT->MNT->URM**

URM continued.....



URM continued.....

- IF URM has never been run – go back one year

```
Select Maintenance Reports Option: URM Update Report Master File for a date range  
The last time the Report Master file was updated was MAY 6,2024@08:16:20  
The update covered MAY 6,2024 thru MAY 6,2024@24:00  
Choose the date range of prescription RELEASE DATE  
to include in this report,  
Starting at date@time: t <MAY 06, 2024>  
Thru date@time: t-365
```

- IF URM has been run daily

```
Select Maintenance Reports Option: URM Update Report Master File for a date range  
The last time the Report Master file was updated was MAY 6,2024@08:16:20  
The update covered MAY 6,2024 thru MAY 6,2024@24:00  
Choose the date range of prescription RELEASE DATE  
to include in this report,  
Starting at date@time: t <MAY 06, 2024>  
Thru date@time: t-90
```

Duplicate claims report (DUP)

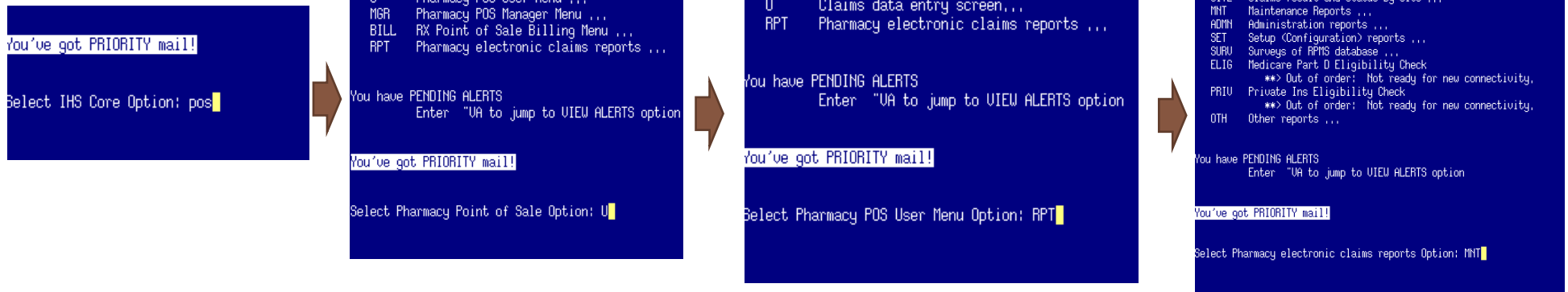
- How does Duplicate Claims in POS occur?
 - ❖ Results from an internet/connection issue
 - ❖ POS Claim has been submitted in RPMS and:
 - ❑ It does not show up as PAYABLE in POS and hence is resubmitted again
 - ❑ POS Claim is resubmitted before we get a final response from the insurance company
- Why do we want to fix DUP claims?
 - ❖ One of the main reasons why insurance company denies an POS claims
 - ❑ Not staying on top of this means less revenue generation for your site
 - ❑ If this is done daily, this report should not be long

DUP Continued.....

•How do you run a DUP claims report?

❖ Remember - this is done after running an URM report

❖ POS-> U -> RPT -> MNT -> DUP



DUP Continued.....

```
DUP Duplicate claims report (should be none)
MISS Find prescriptions missed by POS
NRU Reversals needed
URM Update Report Master File for a date range
STR List possibly stranded claims

You have PENDING ALERTS
Enter *UA to jump to UIEU ALERTS option

You've got PRIORITY mail!

Select Maintenance Reports Option: DUP
```



```
Select Maintenance Reports Option: dup Duplicate claims report (should be none)
...updating the Report Master file, please stand by...

* Previous selection: RELEASED DATE from Jan 1,2024 to May 6,2024@24:00
START WITH RELEASED DATE: Jan 1,2024// t <MAY 06, 2024>
GO TO RELEASED DATE: May 6,2024// t <MAY 06, 2024>
DEVICE: browse BROWSER Kernel 8 Browser

BROWSER TITLE (optional): UA FileMan Browser// █
```

What do we do Next?.....

- Resubmit the claim:

- ❖Using Patient Name, Rx#, and med name:

- ❖Bring up the patient in POS (POS -> U -> EV -> 3)

```
# PATIENT-PRESCRIPTION COMMENTS
Enter ?? for more actions >>>
NEU Send new claims DIS Dismiss patient RCA Request cancellation
CU Continuous update SP Print single patient REU Reverse a paid claim
CLO Close Claim PA Print all RES Resubmit a claim
EU Edit view screen LOG Print claim log REC Print receipt/DUR info
Select Action:UD// ev
```



```
# PATIENT-PRESCRIPTION COMMENTS
Enter ?? for more actions >>>
NEU Send new claims DIS Dismiss patient RCA Request cancellation
CU Continuous update SP Print single patient REU Reverse a paid claim
CLO Close Claim PA Print all RES Resubmit a claim
EU Edit view screen LOG Print claim log REC Print receipt/DUR info
Select Action:UD// ev Edit view screen
Display for 1:One user or 2:All users or 3:One patient? : (1/2/3): 1// 8
```

What do we do Next?.....

1. Pull up patient using patient's name
2. Look at claims that's designated as "Duplicate"
3. Resubmit the claim

```
Prescriptions for which patient? <UA> [REDACTED] XXX-XX-[REDACTED]
Enter the number of DAYS to go back to find
Point of Sale activity for [REDACTED]
Number of days: 30//
```

```
0  [REDACTED] HCL 300MG 24 APR 0609:12 Payable <6369823,00001>
9  CETIRIZINE HCL 10MG TA APR 26@14:02, FILL APR 10@ Payable <6369823,0001
10 CETIRIZINE HCL 10MG TA MAY 6@09:12 Payable <6369823,00021>
11 PRENATAL MULTIVITAMIN MAY 6@09:12 Rejected<70:Product/Service Not Cove
12 MAGNESIUM OXIDE 400MG MAY 6@09:13 Duplicate <6419725,00001>
```

```
10 CETIRIZINE HCL 10MG TA MAY 6@09:12 Payable <6369823,00021>
11 PRENATAL MULTIVITAMIN MAY 6@09:12 Rejected<70:Product/Service Not Cove
12 MAGNESIUM OXIDE 400MG MAY 6@09:13 Duplicate <6419725,00001>
Enter ?? for more actions >>>
NEW Send new claims DIS Dismiss patient PCA Request cancellation
CU Continuous update SP Print single patient REV Reverse a paid claim
CLO Close Claim PA Print all RES Resubmit a claim
EV Edit view screen LOG Print claim log REC Print receipt/DUR info
Select Action:UD// res
```

What do we do Next?.....

4. Enter the line # associated with DUPLICATE claims:

```
9  CETIRIZINE HCL 10MG TA MAY 6009:12 Payable (6369823,00021)
10 CETIRIZINE HCL 10MG TA MAY 6009:12 Payable (6369823,00021)
11 PRENATAL MULTIVITAMIN MAY 6009:12 Rejected(70:Product/Service Not Cove
12 MAGNESIUM OXIDE 400MG MAY 6009:13 Duplicate (6419725,00001)

Enter ?? for more actions >>>
CLO Close Claim PA Print all RES Resubmit a claim
EU Edit view screen LOG Print claim log REC Print receipt/DUR info
Select Action:UD// res Resubmit a claim Select the line(s) with the claim(s).
Select item(s): <1-12>: 12
```

5. Successfully submitted: PAYABLE

```
Select item(s): <1-12>: 12
will be REVERSED first, then Resubmitted.
Press ENTER to continue:
```

```
10 CETIRIZINE HCL 10MG TA MAY 6009:12 Payable (6369823,00021)
11 PRENATAL MULTIVITAMIN MAY 6009:12 Rejected(70:Product/Service Not Cove
12 MAGNESIUM OXIDE 400MG MAY 6013:20 Payable (6419725,00001)

Enter ?? for more actions >>>
NEW Send new claims DIS Dismiss patient RCA Request cancellation
CU Continuous update SP Print single patient REV Reverse a paid claim
CLO Close Claim PA Print all RES Resubmit a claim
EU Edit view screen LOG Print claim log REC Print receipt/DUR info
Select Action:UD//
```

Stranded Claims (STR)

- Why do they occur?

- ❖ Usually when connectivity to IHS network is interrupted

- Good idea to check if there are power outages and/or changes to network

- How to fix STR?

