



User Manual 2.0

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Introduction

Welcome to the Claim Audit Recovery System

CARs (Claim Audit Recovery System) is a system designed to manage all aspects of auditing pharmacy claims. The CARs system provides notifications to pharmacies of information requested for the audit process, allows Users to upload received documentation, provides a comparison screen to check data against provided documentation with a checklist for auditing claims data and tracks and reports recovery of audited claims amounts.

There are eight (8) main areas in the CARs system:

- Log-In and the Home Page
- Create Contacts and Upload Bulk Contacts
- Batch Importation and Notification Processing
- Documentation Downloading (Updox), Uploading (Updox) and Batch Splitting (Chain Documentation)
- Claim Auditing
- Batch Completion/Post Batch Completing: Refills and Reporting (to be completed in Fall 2020)
- New Client Set-Up (CURRENTLY RESERVED FOR PIC staff only)

This User manual provides detailed information on each of the areas along with Appendix references covering Error Codes, Auditing guidelines and Frequently Asked Questions (FAQs).

CARs uses unique nomenclature and this nomenclature is used throughout this manual. For example, a client of Pharmacy Investigators and Consultants (PIC) that uses CARs may be referred to as a Client or a Tenant. Pharmacy Investigators and Consultants is the owner of CARs. PIC is also referred to as the CARs Administrator. Consult your account representative at PIC if you do not know how to contact the administrator. The User can be PIC or a client, as designated and agreed to by PIC.

1. Getting Started

1.1 Log in, passwords and two-factor authentication

Log In

The User will be provided a log in and password by the PIC team. The User should **not** change this password.

To access CARs, the User should:

- Login to the CARs system at:
<https://CARs.claimsaudit.org/Identity/Account/Login?ReturnUrl=%2F>
- Login can be achieved through a Web browser from the IP address provided to PIC.
- Enter Username and password, which was assigned to you by the PIC CARs Administrator.

Log in.

Email

Password

If you forgot your password,
please contact PIC CARs support team to have it reset.

 **Login**

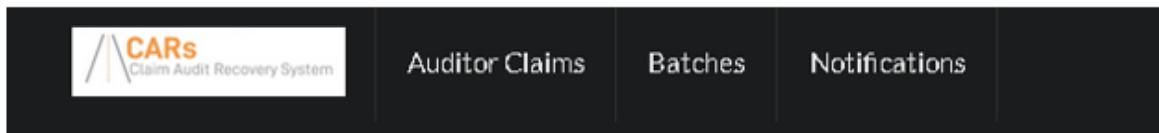
- Click on **Login**.

The User will be prompted to enter a Two-Factor authentication code.

Two-Factor Authentication

- The first step is to download an app for your smartphone/I-phone to provide you with a two-factor authentication code. You may use FreeOTP for smartphones and I-Phones.
- After downloading the app go to the CARs system @ <https://CARs.claimsaudit.org>

- Using your camera feature on your phone, scan the QR code. When opening the app, the User will see a screen that identifies the PIC CARS Production version and you may see your Username. This is the version you will use.
- As with all two-factor authentication codes, there is a different code each time the User signs on. In addition, the code will change after 30 seconds. If the User does not enter the code and click enter within the 30 seconds, the User must re-enter the new authentication code.
- Using the app on your phone, tap the screen for the CARS production app and a 6-digit code will appear.
- Enter this six-digit code in the authenticator code box and select **login**.



Two-factor authentication

Your login is protected with an authenticator app.

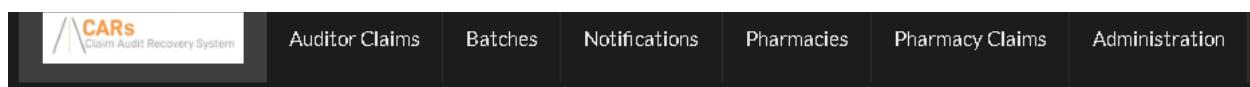
Enter your authenticator code below.

Authenticator code

→ **Log in**

Once logged in the User is directed to the Home page.

1.2 The Home Page



Welcome to Claim Audit Recovery System

Claim Dashboard

There are six (6) tabs at the top of the screen.

From this screen, the User can:

- Select Auditor Claims to audit claims.
- Select Batches to view or import a new Batch.
- Select Notifications to view or process notifications.
- Select Pharmacies to view or edit pharmacy information.
- Select Pharmacy Claims to upload documentation for claim auditing.
- Select Administration (if allowed permission) to enter or edit Tenants (new clients), enter or edit notifications and perform additional User management functions.

