**User Story ID:** US1440

**User Story Name:** Pharmacy Exceptions Sequencing

**Priority (H, M, L):** H

**Sizing: 5**

**Author:** Tanya Pickens

# Story

As an ePayments user, I need to see the exceptions for pharmacy claims correctly and sequenced according to the data on the transaction. When exceptions are displayed out of sequence, the data is not accurate for patient and exception listed. The name, date of service, payment, etc are easily confused for another patient.

History: we have users reporting that the exceptions are ‘out of sequence’ when they are trying to work exceptions. Due to the volume of pharmacy transactions, this is a huge burden on the end users. Volume reports is >150 per day.

**Example 1 ---------------------------------------------------------------------------------------------------**

EDI LOCKBOX EEOB DATA EXCEPTIONS - EEOB DETAIL    3/9/17         Page: 2

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ADJUSTMENT TEXT: MESSAGE TEXT UNAVAILABLE

  \*\*EEOB DETAIL DATA\*\*

SEQUENCE #: **71**                           AMOUNT PAID: 265.43

INVALID BILL NUMBER: 1234567             ERROR CATEGORY: VALID BILL NOT FOUND

FREE TEXT PATIENT NAME:                         BILLING PROVIDER NPI: 12345678910

RAW DATA: RCDIQ1(331.22,"**85**,223684,",1)  BILL REFERENCE NUMBER: 1234567

**\*\*The red bolded numbers above should match\*\***

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**Example 2 ---------------------------------------------------------------------**

EDI LOCKBOX EEOB DATA EXCEPTIONS - EEOB DETAIL    3/9/17         Page: 1

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 \*\*ERA SUMMARY DATA\*\*

ENTRY: 122957                            TRACE NUMBER: 401154137

INSURANCE CO ID: 1431420563              ERA DATE: MAR 08, 2017

TOTAL AMOUNT PAID: 1465.36

PAYMENT FROM: EXPRESS SCRIPTS INC                                       W1

FILE DATE/TIME: MAR 06, 2017@20:06:36    EFT MATCH STATUS: UNMATCHED

ERA TYPE: ERA                            INDIVIDUAL EOB COUNT: 62

MAIL MESSAGE: 58362117                   ERA DETAIL POST STATUS: NOT POSTED

EXPECTED PAYMENT METHOD CODE: CHK

  \*\*EEOB DETAIL DATA\*\*

SEQUENCE #: **12**                           AMOUNT PAID: 0

INVALID BILL NUMBER: 000018973884        ERROR CATEGORY: VALID BILL NOT FOUND

FREE TEXT PATIENT NAME: xxxxxxxxxxx    BILLING PROVIDER NPI: 1487612081

ECME #: 000018973884

RAW DATA: RCDIQ1(344.41,"**11**,122957,",1)  BILL REFERENCE NUMBER: 000018973884

**\*\*The red bolded numbers above should match\*\***

**3rd Party exceptions Worklist**

# Conversation

5/24/17

FSC needs to send data to test account in EDE in Austin

FSC needs the following in order for them to send data:

* Need Domain name
* ip address
* ip port number from developers

6/7/17

Peter H.:

If a pharmacy ERA contains Rx claims which were rejected by ECME these lines are dropped as the 835 ERA comes in and files

This is not a problem in itself but leaves gaps in the sequence of ERA lines

If there are Data exceptions on the ERA with later sequence numbers than the dropped line the Worklist display and View/Print EOB option in the Exceptions Worklist (EXC) will display detail for the wrong 835ERA line making it near impossible to process

The fix:

If a pharmacy ERA contains Rx claims which were rejected by ECME and also has exceptions on the 835 ERA that follow these dropped lines then the Worklist display and View/Print EOB option in the Exceptions Worklist (EXC) will display the correct line information.

# Detailed Listing of Acceptance Criteria

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| --- | --- | --- |
| Requirement ID | Description | External Dependency  (Y/N)  If Y, provide organization and description |
| US1440.1 | Verify the EEOB exception messages in the Exceptions Worklist (EXC) shows the correct sequential line information for pharmacy ERAs. | N |
| US1440.2 | Verify the View/Print Message option in the Exceptions Worklist (EXC) shows the correct sequential line information for pharmacy ERAs. | N |

# Constraints

N/A

# Risks

N/A

# Assumptions

N/A

# Approval Signatures

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| --- |
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**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Version | Description | Author |
| 6/22/2016 | v1.0 | Final version for approval | Team Leidos |
| 6/26/2017 | v0.02 | Updated with customer feedback via approval process | Chad Morrison |
| 5/24/2016 | v0.01 | Original / Initial | Chad Morrison |