- ❖ POS -> RPT -> MNT -> STR

```
DUP Duplicate claims report (should be none)
MISS Find prescriptions missed by POS
NRU Reversals needed
URM Update Report Master File for a date range
STR List possibly stranded claims

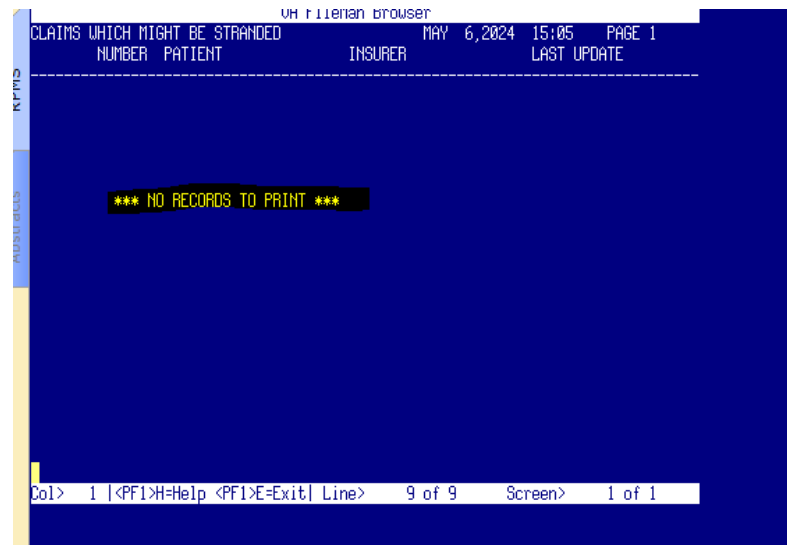
You have PENDING ALERTS
Enter *UR to jump to VIEW ALERTS option

You've got PRIORITY mail!

Select Maintenance Reports Option: str List possibly stranded claims
* Previous selection: START TIME from Jan 1,2024 to May 5,2024@24:00
START WITH START TIME: Jan 1,2024// (JAN 01, 2024)
GO TO START TIME: May 5,2024// (MAY 05, 2024)
DEVICE: browse
```

STR cont....

- If it's blank: that's good...no stranded claims for your site:



Use of DAY Report to Monitor POS Collections

	PAYABLE	SHORTED	PAPER	REJECTED	UNINSURED	DUPLICATE	
MAY 5,2021							
SUBTOTAL	3086.30	937.51	1287.40	2696.08	13983.85	0.00	
SUBCOUNT							290
TOTAL	3086.30	937.51	1287.40	2696.08	13983.85	0.00	
COUNT							290

1. Run report daily
 - ❖ Helps give an idea of daily impact of work being done by billing techs/pharmacists
 - ❖ POS -> U -> RPT -> ADMN -> DAY
2. Run the report at the:
 1. Start of the day prior to working rejections
 2. End of the day after working rejections
 3. Subtract the End of the day from the Start of the day to see how much you gained by fixing rejected claims. (Prove your worth)
3. Can run the DAY report for one month or one year to track month to month progress/trends or year to year progress/trends

DAY TOTALS - by RELEASED DATE

POS-MGR-RPT-ADMN-DAY

Shows totals for a selected date range, including:

- **PAYABLE** – Totals of all PAID amounts for POS claims
- **SHORTED** – Reflects difference in amount billed – (PAID+Copay)
- **PAPER** – Total of all paper claims billed (Not Collected)
- **REJECTED** – Total billed amount for all claims in rejected status
- **UNINSURED** – Total billed amount of claims for Patients with no insurance listed on page 4 of their chart.
- **DUPLICATE** – Total of all Duplicate claims (should be zero)

Reports for Working POS Rejections

- **RCR Rejected Claims by Reject Code**
- Lists rejections by either Pharmacy, Insurer, or Reject Code
 - ❖ Report that will list all of the rejected claims for a given time frame that are needing fixed
 - ❖ Can print a summary or a detailed report

RCR Summary

Claims sorted by Rejection Reason From OCT 01, 2023 TO FEB 20, 2024 ***SUMMARY REPORT***		
	TOTALED:	RX COUNT:
PHARMACY: CHINLE		
REJECTION CODE:		
10:M/I Patient Gender Code	3,488.03	15
19:M/I Days Supply	62.10	3
21:M/I Product/Service ID	16,560.28	685
22:M/I Dispense As Written(DAW)/Product Selection Code	22,900.55	149
23:M/I Ingredient Cost Submitted	30.33	3
25:M/I Prescriber ID	3,529.95	201
27:Product Id not FDA/NSDE Listed	42.47	2
28:M/I Date Prescription Written	25.77	2
39:M/I Diagnosis Code	1,876.04	1
40:Pharmacy Not Contracted With Plan on Date of Service	678.83	14
41:Submit Bill To Other Processor Or Primary Payer	16,638.66	108
44:Plan's Presc database indicates DEA of Presc is not found	963.71	13
46:Plan's Presc database indicates DEA of Presc does not allow drug	136.923	
50:Non-Matched Pharmacy Number	15,528.94	15
51:Non-Matched Group ID	199.82	6
52:Non-Matched Cardholder ID	11,341.81	207
53:Non-Matched Person Code	5.10	1
54:Non-Matched Product/Service ID Number	9,036.72	73
56:Non-Matched Prescriber ID	276.50	7
60:Product/Service Not Covered For Patient Age	177.43	2
65:Patient Is Not Covered	100,842.67	492
67:Filled Before Coverage Effective	3,016.72	10
68:Filled After Coverage Expired	26,669.28	204
69:Filled After Coverage Terminated	207,568.94	1885
70:Product/Service Not Covered	561,280.08	12378
71:Prescriber Is Not Covered	180.61	10
73:Refills Are Not Covered	216.16	10
75:Prior Authorization Required	342.008	23

RCR Rejected Claims by Reject Code

Detail Listing

REJECTION CODE: 60:Product/Service Not Covered For Patient Age

LAST NAME,FIRST NAME	2727001/1P	OKLAHOMA MEDICAID	\$ 11.66
000179212		00904671746	CETIRIZINE HCL 10MG
TAB			

LAST NAME,FIRST NAME	2732969/0P	OKLAHOMA MEDICAID	\$ 10.83
016445787		00904671772	CETIRIZINE HCL 10MG
TAB			

LAST NAME,FIRST NAME	2734083/1P	OKLAHOMA MEDICAID	\$ 11.66
002459410		00904671746	CETIRIZINE HCL 10MG
TAB			

REJECTION CODE: 75:Prior Authorization Required

LAST NAME,FIRST NAME	2735153/0P	OKLAHOMA MEDICAID	\$302.50
004361371			

RRIP - RPMS Report and Information Processor

- Converts RCR report into Excel form
- Keeps track of statistics related to working of rejections
- Created by Nick Sparrow and is Available on the Pharmacy POS Listserv:
pos@listserv.ihs.gov

Pharmacy Report Processing Menu

The screenshot displays the 'Pharmacy Report Processing Menu' interface. At the top, a green rounded rectangle contains the title 'Pharmacy Report Processing Menu'. Below this, several report options are presented as buttons, each with associated settings links:

- Controlled Substance Management Report** (black button) with 'Edit Settings' above it and 'CSM Instructions' below it.
- Rejected Claims by Rejection Code Report** (orange button) with 'Edit Settings' above it and 'RCR Instructions' below it.
- Aged Open Items Report** (blue button) with 'Edit Settings' above it and 'AOI Instructions' below it.
- Brief Claim Listing (BRRP) Report** (grey button) with 'BRRP Instructions' below it.
- Controlled Substance Management Report + External Pharmacy Prescriptions Report** (yellow button) with 'Edit Settings' above it and 'CSM + ERxT Instructions' below it.
- General Instructions** (white button).

Below the report buttons, there is a 'Fast Mode' checkbox with the text: 'Turn off highlighting on the "TDMME by Patient" tab to improve speed for the CSM and CSM + ERxT processor'. At the bottom of the menu area, it says: 'Created by CDR Nick Sparrow, version 4.67 2019-Apr 16 nicholas.sparrow@ihs.gov, 435-725-6877 (work)'. At the very bottom of the screenshot is a navigation bar with the following items: 'Pharmacy Reports Menu' (highlighted), 'User Manual', 'Definitions and Explanations', 'CDC Documents', 'Updates', and a plus sign icon.

RRIP Changes RCR Report From This...

```
REJECTION CODE: 60:Product/Service Not Covered For Patient Age
      LAST NAME,FIRST NAME      2727001/1P      OKLAHOMA MEDICAID      $ 11.66
000179212      00904671746      CETIRIZINE HCL 10MG
TAB
LAST NAME,FIRST NAME 2732969/0P      OKLAHOMA MEDICAID      $ 10.83
016445787      00904671772      CETIRIZINE HCL 10MG
TAB
LAST NAME,FIRST NAME 2734083/1P      OKLAHOMA MEDICAID      $ 11.66
002459410      00904671746      CETIRIZINE HCL 10MG
TAB

      REJECTION CODE: 75:Prior Authorization Required
LAST NAME,FIRST NAME      2735153/0P      OKLAHOMA MEDICAID      $302.50
004361371
```

...To This Easy to Read Excel Form!