The Claim Dashboard will also provide the User with an overview of the status of Batches that have been imported into the CARs program:

- Batch ID
- Batch Status (initiated, pending)
- Total Number of claims in the Batch
- The number of Pending claims (claims which have not had notifications sent)
- Batch Initiation Date
- The number of claims Ready for Audit / Batch
- The number of claims that have been audited / Batch
- The number of claims with an Appeal in Progress
- The dollar amount of pending Recovery Amounts (claims which have not had Final notifications sent)
- The dollar amount of Final Recovery Amounts (claims which have had Final Notifications sent)

2. Create Contacts and Upload Bulk Contacts

2.1 Creating a Pharmacy Contact

To create a new pharmacy contact, the User would:

- Select Pharmacies from the claim dashboard
- Select “Create Contact”
- Select “PBM” in the Dropdown Box
- Refer to the Rx Retail/Chain Affiliation Code listing to determine notification process
- The Fax / Email notifications are sent out based on the requirements of the Tenant and are outlined below.

Fax Notification

- Fax notifications are generally sent to Independent pharmacies. The notices are prepared by the CARs program and are sent out via FaxAge. The methodology for bulk pharmacy entry is discussed in Chapter 8. How to update information about the pharmacy is discussed in Chapter 3.3 Batch Validation.
 - **Immediate Fax 15 Days** – Notice is sent out immediately and the pharmacies are given 15 days to respond.
 - **Immediate Fax 30 Days** – Notice is sent out immediately and the pharmacies are given 30 days to respond.
 - **Immediate Fax Appeal 30 Days** – Notice is sent out immediately and the pharmacies are given 30 days to appeal the audit findings.

Email Notification

- Email notifications are sent to the chain contacts. The notices are prepared by the CARs program and sent out via the CARs program. The methodology bulk pharmacy entry is discussed in Chapter 8. How to update information about the pharmacy is discussed in Chapter 3.3 Batch Validation.
 - **Immediate Email 15 Days** – Notice is sent out immediately and the pharmacies are given 15 days to respond.
 - **Immediate Email 30 Days** – Notice is sent out immediately and the pharmacies are given 30 days to respond.
 - **End of Month Email 30 Days** – Notice is sent out at the end of the month and the pharmacies are given 30 days to respond (all claims selected for audit during the month are held and sent out as one Batch).
 - **End of Month Appeal Email 30 Days** – Notice is sent out at the end of the month and the pharmacies are given 30 days to appeal the audit findings. (all audited claims with a finding are held until the end of the month and sent out as one Batch).
- Select Appeal notification
 - Immediate,30 Day Appeal
 - EOM, 30 Day Appeal

- Enter Pharmacy NPI
 - 10 Digit number unique to each Pharmacy
- Enter Chain Code (if a chain store is being added)
- Enter Pharmacy / Business Name
- Select which notification, Fax or Email (refer to Appendix for descriptions)
- Enter Phone Number
- Enter Fax Number
 - Enter Fax number even if the pharmacy will receive Email notification, to have this information available for future use if necessary.
- Enter Email
 - This information is required if email notification is selected.
- Select Create

Create

2.2 Bulk Upload contacts

(This function is reserved for the PIC CARs Program Administrator)

To add pharmacies for a new Tenant (Refer to Chapter 8) the User can use the Bulk Upload Contact function. The User would:

- Select Pharmacies from the claim dashboard
- Select Bulk Upload Contacts
- Select PBM in the Dropdown Box
- Select the Excel file containing the pharmacies received from the Tenant
- Select Upload

3. Batch Importation and Notification Processing

Batch Importation and Notification Processing is the first step in the ongoing CARs processes. In this step, a sample of claims data is prepared and uploaded properly so that notifications requesting documentation from pharmacies can be sent.

In this Chapter, we will discuss the five (5) steps necessary to upload a Batch of claims and send notifications to pharmacies.

1. Data and Batch importation
2. Batch Staging
3. Batch Validation
4. Batch Initiation
5. Notification Processing.

3.1 Data Requirements

Claims data is obtained two ways:

- A sample is prepared for CARs from COPs, or
- The User has prepared a Batch of claims.

A Batch of claims is a grouping of claims selected for audit. Typically, the Batch is a group of claims selected in a single week. For example, claims processed in the first week of the year would be called Batch 1, claims processed in the second week of the year would be Batch 2, and so on. Batches of claims can also be claims processed in a single day. Claims processed on January 1 could be called Batch 1, January 2 Batch 2, and so on. There are no minimum or maximum numbers of claims that can be in a single Batch.

