

To:	Passport Health Plan Pharmacies	From:	PerformRx
Date:	April 9, 2009	Pages:	3
Re:	New Claims Processing Edits for ICD-9 Coding and DUR/POS Rejections		

Effective April 1, 2009, PerformRx is implementing new claims processing requirements to expedite clarification and successful adjudication of rejections while maintaining safe and effective therapy for all Passport Health Plan (PHP) members. This new process pertains to prescription claims that require an ICD-9 code, as well as those that routinely return DUR (drug utilization review) or POS (point of sale) rejections.

Upon implementation of this process, pharmacies will be able to override specific claims rejecting for certain DUR errors that previously required a phone call to the Pharmacy HelpDesk.

- **ICD-9 Coding:**

In order for certain medications (such as atypical antipsychotics) to be processed at the point of sale (POS), pharmacies must submit claims to PHP with an ICD-9 code. If an ICD-9 code is not indicated on the prescription, the pharmacist must attempt to obtain the diagnosis code from the prescribing physician.

If the prescribing physician cannot be contacted, pharmacists may enter the alternative ICD-9 code **"999.99"** when the following message appears: *"If no valid ICD9 use 999.99"*

- **DUR/PPS Coding:** (Conflict, Intervention and Outcome Codes)

As part of this new initiative, PHP pharmacists will be able to use their professional judgment to review and override certain DUR rejections/interactions by identifying and entering the appropriate conflict, intervention, and outcome codes for each component.

If a pharmacist receives **'Error 145' (Exceeds Therapy Allowed At This Dose)** or **'Error 147' (Previous Therapy Excludes This Drug)**, the pharmacist should do the following:

1. Review the patient profile to identify why the reject has occurred*.

2. Consult with the prescriber and/or the member
3. Determine if the drug should be dispensed, based on your clinical judgment.
4. If appropriate, override the rejection by identifying and entering the appropriate conflict, intervention, and outcome codes for each component.

***Please note:** Under certain circumstances, a reject may occur due to a conflicting therapy (i.e. the member had the conflicting drug filled at a different pharmacy). When this occurs, the pharmacist must contact the PerformRx Help Desk to obtain the name of the conflicting drug.

1. Drug Conflict Code (NCPDP Field #439-E4)

To construct a DUR override code, pharmacies must first identify the applicable DUR/PPS code, which should auto-populate through the claims processor. If the Conflict Code does not auto-populate in your system, please select and enter the appropriate code from the following: Most duplication of therapy edits can be categorized using one of the following conflict codes

Reason For Service Code (“Conflict Code”)

DD	Drug-Drug Interaction
DI	Drug Incompatibility
ID	Ingredient Duplication
HD	High Dose
PP	Plan Protocol
TD	Therapeutic Duplication

2. DUR Intervention Code (NCPDP Field #440-E5)

Next, pharmacies must enter the appropriate drug intervention code, as illustrated below:

Professional Service Code (“Intervention Code”)

AS	Patient assessment
DE	Dosing evaluation/determination
MØ	Prescriber consulted
MR	Medication review
PE	Patient education/instruction
PH	Patient medication history
PØ	Patient consulted
RØ	Pharmacist consulted other source
SW	Literature search/review
TC	Payer/processor consulted

3. DUR Outcome Codes (NCPDP Field #441-E6)

Finally, pharmacies must enter the outcome code associated with the prescription's conflict/rejection.

Result of Service Code ("Outcome Code")

1A	Filled As Is, False Positive
1B	Filled Prescription As Is
1G	Filled, With Prescriber Approval
3C	Discontinued Drug
3D	Regimen Changed
3E	Therapy Changed

The following scenarios illustrate use of the override code

- **SCENARIO #1:** A member presents a prescription for Lisinopril 10mg. The pharmacist, in an attempt to process the claim, receives '**Error 147 (Previous Therapy Excludes This Drug)**'. The pharmacy reviews the patient profile and discovers the member filled a 30 day supply of Enalapril 20mg five days ago. The pharmacist consults with the prescriber and/or member and determines that Enalapril is being discontinued. The pharmacist then enters the appropriate conflict, intervention and outcome codes and re-submits the claim. In this scenario, an appropriate combination would be TD, M0 (or P0), 3C.
- **SCENARIO #2:** A member presents a prescription for a medication that rejects with '**Error 145 (Exceeds Therapy Allowed At This Dose)**'. The pharmacist reviews the dosing, contacts the prescriber to verify the dosing is appropriate, and dispenses the medication. The pharmacist then enters the appropriate conflict, intervention and outcome codes and re-submits the claim. In this scenario, an appropriate combination would be HD, M0, and 1G.

Pharmacists are responsible for documenting any discussion with the prescriber and/or member. The use of these DUR/POS codes will be closely monitored.

Pharmacies that do not have DUR action/override codes available on their computer software or that may need additional assistance may **call the PerformRx Pharmacy HelpDesk at (800) 578-0898** for assistance.

Thank you.