



D.0 Implementation in PK Software FAQ

Please understand that we are not able to answer questions in regards to what or how individual insurance companies are doing with their D.0 implementation. We received a lot of questions along the lines of “Medco will charge 99 cents if not using D.0 by 01/01/12” or “Caremark is telling us we need to only submit active ingredients”. With the many different PBMs that exist in the United States and the thousands of different contracts they hold with pharmacies, we simply cannot be experts with these types of questions.

Q: Is the Online Billing Module certified with Prime Therapeutics?

A: Prime does not require certification, but we have tested a claim with them.

Q: Is the Online Billing Module certified with Hospice Scripts?

A: The information from Emdeon says that they do not require software certification.

Q: What two companies that you mentioned during the webinar pushed their date back in requiring D.0?

A: Caremark & ExpressScripts. There may be others as well.

Q: Will the update automatically have the insurance information loaded in that PK Software already knows for the D.0 setup?

A: The Compounder will contain the requirements to submit using the D.0 format. 5.1 insurance setup information already being used in The Compounder will be allocated to the D.0 setup when NCPD D.0 is select in the insurance and the Claims Setup button is clicked.

Q: Can we limit the access our technicians have when billing a claim?

A: Any user that has access to Rx's, will be able to bill a prescription. You can go into the insurance and turn off the Pricing information on the claim window.

Q: With D.0, will we always have to bill AWP? Will Usual & Customary not be used at all for a cost basis?

A: The D.0 standard allows for 14 different types of values (AWP, WAC, MAC, U&C, etc.) to be transmitted in the pricing segments. However, all of our certification tests used AWP.

Q: Can we have the total AWP print on a label or receipt?

A: No. This could be added in a future update.

Q: Can we add a distinction between sterile versus non-sterile in a formula?

A: In a formula, you can designate it as sterile, but this is not being used for the level of effort DUR.

Q: Won't insurance pay off their AWP reference? Why do we need to provide the AWP?

A: You still need to price the INGREDIENT COST field or the COMPOUND INGREDIENT COST field. Even though they calculate it, they want to see what you are submitting.

Q: Is the best practice to add AWP, NDCs and order numbers when entering inventory so the data flows to the current inventory tab?

A: Yes.

Q: Some Medicare insurances say you can charge the difference to the patient if some ingredients are not covered. Is there some way to show this on the receipt?

A: There is not currently a way to do this. This could be added in a future update.

Q: What do we do with insurance companies that are requiring WAC or MAC costs?

A: Add the WAC or MAC prices to the 5.Pricing tab of the formula and choose the appropriate cost basis in the Default Cost Basis Determination field found on the Insurance 6.Online Claims tab. Currently PCCA does not publish WAC pricing.

Q: If WAC or MAC are unavailable because they have not been reported, what do we do?

A: Insurance companies will most likely use AWP. See the above question.

Q: Is there a report that shows NDCs and AWP for all chemicals?

A: Yes. There are two reports, one for chemicals and other for chemical inventory items. Reports ->Chemicals->Chemical NDC & AWP report and the Chemical Inventory NDC & AWP report.

Q: Copying 5.1 setting on Tab 6 – do we or do we not copy the 5.1 for D.0?

A: The software will copy the 5.1 settings to the D.0 setting grid

Q: When we update the software, do we need to change the 5.1 to D.0 information for each individual insurance in our system?

A: Yes. Mostly likely you will not want to change all the insurances at once. If you need to do this, contact support and it can be done with a simply query.

Q: When we copy the setting from 5.1 to D.0, does it keep our settings or revert back to the default PK settings?

A: The software will keep the settings for 5.1. You will be able to toggle between the two billing settings.

Q: What is Coupon Setup used for on the NCPDP Variable Screen?

A: If a manufacture gives a discount card for a free sample. The card will have information about what to enter into the coupon. However, in our certification testing, this segment was not used.