A Batch of claims contains fields of data and must be saved in a certain format in Excel, based on the request of the Tenant. The Batch of claims needs to be in a consistent format and file layout as per the format that was initially developed. Any changes to the format or data elements will cause the Batch to not upload properly. Check with the CARs Administrator if there are errors in uploading.

3.1.2 Data Elements

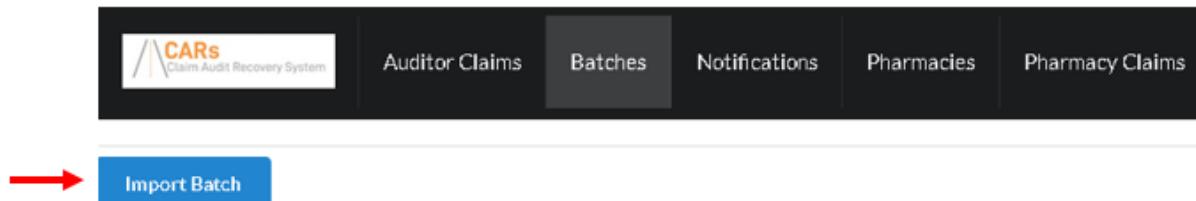
- The minimum data elements required for auditing claims in CARS include:
 - COPs Score
 - Batch ID
 - Pharmacy Name
 - Pharmacy NPI
 - Affiliation ID (for Chain Notifications)
 - Pharmacy Fax Number
 - Pharmacy Phone Number
 - Transaction ID / Claim Number
 - Rx Number
 - Fill Date

- Patient Name
- Patient DOB
- NDC of the Medication
- Drug Name including Strength and dosage form
- Quantity
- Day Supply
- Prescriber Name / NPI
- Ingredient Cost
- Dispensing Fee
- Sales Tax
- Patient Paid Amount (Co-pay)
- Total Amount Due

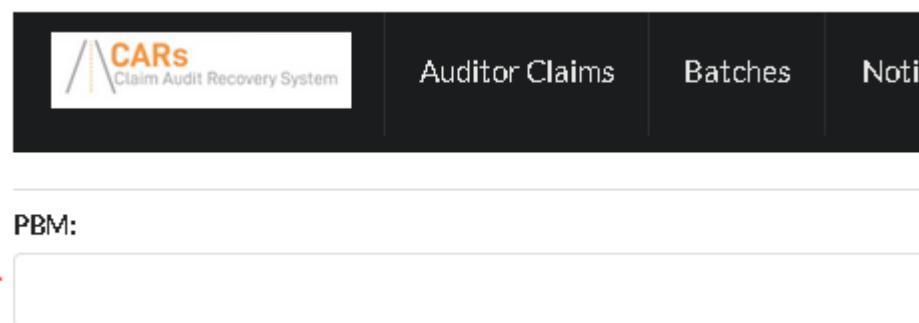
3.2 Batch Importation

The following are the steps to import a Batch of claims into CARs:

- The User should sign on to CARs (if not already signed on to the system)
- Select **Batches** from the Claim Dashboard.
(This screen will allow you to import a Batch into CARs.)
- Select **Import Batch**



- Select the PBM from the **PBM dropdown box** at the top of the screen.



- Once selected, and if appropriate, a User may elect to assign a Batch Label to the claims
- The **Batch label box** will need to be completed as follows:
 - In the Batch Label box, the User will input the Batch Label which is based on: the Year, Week of the Year and PBM (Example 20XX-XX-PBM).

Batch Label:

 **Batch Label...**

 **Choose File** No file chosen

Stage Batch

- If no Batch Label is inputted, the User will select “Browse” to locate the desired file.
- The User will select the **Choose File button**. This will direct the User to select a file that you wish to import from your computer.

- Navigate to your computer drives to import the necessary file.
- The User should select the Excel file to be uploaded.

*** Note: Some clients may want to approve the Batch prior to initiation. Ensure this has been done, as required. ***

Name	Date modified	Type	Size
 CARs Testing Batch 1.wm.xlsx	6/4/2019 10:13 AM	Microsoft Excel Workbook	31 KB

3.2 Batch Staging

- Once the file has been selected, the User will then select the **Stage Batch button**.
- This step ensures that the Excel fields are properly formatted, based on the Tenant requirements and the CARs requirements. Refer to the Appendix 2 for the list of minimum data elements required for auditing.