Fill Date	Division	Rejection	Name	Rx#/Fill#	Insurer	Amount Billed	Cardholder ID	Group	NDC	Drug Name	Status	Comments	Employee
04/02/20	EL RENO	22:M/I Dispense As Written(DAW)/Product Selectio	DEMO PATIENT	2831861/0P	BC/BS RX FEP B:610239	\$40.00	9999999999	65006500	00009041701	TESTOSTERONE CYPIONATE 200MG/ML INJ (IN OI	Fixed	PAID	
04/02/20	EL RENO	22:M/I Dispense As Written(DAW)/Product Selectio	DEMO PATIENT	2831852/0P	BC/BS RX FEP B:610239	\$110.32	9999999999	65006500	59310057922	ALBUTEROL HFA 90 MCG/ACTUATION INHL,ORAL (Fixed	PAID	
04/07/20	CLINTON	22:M/I Dispense As Written(DAW)/Product Selectio	DEMO PATIENT	2783853/4P	CAREMARK BIN:004336 PC	\$68.47	9999999999	RX1412	00074706819	LEVOTHYROXINE (SYNTHROID) 0.125 MG TAB	Fixed	PAID	
04/03/20	EL RENO	22:M/I Dispense As Written(DAW)/Product Selectio	DEMO PATIENT	2763498/1P	BC/BS OK RX (1215)BIN:	\$110.32	9999999999		59310057922	ALBUTEROL HFA 90 MCG/ACTUATION INHL,ORAL (Fixed	PAID	
04/06/20	EL RENO	22:M/I Dispense As Written(DAW)/Product Selectio	DEMO PATIENT	2819569/1P	BC/BS OK RX (1215)BIN:	\$68.46	9999999999	0002	00074518219	LEVOTHYROX (SYNTHRO)	Fixed	PAID	
04/07/20	CLINTON	76:Plan Limitations Exceeded	DEMO PATIENT	2791664/4P	OPTUMRX 610279-9999	\$118.11	9999999999	UHEALTH	66993005702	HYDROXYCHLOROQUINE 200 MG TAB	In Process	PA SENT 4/8/20	
04/15/20	CLINTON	70:Product/Service Not Covered	DEMO PATIENT	2821598/1P	OPTUM RX 610011:IRX	\$297.33	9999999999	HC8HCA	00085134107	MOMETASONE 220 MCG/S	In Process	PA	
04/07/20	CLINTON	70:Product/Service Not Covered	DEMO PATIENT	2791613/4P	OPTUMRX 610279-9999	\$55.05	9999999999	UHEALTH	00904671746	CETIRIZINE 10 MG TAB	Unfixable	OTC UNBILLABLE	
04/02/20	EL RENO	21:M/I Product/Service ID	DEMO PATIENT	2831855/0P	BC/BS RX FEP B:610239	\$10.96	9999999999	65006500	42291026601	ERGOCALCIFEROL 50,000 UNIT CAP (E)	Unfixable	REPACK	
04/01/20	CLINTON	76:Plan Limitations Exceeded	DEMO PATIENT	2819388/0P	CAREMARK BIN:004336 PC	\$11.08	9999999999	RX1412	54738055912	ASPIRIN 81 MG EC TAB	Unfixable	MAX DAY SUPPLY EXCEEDED	
04/07/20	CLINTON	22:M/I Dispense As Written(DAW)/Product Selectio	DEMO PATIENT	2783855/4P	CAREMARK BIN:004336 PC	\$39.56	9999999999	RX1412	70347002503	METOPROLOL SUCCINATE 25 MG ER TAB	Unfixable	PLAN EXCLUSION	
04/07/20	CLINTON	21:M/I Product/Service ID	DEMO PATIENT	2783858/4P	CAREMARK BIN:004336 PC	\$13.00	9999999999	RX1412	60429076910	TOPIRAMATE 25MG TAB	Unfixable	REPACK	
04/01/20	EL RENO	7X:Days Supply Exceeds Plan Limitation	DEMO PATIENT	2796110/0P	BC/BS OK RX (1215)BIN:	\$11.32	9999999999		54738055912	ASPIRIN 81 MG EC TAB (E)	Unfixable	MAX DAY SUPPLY EXCEEDED	
04/03/20	EL RENO	70:Product/Service Not Covered	DEMO PATIENT	2763502/3P	BC/BS OK RX (1215)BIN:	\$11.56	9999999999		00904546052	CALCIUM-VITAMIN D 500 MG-200 UNIT TAB (E)	Unfixable	OTC UNBILLABLE	
04/03/20	EL RENO	70:Product/Service Not Covered	DEMO PATIENT	2808515/1P	BC/BS OK RX (1215)BIN:	\$239.71	9999999999		00378932322	FLUTICASONE-SALMETEROL 500 MCG-50 MCG (WIX	Unfixable	PA DENIED	
04/03/20	EL RENO	645:Reject Code description not entered,See NCPD	DEMO PATIENT	2763508/5P	BC/BS OK RX (1215)BIN:	\$18.21	9999999999		42291083310	TRAZODONE HCL 50MG TAB (E)	Unfixable	REPACK	
04/03/20	EL RENO	77:Discontinued Product/Service ID Number	DEMO PATIENT	2811302/1P	OKLAHOMA MEDICAID	\$19.38	9999999999		42291062390	MONTELUKAST 5 MG CHEW TAB (E)	Unfixable	REPACK	
04/03/20	EL RENO	22:M/I Dispense As Written(DAW)/Product Selectio	DEMO PATIENT	2832249/0P	OKLAHOMA MEDICAID	\$330.53	9999999999		54092038701	AMPHETAMINE-DEXTROAMPHETAMINE 20 MG ER CA	Fixed	PAID	
04/15/20	EL RENO	645:Reject Code description not entered,See NCPD	DEMO PATIENT	2802894/1P	BC/BS OK RX (1215)BIN:	\$11.92	9999999999	OB1602	42291026601	ERGOCALCIFEROL 50,0)	Unfixable	REPACK	
04/15/20	EL RENO	645:Reject Code description not entered,See NCPD	DEMO PATIENT	2834707/0P	BC/BS OK RX (1215)BIN:	\$11.92	9999999999	OB1602	42291026601	ERGOCALCIFEROL 50,0)	Unfixable	REPACK	
04/15/20	EL RENO	943:Reject Code description not entered,See NCPD	DEMO PATIENT	2834710/0P	BC/BS OK RX (1215)BIN:	\$13.00	9999999999	OB1602	52343003790	MONTELUKAST 10 MG T)	Unfixable	REPACK	
04/15/20	EL RENO	943:Reject Code description not entered,See NCPD	DEMO PATIENT	2834709/0P	BC/BS OK RX (1215)BIN:	\$10.86	9999999999	OB1602	13107019599	LOSARTAN 25 MG TAB)	Unfixable	REPACK	
04/13/20	WATONGA	21:M/I Product/Service ID	DEMO PATIENT	2800291/1P	BC/BS OK RX (1215)BIN:	\$160.15	9999999999	0000	30904531360	MULTIVIT W/MINERALS)	Unfixable	REPACK	
04/09/20	EL RENO	7X:Days Supply Exceeds Plan Limitation	DEMO PATIENT	2786413/1P	BC/BS OK RX (1215)BIN:	\$11.32	9999999999	0002	54738055912	ASPIRIN 81 MG EC TA)	Unfixable	MAX DAY SUPPLY EXCEEDED	
04/06/20	EL RENO	22:M/I Dispense As Written(DAW)/Product Selectio	DEMO PATIENT	2819571/1P	BC/BS OK RX (1215)BIN:	\$11.50	9999999999	0002	70347005003	METOPROLOL SUCCINAT)	Unfixable	PLAN EXCLUSION	
04/06/20	EL RENO	645:Reject Code description not entered,See NCPD	DEMO PATIENT	2819567/1P	BC/BS OK RX (1215)BIN:	\$25.15	9999999999	0002	51407008105	ATORVASTATIN 80 MG)	Unfixable	REPACK	
04/06/20	EL RENO	645:Reject Code description not entered,See NCPD	DEMO PATIENT	2824477/1P	BC/BS OK RX (1215)BIN:	\$14.79	9999999999	0002	51407025010	PANTOPRAZOLE 40MG T)	Unfixable	REPACK	
04/06/20	EL RENO	645:Reject Code description not entered,See NCPD	DEMO PATIENT	2824515/1P	BC/BS OK RX (1215)BIN:	\$54.28	9999999999	0002	71610001770	SUCRALFATE 1GM TAB)	Unfixable	REPACK	
04/06/20	EL RENO	645:Reject Code description not entered,See NCPD	DEMO PATIENT	2825933/1P	BC/BS OK RX (1215)BIN:	\$11.92	9999999999	0002	51407014301	ERGOCALCIFEROL 50,0)	Unfixable	REPACK	
04/06/20	EL RENO	70:Product/Service Not Covered	DEMO PATIENT	2829712/0P	BC/BS OK RX (1215)BIN:	\$64.00	9999999999	0002	10135049210	SALSALATE 500MG TAB)	Unfixable	REPACK	
04/02/20	EL RENO	645:Reject Code description not entered,See NCPD	DEMO PATIENT	2791335/4P	BC/BS OK RX (1215)BIN:	\$11.92	9999999999		42291026601	ERGOCALCIFEROL 50,000 UNIT CAP (E)	Unfixable	REPACK	
04/01/20	EL RENO	22:M/I Dispense As Written(DAW)/Product Selectio	DEMO PATIENT	2817696/2P	CAREMARK BIN:004336 PC	\$11.50	9999999999	RX1147	70347005003	METOPROLOL SUCCINATE 50 MG ER TAB (E)	Unfixable	PLAN EXCLUSION	
04/01/20	EL RENO	22:M/I Dispense As Written(DAW)/Product Selectio	DEMO PATIENT	2817695/2P	CAREMARK BIN:004336 PC	\$39.56	9999999999	RX1147	70347002503	METOPROLOL SUCCINATE 25 MG ER TAB (E)	Unfixable	PLAN EXCLUSION	
04/13/20	CLINTON	69:Filled After Coverage Terminated	DEMO PATIENT	2815306/0P	CAREMARK BIN:004336 PC	\$13.85	9999999999	RX1147	65862018730	ONDANSETRON HCL 4MGB	Unfixable	COVERAGE TERMINATED	
04/13/20	CLINTON	69:Filled After Coverage Terminated	DEMO PATIENT	2731209/8P	CAREMARK BIN:004336 PC	\$12.23	9999999999	RX1147	10060078038	MAGNESIUM OXIDE 400B	Unfixable	OTC UNBILLABLE	
04/14/20	CLINTON	76:Plan Limitations Exceeded	DEMO PATIENT	2821595/1P	OPTUM RX 610011:IRX	\$55.05	9999999999	HC8HCA	59762054102	GLIPIZIDE 5 MG SA TB	Unfixable	MUST USE MAIL ORDER	
04/14/20	CLINTON	645:Reject Code description not entered,See NCPD	DEMO PATIENT	2821599/1P	OPTUM RX 610011:IRX	\$12.49	9999999999	HC8HCA	43353001330	TAMSULOSIN HCL 0.4MP	Unfixable	REPACK	
04/15/20	CLINTON	76:Plan Limitations Exceeded	DEMO PATIENT	2736952/1P	OPTUM RX 610011:IRX	\$14.87	9999999999	HC8HCA	52343002499	SIMVASTATIN 40MG TAB	Unfixable	MUST USE MAIL ORDER	

