



TO: RI Medicaid Pharmacy Providers
FROM: Executive Office of Health and Human Services
DATE: November 1, 2015
SUBJECT: Drug Utilization Review (DUR) Alerts and Override Codes

Point of Sale (POS) Prospective Drug Utilization Review (PDUR) Alerts & Override Codes

EOHHS Fee-for-Service Medicaid continues to perform a PDUR claim review as pharmacies submit POS claims for adjudication. This prospective claim review is intended to aid the pharmacist who may not have a complete prescription history. If the POS claims system identifies a potential problem, the pharmacy will receive an alert indicating one of the following potential problems:

- **Early Refill (ER)** - If a claim for a refill is submitted before 85% of the prior prescription is used, that claim will deny.
- **Therapeutic Duplication (TD)** - If a claim is for a drug within therapeutic duplication alert categories that claim will deny.
- **Drug-Drug Interaction (DD)** - If a claim is submitted for a recipient whose claim history includes an interacting drug and the date of service of the current claim is within the interaction time of the earlier drug, the claim will deny.

To resubmit the claim, you must include the correct *Reason for Service (Alert)*, *Professional Service (Intervention)* and *Result of Service (Outcome)* codes for the claim to be paid. Intervention and Outcome codes are selected based on the pharmacist's professional judgment and assessment, and may involve contacting the prescriber to obtain more information before a code is used. If the dispensing pharmacist determines that the therapy should be allowed with no change, then the claim must be submitted using valid *Professional Service (Intervention)* and *Result of Service (Outcome)* codes.

FAQ's

- Who should select the Intervention and Outcome codes?
 - The codes are selected based on the pharmacist's judgment and may involve contacting the prescriber to obtain more information before resubmitting the claim.

- What code can be submitted when a prescription is lost or stolen?
 - Code 3H will be accepted for a lost or stolen prescription. Please check the EOHHS website for additional steps that need to be taken if the prescription is lost or stolen.

- What Intervention and Outcome codes can be used if the ER alert is returned to the pharmacy and the patient is going on vacation?
 - None. Vacation overrides are not allowed.

- How long do I have to override an alert?
 - Alert overrides must be resubmitted within 3 days of receipt of the denial. Providers trying to override an alert beyond the 3 day time period will receive a message of “No corresponding claim; please resubmit”.

- Why does the override claim continue to deny?
 - The claim will deny when submitted without the correct Alert, Intervention and/or Outcome codes. The pharmacy will receive the following message “No corresponding claim; please resubmit”.
 - The claim will deny when submitted with invalid codes.

- Do I have to let the claim deny before submitting an override?
 - Yes.

<i>Reason For Service Codes (Alert)</i>	<i>Professional Service Codes (Intervention)</i>	<i>Result of Service Codes (Outcome)</i>
DD = Drug-Drug Interaction ER = Early Refill TD = Therapeutic Duplication	MØ = Prescriber consulted MR = Medication review PH = Patient medication history PM = Patient monitoring PØ = Patient consulted	1C = Filled, With Different Dose 1D = Filled, with Different Directions 1E = Filled, With Different Drug 1G = Filled, With Prescriber Approval 3C = Discontinued Drug 3D = Regimen Changed 3E = Therapy Changed 3H = Follow-up/ Report