Batch Label:

Batch Label...

Browse... No file selected.

Stage Batch

- On the Batch Upload page click the **Transpose** box and review all mapping between the input Excel headers and application fields to ensure the fields necessary for auditing the claims will be imported.

Batch Label...

Delete

Transpose

Validate

NOTE:** Any Excel fields which are blank, denotes a field which will **not** be imported. If an empty field is present that is necessary for auditing, please review the Excel spreadsheet containing the Batch that you are importing to determine if the information is present on the Excel spreadsheet. If the information is present on the Excel spreadsheet, please contact the PIC CARs Administrator and **do not proceed.

3.3 Batch Validation

This step prepares the Batch for auditing. The process verifies that the information necessary to audit the Batch is present as well as reviews the Batch so that all the information necessary for faxing or emailing is present.

***NOTE:** Each claim within the Batch has been processed by a pharmacy. Based on the rules designated by the client, some pharmacies are sent notifications via fax, others via email. The manner in which pharmacies are sent notifications and the timing of those notifications is discussed later in Chapter 8: New Client Set-Up.

Click **Validate**.

BATCH LABEL...

Delete

Transpose

Validate

If after validating, and if there are any issues that the User must correct, CARs presents a message "Batch has the following blocking issues" and a list of pharmacy(ies) will be displayed on the screen.

The blocking issue(s) could be related to:

- The pharmacy(ies) may not have the information necessary to process the notification:
 - Missing fax number if the pharmacy receives a fax notification.
 - Missing email If the pharmacy receives an email notification.
 - The pharmacy is notified by fax, but email notification is associated with the pharmacy.
 - The pharmacy receives email notification, but fax notification is associated with the pharmacy.

Batch 'Batch 20XX-XX-[] has the following blocking issues:

The following issues need to be resolved before the batch can be submitted.

Pharmacy Contacts without defined notification processes

→ • [Joe's Pharmacy at Bull Valley](#)

[Delete Batch](#)

- Refer to the Rx Retail/Chain Affiliation Code listing to determine notification process.
 - Immediate Fax 15 Days, immediate Fax 30 Days, Immediate Email 15 Days, Immediate email 30 Days or EOM Email.
- If there is a blocking issue as described above, using the NPI, the User would confirm whether the same NPI is or is not in the NPI Master list and whether it was uploaded correctly into the CARs Pharmacies module.
 - Identify the pharmacy by NPI.
 - Select the pharmacy and review the notification process displayed against the Notification source file.
 - Using the dropdown box, select the correct notification process such as Immediate Fax 15 Days, Immediate Fax 30 Days, Immediate Email 15 Days, Immediate email 30 Days or EOM Email and make sure either a fax number or email is present for the pharmacy.
 - If the Pharmacy Name, fax number, email address is incorrect, you may correct the information.
 - Then, select "Edit," make the correction and then select "Edit" to save the change.

Edit Pharmacy Chain

PBM:	<input type="text"/>
Notifications:	<input type="text"/> Immediate Fax, 30 Days
Appeal:	<input type="text"/> Immediate 30 Day Appeal
NPI:	<input type="text"/> 11112223333
Chain Code	<input type="text"/>
Master Chain Code	<input type="text"/>
Master Chain	<input type="text"/>
Business Name	<input type="text"/> Joe's Pharmacy at Bull Valley
Other Business Name	<input type="text"/>
Phone	<input type="text"/>
Fax	<input type="text"/> 0001234581

***Note:** Be sure to pay special attention to the selected notification process on the Pharmacy Contact settings page. There are both "Immediate 15" and "Immediate 30" day fax and email processes. The same listing of all available notification processes is displayed on the pharmacy contact page across every Tenant.

- The User should resolve every pharmacy with an "issue" and select the appropriate notification (please consult CARs Administrator to determine the Notification schedule for each pharmacy):
 - Immediate Fax, End of Month (EOM) Email, etc. based on the requirements of the Tenant and the type of pharmacy (Independent or Chain)
 - If selecting fax as an option, make sure a fax number is listed
 - if selecting Email as an option, make sure an appropriate email is listed.

- After all pharmacies have been reviewed and the correct notification process is present, Submit the Batch by clicking on the “**Submit**” button.



- If at any time in the process the User is unsure of either proceeding or is unsure that the process is correct, then select **Delete** to delete the Batch and notify the PIC CARs administrator immediately with your concerns.