- Q: Florida Worker's Compensation claims require Pharmacy NPI AND Pharmacist License Number. Where does the Pharmacist License number get recorded?**
- A: In the D.0 standard there is a pharmacy segment, but not a pharmacist segment. Is the FL WC a manual claim form? It could be pulled from the pharmacists profile what was used on the dispensing of the prescription.
- Q: Does the Online Billing Module warn you if you were paid below the cost of your prescription?**
- A: The software will warn you stating when your U&C is less than your Gross Amount Due.
- Q: Can you summarize what be set up for filling claims ahead of time versus what will need to be manually done for each claim?**
- A:
- Enter AWP and NDC information on inventory
 - Select a default NCPDP Code for each Form Style found in Lists>Lookup Lists #1>Form Styles
 - Select a default NCPDP D.0 Code for each Form Style found in Lists>Rx Lookup>Administration Route
- Q: Are active ingredients noted differently in the claim than non-active ingredients?**
- A: In the formula / log they are marked as active. When they are in the compound segment in the D.0 they are not noted differently other than the active ingredients are sorted to the top of the list in the grid.
- Q: If I choose the option "Always Update PCCA AWP's before submitting claim" does it update the AWP in the chemical record?**
- A: Yes. It updates the AWP & price date fields. The price date is the date the price was updated in your software.
- Q: Will you be able to change which NDC is submitted first?**
- A: The compound grid is sorted by the active ingredients at the top of the list.
- Q: Are we still able to do fixed quantity pricing?**
- A: Yes. But in the D.0 billing the ingredient cost submitted must equal the ingredient amount submitted. The fixed quantity pricing will come in as your U&C.
- Q: We have had claims where the active ingredient is not covered, but the insurance paid for the inactives. How do we charge the patient for the non-covered item(s)?**
- A: There is not a way in the software to track this. This could be added in a future update.
- Q: Can we send BOTH the AWP of the chemicals AND the Usual & Customary?**
- A: No. For the chemicals, the D.0 standard allows for only one pricing field in EU.
- Q: Can we send a high dispensing fee (say \$75) for all compounds and let the insurance cut that back upon adjudication?**
- A: You can send any dispensing fee you want, but the insurance will pay you according to your contract dispensing fee.
- Q: Can we submit 110% of AWP to account for tardy price increases?**
- A: You will manually have to "inflate" you AWP's to do this, but yes you can do this. But, this may lead to an audit by the insurance company

Q: Can you bill compounds for a higher amount than AWP?

A: There 14 available fields : AWP, MAC WAC, U&C, etc. Once you define what the value qualifier is, then you can submit any amount, but this may lead to an audit by the insurance company.

Q: Can you default that the Usual & Customary is always higher than the gross amount due?

A: Yes, but this may lead to an audit. The software does give you a warning about this.

Q: How should a Submitted Correspondence Code (SCC) be handled?

A: SCC is not in the D.0 standard. Please call PK Support if you have additional questions about this.

Q: During the webinar, Paul showed us the ability to adjust Usual & Customary, check AWP's, adding / deleting ingredients. Will this have to be done for each claim submitted?

A: It should not for each claim. We just give you the ability if it is needed. As we do more claims we will see how often this is used and modify the software accordingly.

Q: When submitting the claim do you always have to edit the formula or can you add ingredients without changing the formula?

A: You can add ingredients to the claim without editing the formula. The added ingredients will not be added to the formula

Q: When you change the AWP or NDC while submitting a claim, does it change the AWP or NDC in the chemical record?

A: Yes.

Q: When you add an ingredient to the compound tab during a claim, does it get updated in the formula record?

A: No.

Q: If there is a subformula that contains a chemical (say, Lactose) and that same chemical is part of the formula submitted, will these be combined in the submission process or will they appear separately?

A: They will appear separately.

Q: If we can bill for devices, how would we show that on the claim?

A: Not at this time. This could be added in a future update.

Q: With D.0, how do we handle QS amounts?