Detailed instructions for RCR & RRIP

- RRIP Database - > Rejected Claims by Rejection Claims Report
 - ❖ If it's the first time you are opening this, format the data column based on the information that you want to capture
- Secure CRT
 - ❖ POS -> U -> RPT - > CLA -RCR
 - ❑ Enter date range (this depends on site specific workflow):
 - Example: t-11 to t-1
 - ❑ Select Pharmacy: based on each site
 - ❑ Insurer - 'blank'
 - ❑ REJECTION CODE - 'blank'
 - ❑ S or D
 - ❑ DEVICE: HOME// 0;180;999999 - DO NOT HIT ENTER yet
 - **File -> Log Session - Create Report - Create a file name**
 - **Click on Log Session again to turn this off**

Detailed instructions for RCR & RRIP...

- Go back to RRIP Report Processor
 - ❖List of Rejected Claims - use this to start working on the specific rejections
- Rejection report can be divided and tracked based on staffing availability

ERCR Enhanced Rejected Claims by Reject Code

RCR report has been enhanced: **POS/MGR/RPT/CLA/ERCR**

- Includes a delimited output
 - ❖ Summary, Detailed, and Text Delimited outputs available
- Sorting Function
 - ❖ Sort by Fill Date, Transmit Date, and Release date
- Added Data Elements
 - ❖ Fill Date, Transaction Date, RX IEN, Claim#, INS DOB, HRN, and Additional Payor Messages

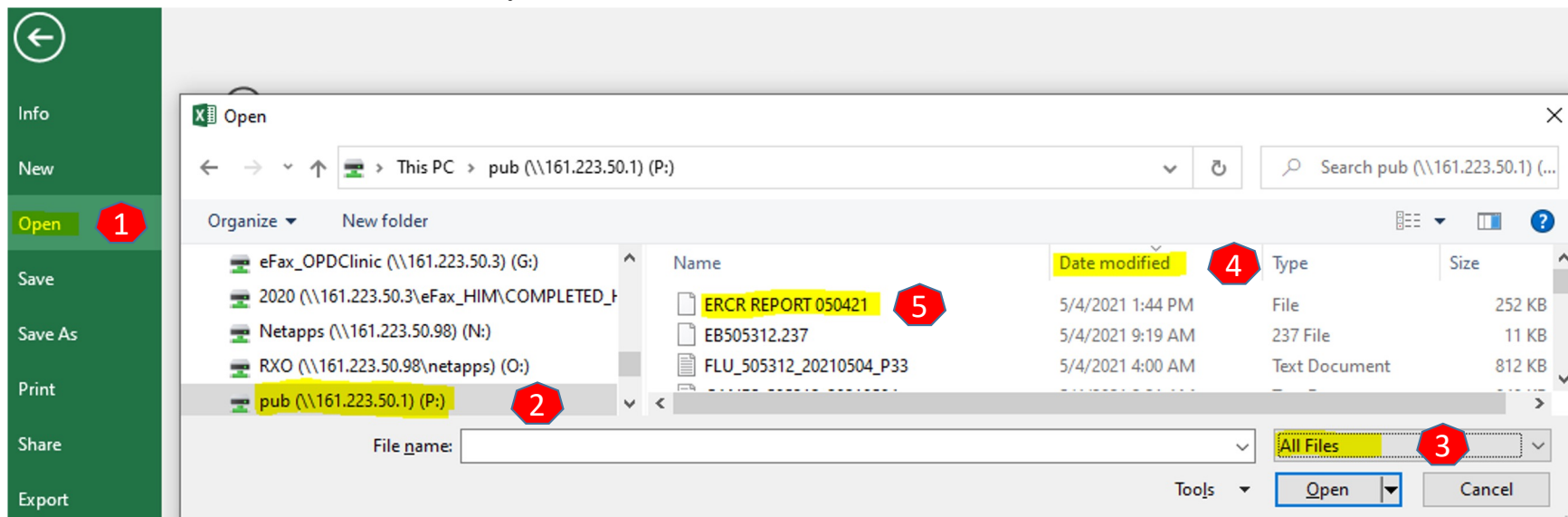
ERCR Text Delimited Output Option

- To navigate to the ERCR, go to POS>MGR>RPT>CLA>ERCR
- Select either Fill, Transmit, or Release date and enter date range
- At **Device: Home//** prompt, enter **HFS** and hit enter
- Enter a name for your report so you can identify it
- Report will print to Host Drive at your site

```
Please select S for Summary, D for Detailed, or T for Text Delimited: D// TEXT
DEVICE: HOME// HFS LOCAL
HOST FILE NAME: G:\PUB\YOURFILE.HFS//ERCR050321
```

Opening ERCR in Excel

- Open Excel, click File, and then click Open from the dropdown
- Go to the Host drive and select your file you created
 - ❖ Click All Files and sort by most recent date to find it easier



Opening Delimited Text File in Excel

- Select Delimited, and then Click Next
 - ❖ Notice the highlighted portions. This shows us that the ^ is our delimiter

Choose the file type that best describes your data:

Delimited - Characters such as commas or tabs separate each field.

Fixed width - Fields are aligned in columns with spaces between each field.

Start import at row: File origin:

My data has headers.

Preview of file P:\ERCR REPORT 050421.