3.4 Batch Initiation

After submitting the Batch, the User must then “**Initiate**” the Batch. To “Initiate” the batch the User must first:

- Review all the notifications to make sure that the correct notification process has been applied to the claims for the pharmacy.
- The User can override the Scheduled Date and Due By dates, only as appropriate.
 - These dates should not be modified unless the client has specifically requested such overrides.
- If the notification processes are incorrect:
 - the User will select the Red Box labeled **Delete Batch** which will delete the Batch
 - the User will review and correct the notification process(es)
 - start the Batch process over.
 - Contact the PIC CARs Administrator of the error in the incorrect notification process(es)
- If after reviewing and determining that all notifications are correct, the User would then select the green box labeled **Initiate Batch**.

Pharmacy	ChainCode / NPI	Notification Process	Scheduled For	Due By	Effective Email	Effective Fax
WALGREENS #621	1154134471	Immediate Email, 15 Days	04/15/2020	04/30/2020	blhorne-pharmacy@walgreens.com	0001234567
KING SOOPERS PHARMACY	1619990700	EDM Email, 20 Days	04/30/2020	05/05/2020	anarmacs@kingsoppers.com	0001234569
CVS PHARMACY 001PH	1629010617	EDM Email, 20 Days	04/30/2020	05/05/2020	aulinepharmacy@cvssunpharmacy.com, scott.durant@cvssunpharmacy.com	0001234570
RITE AID PHARMACY 06121	1621107210	EDM Email, 20 Days	04/30/2020	05/05/2020	RiteAid@riteaid.com	0001234572
HIGHLAND HOSPITAL OF PHARMACY	1922161323	Immediate Err, 15 Days	04/15/2020	04/30/2020		0001234573

3.5 Notification Processing

- After the User initiates the Batch and the Batch has finished the initiation process, the User will then **“Process Notifications.”**
 - This step creates the fax and email notifications that will be sent to the pharmacies or chain contacts requesting the documentation necessary for the claims to be audited.
 - The User should have designated the proper notification type (email or fax), frequency (End of Month (EOM) or immediately) and the appeal notification.
 - See “Create Contacts and Upload Contacts, Chapter 2.”
- There are two types of notifications, Fax and Email. There are also three different notifications that will be sent out any time you process notifications:
 - **Initial Notice** – This notice is the first request for documentation that is generated when processing a new Batch, which requests a copy of the prescription (front and back), a signature log and any additional documentation necessary, such as compounding directions, etc.

RE: Pharmacy Claims Audit Notice

Date: 09/20/2022
DUE DATE: 10/20/2022
Batch #: 2576929 / 2022-8 [REDACTED]

Documentation received within 24 hours of the Due Date may receive a 2nd Notice*

Dear Pharmacy Manager/Auditing Department,

Your pharmacy has contracted with [REDACTED] to dispense prescriptions to its members. To ensure that our members are receiving the finest service, [REDACTED] has contracted with Pharmacy Investigators and Consultants (PIC) to provide compliance and auditing services.

Included with this notice is a list of prescription(s) for which we are requesting additional documentation. Please note, our review may also include any applicable refills for the listed prescription(s).

For each prescription number listed, we require:

1. A copy of the original prescription (front and back) - if phoned in, copy of the order as originally transcribed must be provided.
2. The signature log or proof of delivery.
3. Include any additional information you feel is necessary to support the dispensing or the prescription, such as compounding instructions, etc.
4. Include the "Prescription List" with the yes/no information with your responses.

Please send faxed response to: (847) 380-9132, ATTN: Desk Auditor

Responses must be received by the DUE DATE to comply with this audit request. Failure to respond to this notice by 10/20/2022, may result in reversed funding associated with the prescription(s). If the claim was processed correctly, you will not receive any additional requests. If there is an error, you will receive a notice with appeal rights.

Thank you for your cooperation. If there are any questions, please call our help desk at (847) 540-9590, ext. 107.

The pages comprising this e-mail/facsimile transmission are intended only for the use of the individual or entity which it is addressed as set forth above and may contain information that is privileged, confidential and/or exempt from disclosure. If you are not the intended recipient, be aware that you should not read this fax transmission and that any disclosure, copying, distribution and/or use of the contents of this transmission are prohibited. If you have received this transmission in error, please notify the sender immediately by telephone and return the original message to our office at the address via the US Postal Service or allow us to make arrangements to retrieve this transmission at no cost to you.

Prescription List

Please attach this list when you return the requested prescription information indicate with a "yes or no" as to what documentation you have returned in the column headings (Signature Page, Rx Page, Other items) so that we ensure all documentation is properly received.

