

Pharmacy Reminders

Prescriber NPIs now required on all claims

On June 2, 2009, DHS will turn on the system edit that requires a valid National Provider Identifier (NPI) in the Prescriber ID field of all pharmacy claims, except when dispensing vaccinations or in other instances specified by DMAP. To avoid pharmacy claim denials:

- Obtain the prescriber NPI from the prescription, the NPI Registry at <https://nppes.cms.hhs.gov>, or the prescriber's office.
- If you are unable to obtain the prescriber's NPI, contact the Oregon Pharmacy Call Center at 888-202-2126 for assistance.

For more information, review last month's Pharmacy Alert at www.oregon.gov/DHS/healthplan/notices_providers/2009/prescriber-npi-0409.pdf.

Make sure your Point of Sale (POS) transactions with Oregon DHS are current

The client's name and Medicaid ID number must be in the insurance segment of your POS transactions; otherwise, POS claims will deny with error 513 (Client name/ID mismatch).

For more information, review the required changes to POS transactions at www.oregon.gov/DHS/healthplan/notices_providers/2008/pos-changes1208.pdf.

Point of Sale responses now contain plan-specific managed care information

When clients present the DHS Medical Care ID, bill DMAP or the client's OHP managed care plan to determine correct billing. If you bill DMAP for any prescriptions (except for carve-out drugs) and the client is in managed care:

- The POS system now responds with the name and telephone number of the managed care plan you should bill.
 - You no longer need to call the Oregon Pharmacy Call Center for this information.
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Resources on the Pharmaceutical Services provider guidelines page

You will find the following resources and more when you visit the Pharmaceutical Services page at www.dhs.state.or.us/policy/healthplan/guides/pharmacy/main.html:

- The ProDUR Overview and the Pharmaceutical Services supplemental information provide tips on how to resolve ProDUR errors 7000 and 7002 (click on "Billing information").
 - The new Pharmacy and Oral Nutritional Supplement Prior Authorization Request Form (click on "Clinical information").
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Questions? Call the Oregon Pharmacy Call Center at 888-202-2126 (available 24 hours a day, 7 days a week).