	FILL DATE	RELEASE DATE	TRANS. DATE	RX IEN#	RX #	NDC #	GROUP #	DRUG NAME	C
1									
2	APR 30, 2021	APR 30, 2021	APR 30, 2021	2944746	2357072	00536125240	0004094		
3	APR 30, 2021	APR 30, 2021	APR 30, 2021	2945077	2357203	00904671772	0000		
4	APR 30, 2021	APR 30, 2021	APR 30, 2021	2945078	2357204	00904646420	0000		
5	APR 30, 2021	APR 30, 2021	APR 30, 2021	2945080	2357206	00378932032	0000		

Buttons: Cancel, < Back, **Next >**, Finish

Enter your Delimiter

- Click the Box next to Other
- Enter ^ as the delimiter

Delimiters

Tab
 Semicolon
 Comma
 Space
 Other:

Treat consecutive delimiters as one

Text qualifier:

Data preview

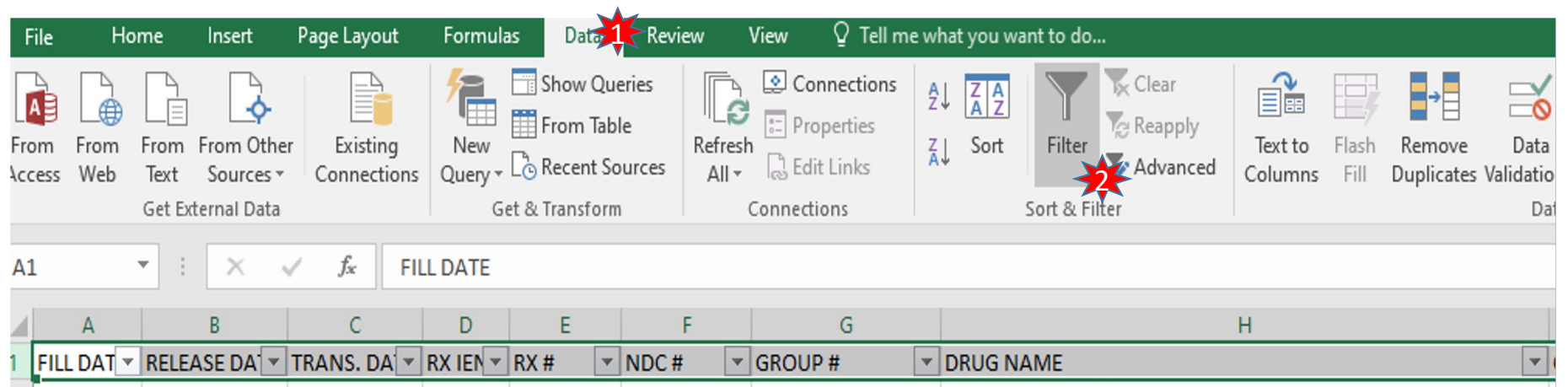
FILL DATE	RELEASE DATE	TRANS. DATE	RX IEN#	RX #	NDC #	GROUP #
APR 30, 2021	APR 30, 2021	APR 30, 2021	2944746	2357072	00536125240	0004094-1
APR 30, 2021	APR 30, 2021	APR 30, 2021	2945077	2357203	00904671772	0000
APR 30, 2021	APR 30, 2021	APR 30, 2021	2945078	2357204	00904646420	0000
APR 30, 2021	APR 30, 2021	APR 30, 2021	2945080	2357206	00378932032	0000

Cancel < Back Next > Finish

Fine Tune ERCCR in Excel

Expand your columns to view the data

Highlight Row 1, then Click Data, then Click Filter.



ERCR Report Compared to RCR/RRIP

Pros

- ERCR provides more detailed claim information than the RCR/RRIP
 - HRN, Claim IEN, Insurer DOB, Additional Payor Messages
- Do not have to set up the RRIP on your computer

Cons

- Once setup, RRIP has fewer steps to process a more concise report

Prior Authorizations

Division	Fill Date	Chart#	Rejection	Drug Name	NDC	Status	Insurer	Amount Billed
CHINLE	05/07/24		75:Prior Authorization Required	PEN NEEDLE 31G 8MM	08496310601		CVS CAREMARK	\$12.29
CHINLE	05/07/24		75:Prior Authorization Required	ALOGLIPTIN 25MG TAB	45802015065		CVS CAREMARK	\$394.50
CHINLE	05/07/24		75:Prior Authorization Required	INSULIN GLARGINE SOLOSTAR 100 UNIT/ML PEN	00088221905		CVS CAREMARK	\$235.81
CHINLE	05/07/24		75:Prior Authorization Required	ACCU-CHEK GUIDE ME GLUCOSE TEST STRIPS	65702071910		OPTUM RX-IRX	\$44.50
CHINLE	05/07/24		75:Prior Authorization Required	GLUCOSE SENSOR FREESTYLE LIBRE 2	57599080000		RX-OPTUM MCD 001553/AI	\$268.78
CHINLE	05/07/24		75:Prior Authorization Required	CERTOLIZUMAB 400MG/2ML KIT	50474071079		RX-OPTUM MCD 001553/AI	\$10,876.57
CHINLE	05/07/24		75:Prior Authorization Required	LEVOTHYROXINE 75MCG TAB	00074518219		RX-OPTUM MCD 001553/AI	\$100.03
CHINLE	05/07/24		75:Prior Authorization Required	INSULIN GLARGINE MAX SOLOSTAR 300 UNIT/ML	00024587102		RX-OPTUM MCD 001553/AI	\$120.45
CHINLE	05/07/24		75:Prior Authorization Required	EPLERENONE 25MG TAB	59762171002		RX-OPTUM MCD 001553/AI	\$249.40
CHINLE	05/07/24		75:Prior Authorization Required	INSULIN ASPART 100 UNIT/ML NOVOLOG FLEXPEN	00169633910		RX-OPTUM MCD 001553/AI	\$328.65
CHINLE	05/07/24		75:Prior Authorization Required	LIRAGLUTIDE (VICTOZA) 6MG/ML INJ	00169406013		RX-OPTUM MCD 001553/AI	\$1,356.49
CHINLE	05/07/24		75:Prior Authorization Required	MYCOPHENOLATE SODIUM 180MG DR TAB	60505296507		RX-OPTUM MCD 001553/AI	\$260.11
CHINLE	05/07/24		75:Prior Authorization Required	SEMAGLUTIDE 7MG TAB	00169430730		RX-OPTUM MCD 001553/AI	\$1,850.30
CHINLE	05/07/24		75:Prior Authorization Required	INSULIN ASPART 100 UNIT/ML NOVOLOG FLEXPEN	00169633910		RX-OPTUM MCD 001553/AI	\$169.38
CHINLE	05/07/24		75:Prior Authorization Required	SEMAGLUTIDE (OZEMPIC) 2 MG DOSE INJ PEN	00169477212		RX-OPTUM MCD 001553/AI	\$1,850.30
CHINLE	05/07/24		75:Prior Authorization Required	LEVOTHYROXINE 100MCG TAB	00074662419		RX-OPTUM MCD 001553/AI	\$99.99
CHINLE	05/07/24		75:Prior Authorization Required	SEMAGLUTIDE (OZEMPIC) 0.25MG/0.375ML INJ P	00169418113		RX-OPTUM MCD 001553/AI	\$1,850.30
CHINLE	05/07/24		75:Prior Authorization Required	SEMAGLUTIDE (OZEMPIC) 0.25MG/0.375ML INJ P	00169418113		RX-OPTUM MCD 001553/AI	\$1,850.30
CHINLE	05/07/24		75:Prior Authorization Required	AMLODIPINE 5/BENAZEPRIL 20MG CAP	68180045901		RX-OPTUM MCD 001553/AI	\$22.94
CHINLE	05/07/24		75:Prior Authorization Required	DUPILUMAB 200MG/1.14ML PEN INJ	00024591902		RX-OPTUM MCD 001553/AI	\$7,236.19
CHINLE	05/07/24		75:Prior Authorization Required	LEVOTHYROXINE 50MCG TAB	00074455219		RX-OPTUM MCD 001553/AI	\$95.71
CHINLE	05/07/24		75:Prior Authorization Required	ECONAZOLE NITRATE 1% CREAM	51672130302		RX-OPTUM MCD 001553/AI	\$105.22
CHINLE	05/07/24		75:Prior Authorization Required	FLUTICASONE/SALMETEROL 500/50MCG DISKUS	00378932232		RX-OPTUM MCD 001553/AI	\$301.08
CHINLE	05/07/24		75:Prior Authorization Required	SEMAGLUTIDE (OZEMPIC) 1 MG DOSE INJ PEN	00169413013		RX-OPTUM MCD 001553/AI	\$1,850.30
CHINLE	05/07/24		75:Prior Authorization Required	MEMANTINE 10MG TAB	29300017205		RX-OPTUM MCD 001553/AI	\$34.05
CHINLE	05/07/24		75:Prior Authorization Required	ISOTRETINOIN 40MG CAP	69238117603		RX-OPTUM MCD 001553/AI	\$404.13
CHINLE	05/07/24		75:Prior Authorization Required	TRETINOIN 0.025% CREAM	00378808220		RX-OPTUM MCD 001553/AI	\$169.16
CHINLE	05/07/24		75:Prior Authorization Required	LEVOTHYROXINE 25MCG TAB	00074434119		RX-OPTUM MCD 001553/AI	\$55.07
CHINLE	05/07/24		75:Prior Authorization Required	TRETINOIN 0.025% CREAM	00378808220		OPTUM RX-KIDS CARE	\$171.92
CHINLE	05/07/24		75:Prior Authorization Required	TRETINOIN 0.025% CREAM	00378808220		OPTUM RX-KIDS CARE	\$171.92
CHINLE	05/07/24		75:Prior Authorization Required	ALBUTEROL SULFATE 0.083% NEB INHL 3ML	76204020030		D-CIGNA SECURE RX	\$21.90