Transaction Id	Rx Number	Date Filled	Due Date	NPI	Pharmacy Name	Signature Page Included (yes/no) ?	Rx Page Included (yes/no) ?	Any Other File ID?
26465921	1179145	09/12/2022	10/20/2022	12150931279	STONY POINT PHARMACY			

- **Second Notice** – This notice is sent out requesting the same documentation as the initial notice and is sent out if the pharmacy has failed to respond in the allotted time frame and is requesting the documentation be sent out the day the notice is received by the pharmacy.

RE: Pharmacy Claims Audit Notice - Second and Final Request ←

Date:09/14/2022
DUE DATE: (MUST REPLY TODAY)
Batch #249399 / 2022-7 [REDACTED]

If you have recently sent the documentation, please disregard this notice.

Dear Pharmacy Manager/Auditing Department,

Your pharmacy received an audit notice on 08/31/2022 from Pharmacy Investigators and Consultants on behalf of [REDACTED]. As of the above date, we have not received your response to either request. This notice will serve as the final request for the documentation to be returned. If we do not receive the documentation as of the DUE DATE listed above, funding for the prescription(s) will be reversed.

Include with this notice is the original list of prescription(s) for which we are requesting additional documentation. Please note, our review may also include any applicable refills for the listed prescription(s).

For each prescription number listed, we require:

1. A copy of the original prescription (front and back) - if phoned in, copy of the order as originally transcribed must be provided.
2. The signature (or proof of delivery).
3. Include any additional information you feel is necessary to support the dispensing or the prescription, such as compounding instructions, etc.
4. Include the "Prescription List" with the yes/no information with your responses.

Please send faxed response to: (847) 380-9132, ATTN: Desk Auditor

If the requested documentation is not provided by the DUE DATE listed above, then funding for the prescription(s) will be reversed. If the claim was processed correctly, you will not receive any additional requests. If there is an error, you will receive a notice with appeal rights.

Thank you for your cooperation. If there are any questions, please call our help desk at (847) 540-9590, ext. 107.

The pages comprising this e-mail/fax/cellphone transmission are intended only for the use of the individual or entity which it is addressed as set forth above and may contain information that is privileged, confidential and/or exempt from disclosure. If you are not the intended recipient, be aware that you should not read this fax transmission and that any disclosure, copying, distribution and/or use of the contents of this transmission are prohibited. If you have received this transmission in error, please notify the sender immediately by telephone and return the original message to our office at the address via the US Postal Service or allow us to make arrangements to retrieve this transmission at no cost to you.

Prescription List

Please attach this list when you return the requested prescription information indicate with a "yes/no" as to what documentation you have returned in the column headings (Signature Page, Rx Page, Other items) so that we ensure all documentation is properly received.

Transaction Id	Rx Number	Date Filed	Due Date	NPI	Pharmacy Name	Signature Page (Included Yes/No)?	Rx Page Included (Yes/No)?	Any Other File ID?
15220926	3622	07/18/2022	09/14/2022	1427310522	PATIENT CARE PHARMACY			

- **Final / Appeal Notice** – This notice is sent out if the auditor has determined there is an error in the claim (whether or not the error is financially recoverable or is an error, like a day's supply issue, that is not financially recoverable). The notice contains the error code and the potential recovery amount. If the pharmacy objects to the finding, the pharmacy can appeal the audit findings to the Tenant (in some cases, PIC may handle the appeal, check with the PIC Administrator).

RE: Claim's Disposition for Prescription Drug Desk Audit Documentation

Due Date: 10/20/2022

Appeal Batch #: 2579109 / **Original Batch #:** 2427476 / **Import Batch:** 2022-07 [REDACTED]

Dear Pharmacy Manager/Auditing Department,

[REDACTED] has contracted with your pharmacy to dispense prescriptions to covered members. Thank you for participating in the desk audit process.

During the pharmacy audit, specific information about the selected prescriptions billed by your pharmacy were reviewed and compared to the documentation your pharmacy provided. Each prescription was evaluated for program parameter adherence, regulatory compliance, and data entry errors. The attached documents detail the overpayments based on the information collected in the audit.

Your pharmacy has 30 days to contest the findings by providing more complete information or validation for the claims. Please send any supporting documentation to:

[REDACTED] Auditing Department
appeals@pharmout.com
OR faxes can be sent to 847-380-9132
Attn: Auditing

Once 30 days has passed, the overpayment amount included will be deducted from a future remittance check(s).

