**User Story Number:** USRX-04

**User Story Name:** Prevent OPECC entry of Submission Clarification Code for RTS/DUR and rejects pending on Pharmacist’s Worklist.

**Priority:** (High, Medium, Low)

**Rational ID: (MCCF EDI TAS Rational ID TBD)**

**Rally ID: US20**

**Initial Story Sizing: 2**

**Product Backlog ID: 187**

**Service Request Number:**

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# Background

Efficiencies needed with overall ePharmacy process – The Outpatient Pharmacy Electronic Claims Coordinators (OPECCs) can currently use the RED Resubmit w/ Edits action on the ECME User Screen to edit the Submission Clarification Codes for all rejects, even those rejects pending clinical evaluation by the pharmacist.

The issue was originally identified when an OPECC resolved a clinical reject (Refill Too Soon (RTS) and Drug Utilization Review (DUR)) with a Submission Clarification Code

Pharmacist and OPECC have different screens; users refer to them as below

* Third Party Payer Rejects - Worklist (used by pharmacists)
* ECME User Screen (used by OPECCs)

# Story

**As an OPECC**, **I should** not be able to edit the Submission Clarification Codes from the RED Resubmit w/ Edits action on the ECME User Screen for reject code 79 Refill Too Soon and reject code 88 DUR or for any reject pending on the pharmacist’s Reject Worklist **so that** clinical rejects will remain on the worklist for a qualified Pharmacist to resolve and to assure that OPECCs only take action appropriate to their role.

**Conversation**

The OPECC should not be able to edit a Submission Clarification Code for any reject pending on the pharmacist’s reject worklist, as well as any resolved or unresolved reject for code 79 Refill Too Soon and code 88 DUR.

Desired change: When the OPECC performs the Resubmit w/ Edits action, restrict the ability to edit the Submission Clarification Code if any of the below criteria exist.

**Criteria:**

1. If a prescription has a resolved or unresolved Reject code 79 Refill Too Soon or Reject code 88 DUR (Drug Utilization Review)
2. If a prescription has a pending reject on the pharmacist’s worklist (Note: Reject Resolution Required rejects and Transfer Rejects are set up locally and may vary on the worklist)

Please refer to the software changes released nationally in February 2016 – Prevented OPECC from closing claims on Pharmacist Worklist – it is included in one or more of the following VistA patches. The proposed software change is similar to the modification released in February 2016.

BPS\*1.0\*19  
IB\*2.0\*534  
PSO\*7.0\*427  
PSX\*2.0\*77  
PSS\*1.0\*188

This user story calls for modifying the OPECCs ability to edit the current value displayed in the Submission Clarification Code prompt.

* If the prescription meets either criteria then text is displayed “\*\*OPECC cannot edit Sub. Clar. Code field for this reject - refer to Pharmacist” and the user is not allowed to change the value of the Submission Clarification Code. The Submission Clarification Code field should display as a non-editable field.
* If the prescription does not meet either criteria, then the user is allowed to edit the Submission Clarification Code, if desired, using current functionality.

ePharmacy Site Parameters for each site contain that site’s list of Reject Resolution Required codes to be allocated to Pharmacist worklist. It also contains the Transfer Reject codes criteria. The reject codes specified in these settings are not nationwide – may be different from VistA site to VistA site.

Mock up of the RED Resubmit w/ Edits if an alert is displayed:

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CV Change View REV Reverse Payable Claim FR Further Research

SO Sort List RES Resubmit Claim VER View ePharmacy Rx

CMT Add/View Comments CLO Close Claim WRK Send to Worklist

Select Action: Next Screen// **red RED**

Enter the line number for the claim to be resubmitted.

Select item: 1.1

You've chosen to RESUBMIT the following prescription for TRICARE,SIX

1.1 ALPRAZOLAM 0.25mg 00378400101 07/27 2721397 0/000004318343 W RS AC/N

Are you sure?(Y/N)? y YES

Pharmacy Relationship Code: 1// CARDHOLDER

Pharmacy Person Code: 01//

Prior Authorization Number: 00000000000//

Prior Authorization Type Code: 0// NOT SPECIFIED

Submission Clarification Code 1: 3 VACATION SUPPLY

\*\*OPECC cannot edit Sub. Clar. Code field for this reject - refer to Pharmacist

Patient Residence Code: 1// HOME

Pharmacy Service Type Code: 1// COMMUNITY/RETAIL

Delay Reason Code:

Are you sure?(Y/N)?