POS Weekly Tasks

- Paper Claims Report
- Missed Prescriptions Report
- Negative COPAYs Report

Paper Claims Report

•POS -> RPT -> CIA -> PAP

```
Enter "VA to jump to VIEW ALERTS option
You've got PRIORITY mail!
Select Claim results and status Option: pap Paper claims report
...updating the Report Master file, please stand by...
* Previous selection: RELEASED DATE from Feb 21,2024 to May 8,2024@24:00
START WITH RELEASED DATE: Feb 21,2024// t-3 (MAY 06, 2024)
GO TO RELEASED DATE: May 8,2024// t-2 (MAY 07, 2024)
* Previous selection: TRANSACTION:INSURER from A to Z
START WITH TRANSACTION:INSURER: A//
GO TO TRANSACTION:INSURER: Z//
Ready ssh2: AES-256-CTR [ aes2! 31, 38 31 Rows, 97 Cols VT100
```



VA FileMan Browser
POS PAPER claims for prescriptions RELEASED on MAY 6,2024 05/09@13:01
CHINLE
AETNA

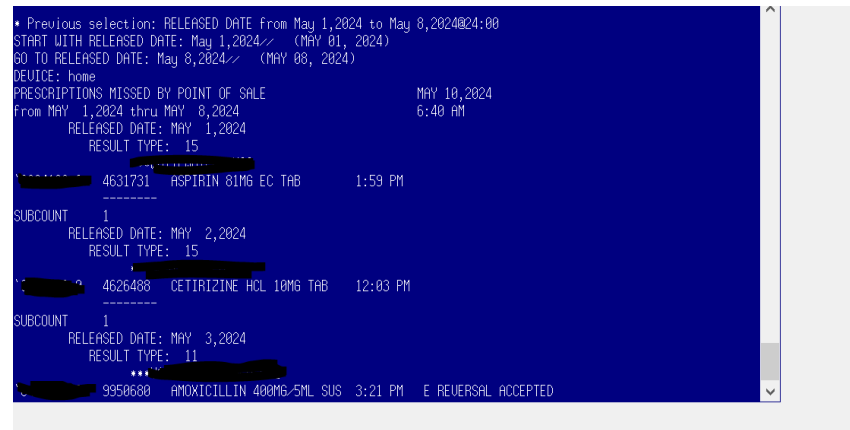
Trans. Date	Presc/Fill Amount
MAY 6,2024	76.46ALBUTEROL 90MCG (CFC-F) 2
	1941.54SEMAGLUTIDE (OZEMPIC) 0.2
	7.64CALCIUM CARB+VIT D3 600MG
	488.12ESTROGEN/MEDROXYPROG 0.62
SUBTOTAL	2513.76
SUBCOUNT	4
SUBMEAN	628.44

PAP cont.....

- Only VA Medical Benefit Plan should show up on these paper claims
- IF you have access to Third Party Plan:
 - ❖ Can check to see if the respective paper claims have:
 - ❑ U - Unbillable
 - Technically, no insurance plans should be marked as such but at Chinle, Dental claims are marked as U
 - ❑ O - Outpatient Drugs Only (Medical Insurance but no Rx Insurance)
 - ❑ P - Point of Sale

Missed Prescriptions Report

- POS / RPT / MNT / MISS
- Rx has been processed but did not cross over
 - ❖ Look at the claims that does not have any message associated with the claim.



MISSED COPAYS REPORT

```
Select VA FileMan Option: PRINT File
Entries
OUTPUT FROM WHAT FILE: ABSP REPORT
MASTER//
SORT BY: RELEASED
DATE//
START WITH RELEASED DATE: FIRST// T-30 (JUL
27, 2016)
GO TO RELEASED DATE: LAST//
T (AUG 26, 2016)
WITHIN RELEASED DATE,
SORT BY:
FIRST PRINT FIELD: RELEASED
DATE
THEN PRINT FIELD: ";"
THEN PRINT FIELD:
TRANSACTION:PHARMACY
THEN PRINT FIELD: ";"
THEN PRINT FIELD:
RXI:DRUG
THEN PRINT FIELD: ";"
THEN PRINT FIELD:
TRANSACTION:PATIENT
THEN PRINT FIELD: ";"
THEN PRINT FIELD:
TRANSACTION:NET
By 'NET', do you mean ABSP LOG OF TRANSACTIONS NET PAID BY INSURER?
Yes//
(Yes)
THEN PRINT FIELD: ";"
THEN PRINT FIELD:
TRANSACTION:INSURER
THEN PRINT
FIELD:
Heading (S/C): ABSP REPORT MASTER
LIST Replace @
STORE PRINT LOGIC IN
TEMPLATE:
DEVICE: 0;999;99999
Then import this data into
Excel.
```

FileMan Negative Copay report

- Fileman is a useful tool to make custom reports for almost any needed parameters
- *Fileman is Not* user friendly
- Examples of FileMan reports:
 - FileMan report to identify POS claims with negative reimbursement (example is on the next slide)

FileMan Report to Identify Claims with Negative Copays

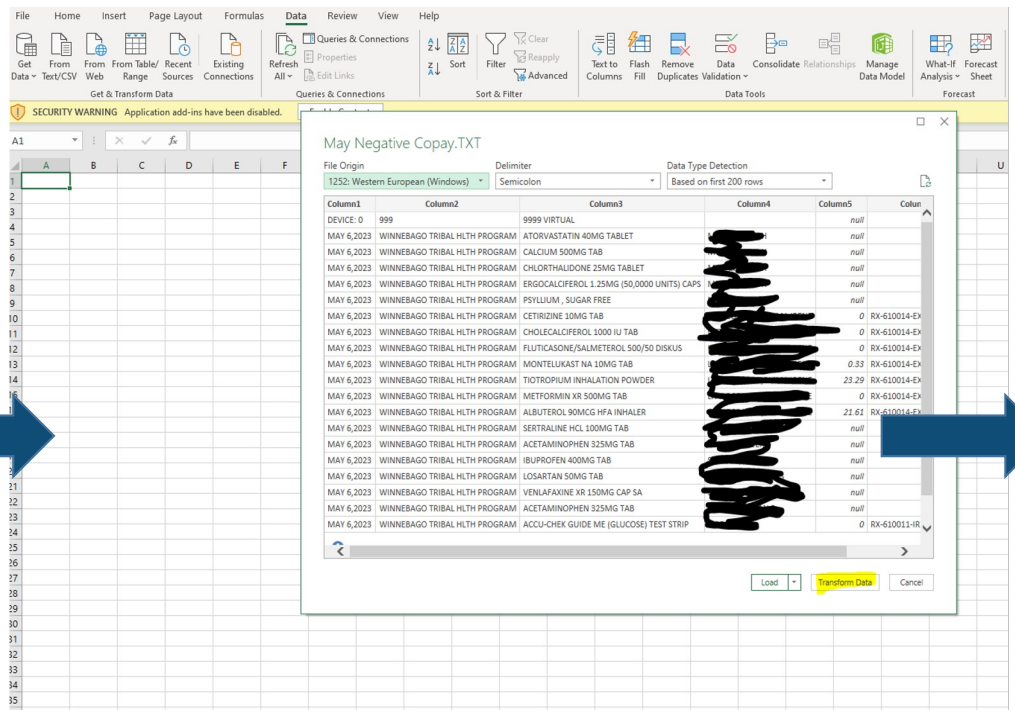
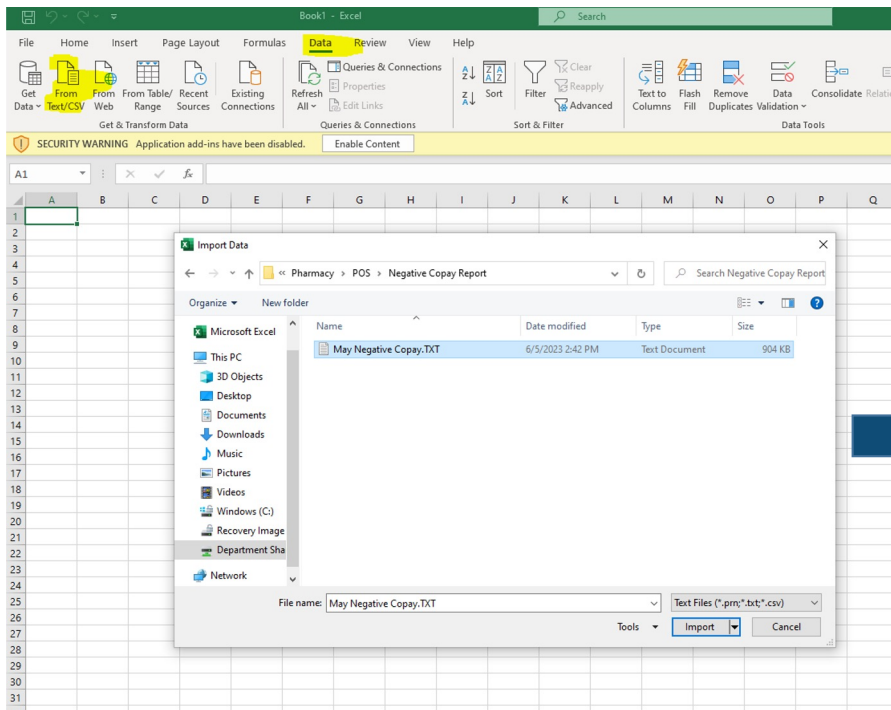
```
Select VA FileMan Option: PRINT File Entries
OUTPUT FROM WHAT FILE: ABSP REPORT MASTER//
SORT BY: RELEASED DATE//
START WITH RELEASED DATE: FIRST// T-30 (JUL 27, 2016)
GO TO RELEASED DATE: LAST// T (AUG 26, 2016)
  WITHIN RELEASED DATE, SORT BY:
FIRST PRINT FIELD: RELEASED DATE
THEN PRINT FIELD: ";"
THEN PRINT FIELD: TRANSACTION:PHARMACY
THEN PRINT FIELD: ";"
THEN PRINT FIELD: RXI:DRUG
THEN PRINT FIELD: ";"
THEN PRINT FIELD: TRANSACTION:PATIENT
THEN PRINT FIELD: ";"
THEN PRINT FIELD: TRANSACTION:NET
  By 'NET', do you mean ABSP LOG OF TRANSACTIONS 'NET PAID BY INSURER'? Yes//
  (Yes)
THEN PRINT FIELD: ";"
THEN PRINT FIELD: TRANSACTION:INSURER
THEN PRINT FIELD:
Heading (S/C): ABSP REPORT MASTER LIST Replace @
STORE PRINT LOGIC IN TEMPLATE:
DEVICE: 0;999;9999 <<Open session log before pressing Enter>>
```