Thank you for your cooperation. If there are any questions regarding these discrepancies, please contact the Pharmacy Audit Department at appeals@pharmout.com

Thank you.

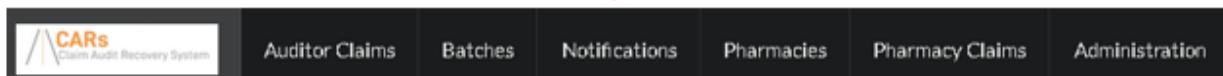
Desk Audit Staff for [REDACTED]
Pharmacy Investigators and Consultants
Phone: (847) 540-9590 x107
E-mail: desk.auditor@pharmout.com

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Prescription List

Transaction Id	Rx Number	Date Filed	Due Date	NPI	Pharmacy Name	Initiation Date	Error Description	Recovery Amount
81155692072686	2286465	07/25/2022	09/24/2022	1760405229	RITE AID PHARMACY 04401	09/20/2022	Prescription Reversed	0

- Select Notifications tab from the CARs Home screen.



- In the upper left-hand corner is a blue button labeled “Process Notifications.” Click on this button.

- CARs verifies that there is a fax number or email present and the User has the opportunity to determine if the notification process is correct for each pharmacy.



- The User should verify that the notification for the pharmacy type (independent versus chain) aligns with the time frame shown in the “Scheduled For” and “Due Date” boxes (15 days, 30 days, End of the Month-30 Days).

Process Batch Notifications

 Live Email and Faxes will be sent out! Please carefully review settings listed below and proceed with caution.						
Batch ID	Type	Pharmacy	ChainCode / NPI	Scheduled For	Due By	Effective Email
202628	Main	GIANT PHARMACY	1871528810	08/14/2019	08/29/2019	Pharmacythirdpartyaudits_retailbusinessservices.com@email.local
202638	Main	RITE AID PHARMACY 05339	1003925397	07/31/2019	09/30/2019	RxAudit_riteaid.com@email.local
202642	Main	DAHLS PHARMACY OF FALON	1124130125	08/14/2019	08/29/2019	
202644	Main	WALGREENS#3207	1790790038	08/14/2019	08/29/2019	thirdpartyaudits_walgreens.com@email.local
202647	Main	CLINIC PRESCRIPTION SHOP	1427151588	08/14/2019	08/29/2019	

- Scroll down to the end as you review and select “Preview.”

Preview

- The below screen shows the User the process that will occur in the first step of sending notifications.

Batch Notifications

#208776: RITE AID PHARMACY # 05286

Time	Event Type	Description	Attachment
04/15/2020 19:31	Started	Started stage: Final, triggered on: 30.0 elapsed day(s)	
04/15/2020 19:31	Started	Will send to: RxAudit_riteaid.com@email.local	

#208782: CVS PHARMACY #07251

Time	Event Type	Description	Attachment
04/15/2020 19:31	Started	Started stage: Final, triggered on: 30.0 elapsed day(s)	
04/15/2020 19:31	Started	Will send to: auditnotification_cvscaremark.com@email.local	

- Scroll down to the end of the file and select “**Process & Send.**” Actual notifications are now processing.
 - Once pressed, no other changes to the notifications or notification processes can be made.



Process & Send!

- By clicking on the blue “Download / Preview” button, the User can view the notification that is being sent out.

#324091: RITE AID PHARMACY 06121 [Finished]

Time	Event Type	Description	Attachment
09/05/2019 19:24	Started	Started stage: Initial, triggered on: 0.0 elapsed day(s)	
09/05/2019 19:24	Started	Sending to: RaAudit@riteaid.com	
09/05/2019 19:24	Succeeded	Email successfully sent to: RaAudit@riteaid.com, with subject 'Claims Disposition for Prescription Drug Audit Documentation'	Download Preview

***Note:** Notifications can be processed at any time. When processing notifications, in addition to the initial notification being processed, CARs will prepare and send faxes or emails that are due to be sent out (such as the Second Notices for non-responders to the initial request) or Appeal Notices for any audited claims found to contain an error.

TESTING NOTICE: Please Ignore, Thank you!



RE: Second and Final Notice for Audit

Date: 04/15/2020

DU DATE: 10/30/2019

Batch #:208776 / TESTING_COPS_VIEW

Dear Pharmacy Manager/Auditing Department,

Your pharmacy received an audit notice on 10/11/2019 from Pharmacy Investigators and Consultants on behalf of [REDACTED]. As of the above date, we have not received your response to that request. This notice will serve as a final request for the information to be returned. If we do not receive the documentation as of the DUE DATE listed above, funding for these prescriptions will be reversed. Included with this notice is the original list of prescription(s) for which we are requesting additional documentation.