A: You will have to modify the formulation to take out the QS amounts OR the software will simply set the amount to the quantity field from the formulation.

Q: Can we always use the "08" submission clarification code just in case?

A: No. Not all insurance companies use this. Some will reject if this is used and they are not expecting it.

Q: What do we do if our Usual & Customary is far greater than our calculated AWP?

A: Don't accept the insurance. Agreement for that is between the insurance and the pharmacy.

Q: How does the software calculate the Gross Amount Due?

A: On the claim window on the right side of the Billing group box, it has the formulae.

Q: If we have an ingredient in a formula (such as Estriol) that insurance does not pay for, will they see it and deny the whole claim or just not pay for that single ingredient?

A: It depends on the insurance. Some will reject the entire claim, some will continue to process the claim. In the D.O standard it's left up to the insurance to determine how this is to be handled.

Q: With the above question, if one or more ingredients are rejected because they are not covered, can we bill the patient for the difference?

A: The software does not store this amount currently. It would have to be something like U&C minus what the insurance paid for active ingredients – the patient copay. It is interesting what when the insurance pays for a claim, it is a single amount. There is no breakdown of what they ingredients they paid for.

Q: How do we handle items with no NDC numbers?

A: These should be deleted from the claim window->compound grid. They will not be sent to the insurance. They will reject for them if you submit something without an NDC

Q: With D.O, will the insurance companies no longer reimburse for items with no NDC (water, alcohol, etc)?

A: If it has an NDC or if they give you a number to use for the NDC, bill it.

Q: How do we do the price update from PCCA?

A: Contact PCCA PK Software Support at 800-331-2498 for assistance

Q: How do we update AWP's without changing costs?

A: You can use the web service, that updates the AWP as you bill the claims, or edit a chemical or inventory item. It only updates the AWP and Price date.

Q: Can I download the PCCA price update file into another dispensing system (i.e. QS1)?

A: No

Q: Will we be able to update MACs and WACs automatically like we will be able to do with AWP's?

A: No. Currently PCCA does not use MACs & WAC. If PCCA uses these then it will be include in the web service & price update utility.

Q: Is there a possibility in the future to update commercially available AWP's via the web?

A: There is a possibility. PCCA will have to research this. We are looking at a MediSpan interface in the 1st quarter of 2012.

Q: When we put NDC numbers in for our PCCA chemicals, should we have hyphens or no hyphens?

A: The software will automatically format the NDC number when submitting a claim, so the hyphens will be removed if they were initially entered.

Q: Is there a standard multiplier that can be used when an AWP is not provided?

A: There is not.

Q: Can I assign my formulas a level of effort? If so, does it populate automatically into the claim?

A: Yes. In the formula edit->pricing tab, there is a level of effort field.

Q: If not billing online, where can you select the level of effort on a formula?

A: In the formula edit->pricing tab, there is a level of effort field.

Q: When selecting Level of Efforts, will the actual dollar amount be populated for these fees and if so, where will they appear during the claim submission?

A: The dispensing fee is not changed. It will be the insurance that will set it correctly on their side once they see the correct level of effort. NOTE: For those insurances that use this feature, it is extremely important to send this field. Without sending it, it is undercharging the insurance.

Q: Can the level of effort be added into the simple edit table?

A: Not at this time. This could be added in a future update. The software can also set the level of effort off the formula FORM field. See the lookup table for this.

Q: How do we determine level of effort?

A: This is determined by the insurance and should be in your pharmacy manual or contact.

Q: Was anything changed on what the software produces for audits?

A: No. It still had the Drug: Third party billing information report.

Q: Where is the audit report for insurances found?

A: When editing a formula there is a button at the bottom of the window titled 3rd Party Info. You can also get to this report on the formula lookup window under the Reports button.

Q: Do the audit reports include subformulas?

A: Not in the currently release. This is planned in a future release. It will also include the formulations level of effort - if this has been set in the formula.