Import Fileman Negative Copay report into Excel

1. Once you have run the file to completion, and have successfully created a text document with your data using “log session,” open Excel
 - Use log session as you would for the RCR when getting it ready to use in the RRIP i.e. at the “print” prompt type “;
2. At the top, click **Data**, choose **From text/CSV**
3. Select your file
4. Excel will automatically identify how the data should be organized and will display a sample
5. Click **Transform Data**
6. Then click **close and load**
7. Organize your copay column smallest to largest and all of the negative copays are displayed at the top
8. Save the spreadsheet and reverse the claims with negative copays!

The general recommendation is to do this daily to keep your reports as accurate as possible, but this could be done weekly to monthly **AS LONG AS IT IS GETTING DONE ON A SCHEDULED BASIS**

Example of Negative Copay Report converted to Spreadsheet



Example of Negative Copay Report converted to Spreadsheet

May Negative Copay - Power Query Editor

Table.TransformColumnTypes(Source,{{"Column1", type text}, {"Column2", type text}}

Column1	Column2	Column3
1	DEVICE: 0	999 9999 VIRTUAL
2	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... ATORVASTATIN 40MG TABLET
3	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... CALCIUM 500MG TAB
4	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... CHLORTHALIDONE 25MG TABLET
5	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... ERGOCALCIFEROL 1.25MG (50,0000 UNITS) CA...
6	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... PSYLLIUM , SUGAR FREE
7	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... CETIRIZINE 10MG TAB
8	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... CHOLECALCIFEROL 1000 IU TAB
9	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... FLUTICASON/SALMETEROL 500/50 DISKUS
10	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... MONTELUKAST NA 10MG TAB
11	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... TIOTROPIUM INHALATION POWDER
12	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... METFORMIN XR 500MG TAB
13	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... ALBUTEROL 90MCG HFA INHALER
14	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... SERTRALINE HCL 100MG TAB
15	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... ACETAMINOPHEN 325MG TAB
16	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... IBUPROFEN 400MG TAB
17	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... LOSARTAN 50MG TAB
18	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... VENLAFAXINE XR 150MG CAP SA
19	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... ACETAMINOPHEN 325MG TAB
20	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... ACCU-CHEK GUIDE ME (GLUCOSE) TEST STRIP
21	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... ATORVASTATIN 10MG TAB
22	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... BUPROPION HCL 150MG XL TABLETS
23	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... BUSPIRONE HCL 10MG TABLET
24	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... DULOXETINE 60MG CAP
25	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... METFORMIN XR 500MG TAB
26	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... LOSARTAN 100MG TAB
27	MAY 6,2023	WINNEBAGO TRIBAL HLTH PROGR... FLUTICASON/SALMETEROL 100/50 DISKUS



Column1	Column2	Column3	Column4	Column5	Column6
2	MAY 15,2023	WINNEBAGO TRIBAL HLTH PROGRAM	LORATADINE 10MG TAB	[REDACTED]	-6.84 RX-610455-RxNEB-PRIME
3	MAY 17,2023	WINNEBAGO TRIBAL HLTH PROGRAM	MENTHOL 5% PATCH	[REDACTED]	-6.55 RX-610455-RxNEB-PRIME
4	JUN 1,2023	WINNEBAGO TRIBAL HLTH PROGRAM	LORATADINE 10MG TAB	[REDACTED]	-5.11 RX-610455-RxNEB-PRIME
5	MAY 12,2023	WINNEBAGO TRIBAL HLTH PROGRAM	CYANOCOBALAMIN 1000MCG TABLET	[REDACTED]	-5.1 D-RX-015581-03200000-ARGUS
6	MAY 15,2023	WINNEBAGO TRIBAL HLTH PROGRAM	CYANOCOBALAMIN 1000MCG TABLET	[REDACTED]	-5.1 RX-015581-0320000
7	MAY 24,2023	WINNEBAGO TRIBAL HLTH PROGRAM	CARBOXYMETHYLCELLULOSE 0.5% OPHTH SOLN	[REDACTED]	-3.89 RX-610455-RxNEB-PRIME
8	JUN 2,2023	WINNEBAGO TRIBAL HLTH PROGRAM	PETROLATUM OPHTH OINTMENT	[REDACTED]	-3.66 RX-610455-RxNEB-PRIME
9	MAY 15,2023	WINNEBAGO TRIBAL HLTH PROGRAM	CALCIUM 500MG TAB	[REDACTED]	-3.62 RX-610455-RxNEB-PRIME
10	MAY 26,2023	WINNEBAGO TRIBAL HLTH PROGRAM	CETIRIZINE 1MG/ML SYRUP	[REDACTED]	-3.5 RX-610455-RxNEB-PRIME

POS Monthly Tasks

- VGEN
- DAY report
- *RCR summary*
- *STA summary*

VGEN

- Will have the biggest impact on revenue collection via POS
 - ❖ Help find insurance coverage for uninsured patients
 - ❖ Create a list of uninsured patients

• ^VGEN -> Predefined Order -> Select All Visits -> Date Range -> Previously Defined Report

```
Enter ^on to jump to other menu option
you've got PRIORITY mail!
Select Quality Assurance Reports Option: ^vgen
```



```
historically been displayed.
Select one of the following:
P   Predefined Order (the original ordering)
A   Alphabetical Order
G   Groups of Related Items
What order would you like the Items displayed in: P// p
```



```
What ordering
Select one of the following:
P   Search Template of Patients
U   Search Template of Visits
S   Search All Visits
R   CMS Register of Patients
Select Visit List from: S// s
```



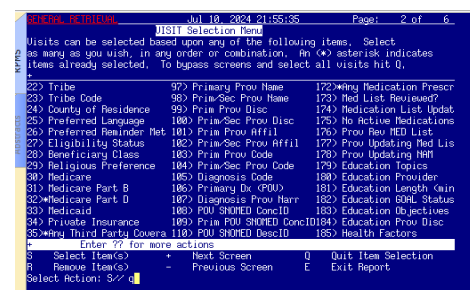
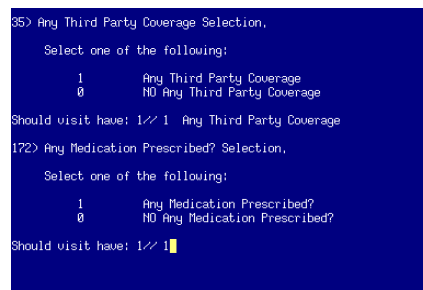
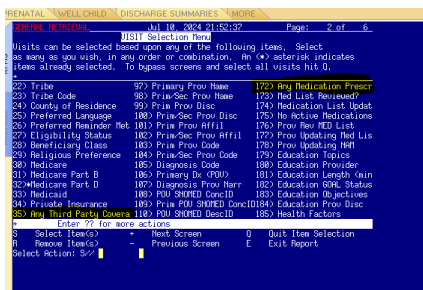
```
DATE RANGE SELECTION
This is a required response. Remember, if you are using a Search Template of
Visits, the Date Range entered here must correspond to the date range
used to generate the template or be a subset of that date range.
Enter Beginning Visit Date for search: t-30 <JUN 10, 2024>
Enter Ending Visit Date for search: t-1
```



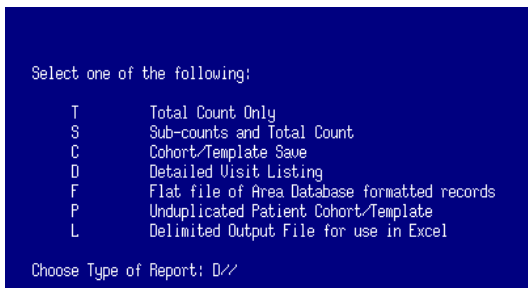
```
Do you want to use a PREVIOUSLY DEFINED REPORT? N//
```

VGEN Cont....