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Additional note for the mock up (above): The red text above 3 VACATION SUPPLY is an example only – the system shall display the current Submission Clarification Code.

This modification only affects the Submission Clarification Code prompt. The OPECC may edit information in other fields within the RED Resubmit w/ Edits action.

A claim can reject with multiple reject codes. When a claim rejects with multiple reject codes and one of the rejects meets the criteria in this user story, the OPECC will not be allowed to edit the Submission Clarification Code.

# Detailed Listing of Acceptance Criteria

|  |  |  |
| --- | --- | --- |
| Requirement ID | Description | External Dependency  (Y/N)  If Y, provide organization and description |
| USRX-4.01 | If prescription falls into one of the two criteria, then we want to see the message and not allow OPECC to update the Submission Clarification Code using the RED Resubmit w/ Edits action | N |
| USRX-4.02 | Assure the OPECC can edit the Submission Clarification Code using the RED Resubmit w/ Edits action for prescriptions when the prescription does not meet the criteria | N |
| USRX-4.03 | Assure that Pharmacists can update the Submission Clarification Code in all cases (not expecting any impact to Pharmacist since they use different screens) | N |
| USRX-4.04 | Assure the OPECC cannot edit the Submission Clarification Code when using the RED Resubmit w/ Edits action and there are multiple reject codes, one of which fits this criteria and one does not fit the criteria. |  |
| USRX-4.05 | The OPECC should be able to edit other existing fields within the RED Resubmit w/ Edits actions when the prescription falls into the two criteria. |  |
| USRX-4.06 | Assure the OPECC can edit the Submission Clarification Code when using the RED Resubmit w/ Edits action and there are multiple reject codes, none of which meet the criteria. |  |

# Testing Notes:

1. Regression test for OPECC from ECME User Screen
   1. Assure that OPECC can resubmit claims
   2. Assure OPECC can reverse claims
2. Regression test Pharmacist functions
   1. Assure Pharmacist worklist continues to work as before
   2. Hidden Action from reject information screen
      * + Submit Mult. actions (SMA)
        + Submit Clarif. Code (CLA)
3. Assure the OPECC can edit the Submission Clarification Code when using the RED Resubmit w/ Edits action when the prescription does not meet the criteria above.
4. Set up data and test a reject code of 79
5. Set up data and test a reject code of 88
6. Set up data and test a reject for an RRR reject code currently on the Pharmacy Worklist
7. Set up data and test a reject for a Transfer Reject code currently on the Pharmacy Worklist
8. Set up data and test a reject of a TRICARE claim
9. Set up data and test a reject of a CHAMPVA claim
10. Retest scenarios 6-9 with multiple reject codes; one reject code should be a non-criteria reject (e.g. 52)
11. Assure the OPECC can edit the Submission Clarification Code when using the RED Resubmit w/ Edits action when a reject has been resolved from the Pharmacy Worklist. The reject must be something other than DUR/RTS.

Note: All TRICARE and CHAMPVA claims go to the Pharmacist Worklist and will initially fall into the Criteria specified above of either a DUR/RTS reject or pending reject on the pharmacist’s worklist. The OPECC should only be able to edit the Submission Clarification Code for non-DUR/RTS rejects after the pharmacist has Ignored the reject. Coding exists in ePharmacy packages to look at patient file to determine eligibility.

# Constraints

ePharmacy Site Parameters are site specific

# Assumptions

* Reject codes 79 and 88 go to the Pharmacist Worklist on all sites
* Any TRICARE and CHAMPVA reject (all codes) go to the Pharmacist Worklist on all sites
* Reject Resolution Required and Transfer Rejects code are set up in ePharmacy Site Parameters

# Approval Signatures

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**Revision History**

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| --- | --- | --- | --- |
| Date | Version | Description | Author |
| 08/29/2016 | v0.01 | Original | Julie Mann, Leidos |
| 09/21/2016 | v0.02 | Reston F2F Review (still being edited) | XXXX |
| 10/11/2016 | v0.03 | ePharmacy USD&P Meeting edits | Glen Caneel, Leidos |
| 10/14/2016 | v0.04 | Merged changes from ePharmacy and added criteria numbers | Glen Caneel, Leidos |
| 10/17/2016 | V0.05 | Make edits resulting from meeting discussion and email discussion | Cindy Fawcett, Leidos |
| 10/25/2016 | V1.0 | Final version for submission | Team Leidos |