

# EPIC TRAINING



## Manage Adjudication Errors Quick Start Guide

HOUSTON  
**Methodist**<sup>®</sup>  
LEADING MEDICINE





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## Manage adjudication errors

Adjudication errors most often occur because of registration issues or coverage restrictions.

Click **Accept** for a prescription you are entering to see a summary of payment information for that prescription. Click the **Bill** link to see the information you sent to the PBM and the information that was sent back to you.

- To review the flagged prescription and resolve the error now, click **Resolve Flags**.
- To resolve the error later and move the prescription to the Charging work queue, click **Ok**.

Below is information on some common adjudication errors and how to override them.

### DUR Reject Error (Pharmacist Only)

- Meaning - The fill has a drug utilization review-related issue, such as an excessively high dose, an insufficient dose, or a drug-disease contraindication.
- Override - In the Overrides field, enter 440. In the window that appears, enter the appropriate information in the following fields:
  - 439-E4 (Reason for Service Code)
  - 440-E5 (Professional Service Code)
  - 441-E6 (Result of Service Code)

### Missing or Invalid Compound Dosage Form Description Code (Pharmacist Only)

- Meaning - Either of the following is true of the information sent in field 450-EF:
  - There wasn't a description code sent.
  - There was an invalid description code sent.
- Override - In the Overrides field, enter 450-EF. In the window that appears, enter the applicable form that the mixture can be described as.

### Missing or Invalid Date of Birth

- Meaning - Either of the following is true of the information sent in field 304-C4:
  - The patient doesn't have a date of birth listed in their chart.
  - The patient has a date of birth listed in their chart, but it doesn't match the date of birth on file with their insurance.
- Override - In the Overrides field, enter 304-C4. In the window that appears, enter either the patient's correct date of birth or the date that the patient's insurance currently has on file. If the insurance has the incorrect date of birth on file, the patient needs to follow up to correct that information.



## Missing or Invalid Diagnosis Code (Pharmacist Only)

- Meaning - The medication isn't covered for the diagnosis associated, or not associated, with the prescription.
- Override - With the fill open, select the Advanced view check box above the Provider Prescribed section of the Prescription Composer. Add an applicable diagnosis in the Diagnoses field.

## Missing or Invalid Dispense As Written (DAW)/Product Selection Code

- Meaning - Either of the following is true of the information in the DAW reason field of the Pharmacy to Dispense section of the Prescription Composer:
  - There is no DAW reason listed.
  - The DAW reason that's listed is invalid.
- Override - With the fill open, enter a valid reason in the DAW reason field.

## Missing or Invalid Other Coverage Code

- Meaning - Either of the following is true of the information sent in field 308-C8, which should assist in coordination of benefits (COB):
  - There wasn't a coverage code sent.
  - There was an invalid coverage code sent.
- Override - In the Overrides field, enter 308-C8. In the window that appears, enter 8-Claim is billing for patient financial responsibility only.

## Refill Too Soon

- Meaning - The refill is being processed before the next refill date listed in the system.
- Override - There are two ways to deal with this error:
  - In the typical scenario, there is no override for this error. Instead, specify an appropriate follow-up date on the Refill Too Soon flag in the Payment Summary window and continue with your workflow. On your specified date, the system will automatically attempt to re-adjudicate the refill.
  - In less common scenarios, the patient might be asking for a refill in advance of their next refill date for a legitimate reason, such as going on vacation. If that is the case, enter 420-DK in the Overrides field, and then enter the applicable reason in the window that appears.



## Edit patient information

1. Click **Pencil** in the patient header to modify patient details.
2. Modify the patient information and click **Accept**.
3. Click **Recalculate Charges** to resubmit the prescription.

## Edit coverage information

1. Select the **Patient** tab.
2. Select the coverage that contains incorrect information and click **Edit** to modify the coverage information.
3. Select the **Flagged Prescriptions** tab and click **Recalculate Charges** to resubmit the prescription.

## Edit claim information

If you need to add or correct information for this one fill, edit the claim to correct the adjudication error.

1. On the **Rx Management** tab, select the prescription that didn't adjudicate correctly.
2. In the **Overrides** field, enter the name of the field you want to override.
  - You might have to select the **Advanced View** check box to see the **Overrides** field.
3. In the window that appears, add your override information.
4. Click **Recalculate Charges**.