Pharmacy Claims Processing Guidance for DUR

In order to maintain safe and effective therapy, National Pharmaceutical Services will utilize Point of Sale Drug Utilization Review (DUR) edits. Depending upon the Plan Sponsor, certain DUR edits may reject or message only. All claims submitted to NPS for processing are subject to point of sale DUR checking for to detect potential therapeutic problems. DUR alert messages are returned to the pharmacist for problems discovered by this review. DUR alert messages issued by NPS contain NCPDP standardized codes and language, but may be displayed in various ways, depending on the pharmacy software in use. The purpose of DUR is not to replace professional judgment or individualized patient care in the delivery of health care services but, rather, to enhance it with additional information. The following is guidance from National Pharmaceutical Services (NPS) (BIN 004758 PCN DNPS or NPS) for point of sale DUR edit processing.

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. The following illustrates the process for pharmacy providers to review and respond to point of sale DUR messages.

Pharmacist Point of Sale DUR Reject Review Process
1. Pharmacy electronically submits a claim and receives a DUR reject. The DUR reject response will explain the causative factors for the claim reject.
2. The Pharmacist reviews the DUR and will perform an intervention as required by the specific DUR message to resolve the therapeutic issue presented by utilizing one of the following method(s): by contacting the prescriber, talking with the patient, and/or using other resources or professional judgment.
3. If pharmacist decides not to dispense the prescription, the pharmacist accepts the reject and does not resubmit claim and does not receive payment for the claim. The pharmacist will then take appropriate action to discuss the claim and reason for not filling with the patient and or prescriber and utilize his/her professional judgment.
4. If pharmacist decides to resolve and dispense the prescription, the pharmacist resubmits the claim with a DUR Conflict/Reason for Service Code, DUR Intervention code, and DUR Outcome code populated on the claim. In some cases, correcting the claim, if an invalid days supply or dosage were entered may resolve the DUR edit entirely and not require the submission of the DUR claim segment.
5. If the response is appropriate for the intervention provided, the pharmacist will receive a paid response if the DUR documentation provided on the claim was accepted.
6. Pharmacists are responsible for documenting any discussion with the prescriber and/or member in a written format that the Pharmacy can readily retrieve to support the clinical interaction and outcome completed as a result of the DUR edit.

Pharmacy Claims Processing Requirements
In order to override point of sale DUR rejection edits, the pharmacy provider will need to utilize the DUR/PPS segment in the NCPDP Version 5.1 Telecommunications Standard. These are standard fields in NCPDP. Any pharmacy provider that is having trouble accessing these fields should contact their software vendor for further clarification.

<table>
<thead>
<tr>
<th>NCPDP FIELD</th>
<th>FIELD NAME</th>
<th>DESCRIPTION</th>
<th>ACCEPTABLE VALUES</th>
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| 439-E4      | DUR CONFLICT/REASON FOR SERVICE CODE            | This code identified the type of conflict detected or the reason for the therapeutic issue. | DA – Drug Allergy Alert  
DD – Drug/Drug Interaction  
ER – Overuse Precaution  
HD – HI Dose Alert  
ID – Ingredient Duplication  
LD – Low Dose Alert  
MC – Drug/Disease Alert  
MN – Insufficient Duration  
MX – Excessive Duration  
PA – Drug/Age Precaution  
PG – Drug/Pregnancy Alert  
SX – Drug/Gender Alert  
TD – Therapeutic Duplication |
| 440-E5      | DUR PROFESSIONAL SERVICE CODE                    | This code defines the pharmacist's intervention when a conflict code has been identified. | M0 - Prescriber consulted  
PE - Patient education  
P0 - Patient consulted  
RO - Pharmacist consulted other source |
| 441-E6      | DUR OUTCOME CODE/RESULT OF SERVICE CODE         | This code defines an action by the pharmacist in response to a conflict code, or the result of a pharmacist's professional service. | 1A - filled as is, false positive  
1B - filled prescription as is  
1C - filled with different dose  
1D - filled with different directions  
1F - filled with different quantity  
1G - filled with prescriber approval |

*NOTE: Intervention Codes contain the number zero. M(zero), P(zero),R(zero). Using the letter O will cause the claim to deny.

If you have any questions about our DUR point of sale edit processing policy please contact Customer Services at 1-800-546-5677, 24 hours a day, seven days a week, TTY/TDD users should call 1-866-706-4757.