



P R O V I D E R B U L L E T I N

B T 2 0 0 8 2 4

M A Y 2 1 , 2 0 0 8

To: All Pharmacy Providers**Subject: Point-of-Sale Claims with Pharmacy and Prescriber
National Provider Identifier**

Overview

In light of recent inquiries posed by the Indiana Medicaid pharmacy community, the Office of Medicaid Policy and Planning (OMPP) offers the following suggestions for processing point-of-sale (POS) pharmacy claims with the pharmacy and prescriber National Provider Identifier (NPI).

Service Provider Identifier and Qualifier (Pharmacy Provider)

- 1. What should I do if my pharmacy claim denies with National Council for Prescription Drug Programs (NCPDP) reject code B2 – *Missing or Invalid Service Provider Id Qualifier* and posts edit 1163 – *Missing Service Provider Id Qualifier*?**

Check NCPDP field number 202-B2 (Service Provider ID Qualifier). Ensure that the value is 01-NPI. If not, contact your software vendor to update your pharmacy's software configuration.

- 2. What should I do if my pharmacy claim denies with NCPDP reject code B2 – *Missing or Invalid Service Provider Id Qualifier* and posts edit 1161 – *Invalid Service Provider Id Qualifier*?**

Check NCPDP field number 202-B2 (Service Provider ID Qualifier). The value must be equal to 01-NPI. If it's not or you are not sure, contact your software vendor to update your pharmacy's software configuration.

- 3. What does it mean if the system denies my pharmacy claim for edit 202 – *Billing Provider NPI Not In A Valid Format*?**

Edit 202 signifies that the provider number entered in NCPDP field 201-B1 (Service Provider ID) is not a valid NPI. Please verify that your NPI is correctly configured in the field and resubmit the claim. If you need help obtaining your NPI, please visit the following Web site:

<https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do>

4. What should I do if my pharmacy claim denies with NCPDP reject code 05 – Missing or Invalid Pharmacy Number and posts edit 1101 – Billing NPI Submitted Reports To Multiple LPIs?

Edit 1101 means that the NPI reported for the dispensing pharmacy on the claim is linked to multiple legacy provider identifiers (LPIs) on the provider crosswalk. To remedy this issue, you must contact EDS provider enrollment by calling 1-877-707-5750.

Prescriber Identifier and Qualifier

1. What is the resolution when my claim denies for NCPDP reject code EZ – Missing or Invalid Prescriber ID Qualifier and posts edit 1164 – Missing Prescriber ID Qualifier?

Check NCPDP field 466-EZ (Prescriber ID Qualifier). It must contain the qualifier 01 which corresponds to NPI. Contact your software vendor for assistance with this software configuration

2. What should I do if my pharmacy claim denies for NCPDP reject code 25 – Missing or Invalid Prescriber Identification and posts edit 206 – Prescribing Practitioners NPI Not In A Valid Format?

Make sure that the prescriber identifier entered in NCPDP field 411-DB (Prescriber ID) is the NPI of the prescribing practitioner. If you do not know the prescriber's NPI, follow the steps in question 4 to obtain it. If you are unsure how to enter the prescriber's NPI in to your system, please contact your software vendor.

3. What does it mean when my pharmacy claim denies for NCPDP reject code 25 – Missing or Invalid Prescriber Identification and posts edit 200 – Invalid Prescriber Type?

Edit 200 signifies that the prescriber identifier entered in NCPDP field 411-DB (Prescriber ID) corresponds to a pharmacy. Check this field and make sure that the prescriber's NPI is populated here. If you have additional questions contact the EDS Pharmacy Services help desk by calling 1-800-577-1278 or (317) 655-3240 or by e-mail at INXIXPharmacy@eds.com.

4. I don't know the prescribing practitioner's NPI. How can I get it?

There are several ways a pharmacy can obtain a prescriber's NPI.

- The easiest way to obtain a prescribing practitioner's NPI is to use the National Plan and Provider Enumeration System (NPPES) query only database at <https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do>. Once you arrive at this Web site, click the *Search for an Individual Provider* button and begin your search. You can search by provider name and can narrow your search by entering more information if it's available to you. You can also access prescriber NPI information at the following Web site: <http://www.npinumberlookup.org/>.
- If you cannot discern the prescriber's NPI, you can contact the prescriber directly. Office staff should have easy access to the NPI of the prescribing practitioner.
- If you exhausted all other options to obtain the prescriber's NPI number, you may contact the EDS Pharmacy Services help desk. We will gladly assist with looking up the prescriber's NPI. You will be asked for information to verify that you are a valid Indiana Medicaid provider and for information about the prescriber. The Pharmacy Services help desk can be reached by calling 1-800-577-1278 or (317) 655-3240 or by e-mail at INXIXPharmacy@eds.com.

5. What steps is EDS taking to validate the prescriber's NPI?

First, we are looking to see if we can link the prescriber's NPI to an existing Medicaid LPI. If no match is found, we are checking to see if the prescriber ID exists on our prescriber file (HCIda). If it does not, we are checking the NPI against a check digit formula to ensure it is a valid NPI value. If so, we are temporarily adding the NPI to the prescriber file with an end date of 60 days. The assumption is that after 60 days have elapsed, the permanent record should be available from HCIda who utilize the enumerator file to obtain their NPI information. Pharmacies using NPI's that are not on file but are valid values may be contacted so that EDS can obtain contact information for those prescribers.

6. What if I have exhausted every possibility for obtaining the correct prescriber NPI and I have a patient who is in need of their medication?

In the rare instance a prescriber NPI is not obtainable by the pharmacy, Indiana Medicaid will allow for an emergency supply of medication. Emergency supply provisions will be available for a period of 30 days beginning on May 23, 2008. At the end of the 30 day period, Indiana Medicaid may choose to extend the emergency supply provision based on the results of the NPI implementation. The emergency supply policy is located at <http://www.indianapbm.com/emergencySupply.htm>.

All "emergency supply" claims (paper and electronic/POS) should be submitted with the **Level of Service = 03** ("Emergency" Indicator) and the **actual days supply being dispensed, up to but not exceeding four**.

Emergency Indicator = 03 Level of Service
Days Supply = less than or equal to four days

Note: OMPP considers a claim with a quantity dispensed that exceeds the four days supply based on the prescriber's directions to be aberrant. For example, if the dosing for a medication is two tablets twice a day, the appropriate dispense quantity for four days is 16, not the original quantity ordered. Adherence to this provision will be closely monitored by the pharmacy auditing contractor.

Contact Information

If you have questions about this bulletin please contact the EDS Pharmacy Services help desk by calling 1-800-577-1278 or (317) 655-3240 or by e-mail at INXIXPharmacy@eds.com.

If you need additional copies of this bulletin, please download them from the IHCP Web site at http://www.indianamedicaid.com/ihcp/Publications/bulletin_results.asp. To receive e-mail notifications of future IHCP publications, subscribe to the IHCP E-mail Notifications at http://www.indianamedicaid.com/ihcp/mailling_list/default.asp.