- Visit Selection Menu -> S -> Any Third Party Coverage & Any Medication Prescribed (#35, #172)



- Enter Quit Item Selection
- Next Screen – Select Detailed Visit Listing

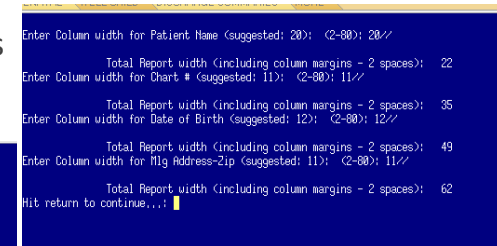


VGEN Cont....

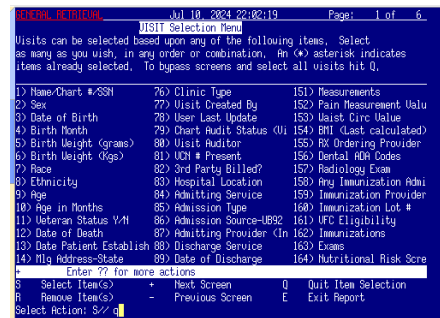
- Print Selection Menu -> Patient Name, Chart#, DOB, Mlg Address-Zip



- Each parameter and # of characters allowed will be listed – hit enter and accept defaults



- Enter Quit Item Selection to Sort Item Selection Menu

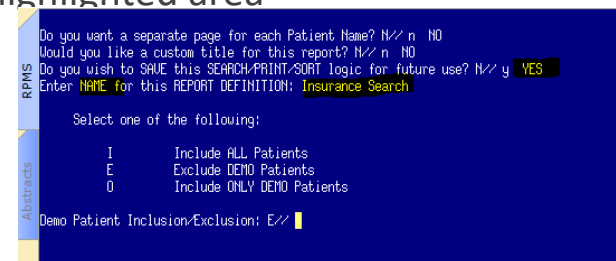


VGEN Cont....

- Sort Selection Menu and choose how your report will be selected – PATIENT NAME



- Next, follow the prompt and select the default except for highlighted area



VGEN Cont....

•Compile Report:

❖ IF you have access to PUB drive:

```
Select one of the following:
P      PRINT Output
B      BROWSE Output on Screen

Do you wish to : P// HFS

Enter a code from the list.

Select one of the following:
P      PRINT Output
B      BROWSE Output on Screen

Do you wish to : P// Print Output
DEVICE: HOME// HFS Local [DEVICE DOES NOT EXIST]
DEVICE: HOME//
```

❖ No Access to PUB drive: Secure CRT to log session:

❖ Log once you reach the prompt to Print

Hit Enter

Device: HOME//0;180;999999999

Hit Enter X 2

Deactivate Log Session

```
CHC-RPMS x
VVISIT Selection Criteria:
Encounter Date Range: JUN 11, 2024 to JUL 10, 2024
Any Third Party Coverage: COVERED BY ANY THIRD PARTY PAYOR
Any Medication Prescribed: MEDICATION PRESCRIBED

REPORT/OUTPUT Type:
PRINT Items Selected:
Patient Name - column width 20
Chart # - column width 11
Date of Birth - column width 12
Mfg Address-Zip - column width 11
Total Report Width (including column margins - 2 spaces): 62

SORTING Item:
Visits will be sorted by: Patient Name

select one of the following:
P      PRINT output
B      BROWSE Output on Screen

do you wish to : P//
```

```
CHC-RPMS - SecureCRT
CHC-RPMS x
VVISIT Selection Criteria:
Encounter Date Range: JUN 11, 2024 to JUL 10, 2024
Any Third Party Coverage: COVERED BY ANY THIRD PARTY PAYOR
Any Medication Prescribed: MEDICATION PRESCRIBED

REPORT/OUTPUT Type:
PRINT Items Selected:
Patient Name - column width 20
Chart # - column width 11
Date of Birth - column width 12
Mfg Address-Zip - column width 11
Total Report Width (including column margins - 2 spaces): 62

SORTING Item:
Visits will be sorted by: Patient Name

select one of the following:
P      PRINT output
B      BROWSE Output on Screen

Do you wish to : P// PRINT Output
DEVICE: HOME// 0;180;999999999
```

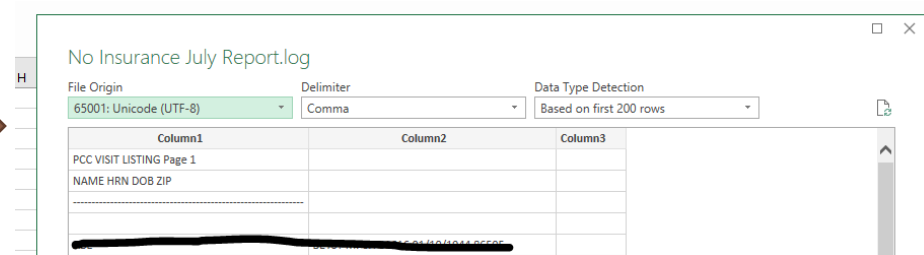
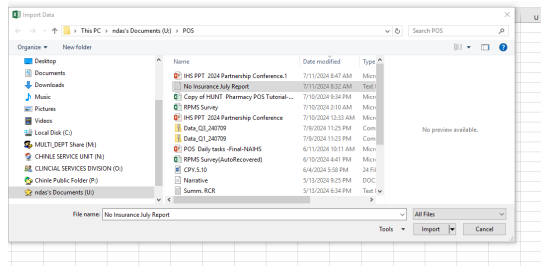

VGEN Cont....

- Compile report cont...

- ❖ Open New Excel Document

- ❑ Select Data and then Form Text/CSV -> All Files -> pull up the Saved Report -> Import

- ❑ Box pops up with different column headings



VGEN Cont....

•Compile report cont...

- Select "Fixed Width" in the Delimiter Column and type, in 0,22,25,35,49
 - Select Transform Data -> Load
 - Rename Column: Patient Name, Chart#, DOB, Zip Code
 - Select Design -> Remove Duplicates Save Report

	A	B	C	D
1	Patient Name	Chart	DOB	Zip Code
2	ABE BETH ANN	21616	1/10/1944	86508
3	ABE BETH ANN	22370	1/10/1944	86508
4	ABERN, CHANTELE ANN	12103	2/2/1975	86507
5	ABERNOMAS, JOHNN	132427	5/10/1994	86508
6	ABERNOMAS, NATHAN	14752	6/15/1994	86508

VGEN Cont....

- Once report is created: use tools to find coverage for PI and Medicare Part D
 - ❖ Change Healthcare Cardfinder
 - ❖ RPMS Medicare Part D Eligibility

DAY Report

- Run at 1st of month for previous month's data
 - Helps get a monthly assessment of revenue collection.

Knowledge Check #1

The _____ takes the benchmark price from the drug file and _____ it times whatever value that is entered. It should be set at _____ as a general rule.

- A. Subtractor; subtracts; 1.5
- B. Divider; divides; 2.5
- C. Multiplier; multiplies; 1.5

Knowledge Check #2

True or False:

The POS Listserv is, in my opinion, the most helpful tool when it comes to answering your POS questions.

Knowledge Check #3

A. True or False

The **DAY** report is one of the most user friendly and informational reports to track your **POS** progress

B. True or False

Printing the **RCR** and going through rejections on paper is the most efficient way to correct rejections

RECAP

Develop a daily routine that works at your site and follow it.

- Use the POS tutorial!
 - It is a great resource
 - Reach out to POS listserv if you cant find the answer to your question on the POS tutorial
- Run daily reports, work rejections, complete PAs.
 - Start with refill too soon, then correct any Medicaid rejections (if getting all inclusive rate), and then high cost meds if your time is limited
 - Keep track of your data. Increased collections will prove your worth
 - Use DAY report to do this - It's simple!
- Do not get too far behind! It is much easier to *stay* caught up than to *get* caught up.
 - Work on the previous days rejections
 - *Do not exceed a 90-day window for correction/back billing*
 - *Some Medicaid plans will allow 180 days*
- Do not forget the Monthly Reports which help to Identify underlying problems.

Questions & Discussion

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