Q: Is the audit report for usage by drug or formula? Or just for particular Rx's?

A: By formula.

Q: Can we see an example of the new Universal Claim Form with D.O information?

A: It is in the 4.9.0.0 release. The only change was that we added the AWP. This is setup in the insurances->offline claims tab.

Q: Can PK Software add purity to the inventory update download when you scan in the shipping invoice?

A: Not at this time. This information does not come in the PCCA download data.

Q: What is the maximum dispensing fee that will be paid for by insurance?

A: That will depend on the individual insurance company.

Q: For patients given the Universal Claim Form, are they reimbursed based on AWP or Usual & Customary?

A: That will depend on the patient's insurance.

Q: Why would insurance need level of effort submitted?

A: This is part of the new D.0 standard. Individual insurances may or may not require this.

Q: When you change the birthday in the reject field during claim adjudication, does it change the DOB in the patient profile?

A: No. It will be included in a release in the 1st quarter of 2012.

Q: When will this update be available for download?

A: We are planning for a release of version 4.9.0.0, which includes the D.0 implementation as early as Friday, December 16th. At the latest, it will be released during the week of December 19th.

Q: We have a colleague who uses PK Compounder but is not a PCCA member. Will they have access to PCCA NDCs and AWP's?

A: No

Q: What was the item Paul showed us that was available under File → Options?

A: On Tab #7 (Rx Setup 2), you have the ability to choose if you want to submit log ingredient information instead of formula ingredient information for the Online Billing Module. While this does give an accurate account of exactly what was used in the billing it also opens the possibility of billing complexities.

Q: Will the universal claim forms be updated to include information required by D.0?

A: Yes, individual chemical names, NDCs & AWP's will be listed.

Q: How can we find out the deadline for D.0 implementation for a given insurance?

A: We would recommend contacting the insurance company directly. Most post these items on their websites.

Q: Has PCCA assigned AWP's and NDCs to all chemicals in the catalog?

A: Yes, they are available on the Members Only Website (main page, right hand side, "NDC Number List") and can be automatically update using PK Software Price Updates.

Q: There is a checkbox at the top of the Online Claims tab in the insurance setup window that says, "Create claim when price is less than co-pay." Does that need to be checked for D.0?

A: It is NOT used for Online Billing. It was put in for paper claims and is seldom used even for them.

Q: How are subformulas handled during the claim submission?

A: Subformulas are broken down to their individual ingredients and submitted per the calculated amounts used. For example, if you have a Estradiol in Lactose 5 mg / 100 mg trituration and you used 20 mg of the trituration, then 1 mg of Estradiol and 19 mg of Lactose will be submitted.

Q: Can we download all the updated AWP's for PCCA chemicals all at once?

A: Yes, via the price update function. It can be found under Activities → Price Updates → Price Update Program.

Q: What can a pharmacy do NOW to prepare for D.0 and the new software update?

A: Make sure all of your chemicals have NDCs and AWP's associated with the chemical. For all PCCA chemicals, make sure you have NDCs for each chemical listed in tab #4 (AWP/NDC Billing) when editing a chemical. AWP's can then be updated automatically via the Price Update program or by clicking on the "PCCA: Update AWP from NDC" button next to the Unit AWP in AWP/NDC Billing tab. For non-PCCA chemicals, you will need to update the NDCs and AWP's manually.

Q: How do I determine the AWP's for chemicals not from PCCA?

A: Contact the vendor from whom you purchased the chemical.

Q: Do we submit only active ingredients or all ingredients that have NDC's?

A: This will depend on the individual insurance company. In the software when editing an insurance on the online claims tab->Pricing tab, you can set it to send ALL ingredients or just those marked as ACTIVE.

Q: If we are submitting all the ingredients of our formula, what happens to protecting the privacy of our formula?

A: You could be submitting all ingredient information to the insurance company. However, the process to make the compound will not be submitted.

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