For each prescription number listed, we require:

1. A copy of the original prescription (front and back) - if phoned in, copy of the order as originally transcribed must be provided.
2. The signature log or proof of delivery.
3. Include any additional information you feel is necessary to support the dispensing or the prescription, such as compounding instructions, etc.

Instructions for replying with requested documentation:

1. Save all documentation for a requested prescription as "Prescription Number Chain Code PDF." For example, if we are requesting information on your prescription number 6863820, you should save the file (which would include the prescription order, signature verification and any additional information for that prescription) as 6863820_XXX. Use chain code # 181. A single PDF file with multiple prescriptions is not acceptable and will be rejected.
2. You may "zip" the files into a single appx.6 file if there are multiple prescriptions requested to facilitate emailing.
3. Attach each file for each prescription requested, or a single "zipped" file with multiple prescriptions, to an email and send the email to desk.auditor@pharmout.com
4. Include the "Prescription List" with the yes/no information with your responses.

If the requested documentation is not provided by the DUE DATE listed above, then funding for the prescription(s) will be reversed. If the claim was processed correctly, you will not receive any additional requests. If there is an error, you will receive a notice with appeal rights.

Thank you for your cooperation. If there are any questions, please call our help desk at (847) 540-9590, ext. 107.

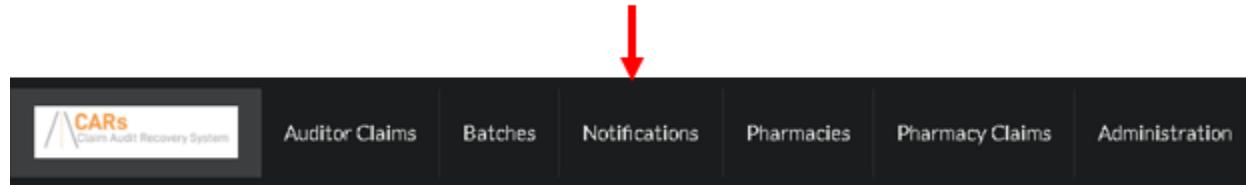
The pages comprising this e-mail/facsimile transmission are intended only for the use of the individual or entity which it is addressed as set forth above and may contain information that is privileged, confidential and/or exempt from disclosure. If you are not the intended recipient, be aware that you should not read this fax transmission and that any disclosure, copying, distribution and/or use of the contents of this transmission are prohibited. If you have received this transmission in error, please notify the sender immediately by telephone and return the original message to our office at the address via the US Postal Service or allow us to make arrangements to retrieve this transmission at no cost to you.

Prescription List

Please attach this list when you return the requested prescription information indicate with a "yes or no" as to what documentation you have returned in the column headings (Signature Page, Rx Page, Other items) so that we ensure all documentation is properly received.

Transaction Id	Rx Number	Date Filled	Due Date	NPI	Pharmacy Name	Initiation Date	Signature Page Included (yes/no) ?	Rx Page Included (yes/no) ?	Any Other File ID?
----------------	-----------	-------------	----------	-----	---------------	-----------------	------------------------------------	-----------------------------	--------------------

- The most efficient time to process notifications is at the end of the day.
- CARs will automatically send appeal notifications (if applicable).
 - This allows the appeal time period (30 days) to start as soon as possible after auditing.
- Users can find sent notifications by selecting Notifications from the Home Screen.
 - The User can search for any Pharmacy or Batch to locate, download or preview prior sent notifications.



- Once a notification is found, click on "Open" to view the actual notification that was faxed or emailed.
 - Information such as the processing status is shown on the screen.

Action	Status	Process	Stage	Scheduled For	Initiation Date	Due On	Notice Sent Date	Name	Chain Code	NPI	Batch Id	Import Batch	PM
Open/ Edit	Finished	Immediate Fax, 15 Days	10 Days	07/05/2019	07/05/2019	07/05/2019		IV SOLUTIONS OF SLEBROOK	516	1140500462	71816	2018-24	
Open/ Edit	Finished	Immediate Email, 15 Days	10 Days	07/05/2019	07/06/2019	07/06/2019	07/16/2019 20:41	RALEY'S PHARMACY #122	571	1500516406	71818	2018-24	
Open/ Edit	Finished	ECM Email, 30 Days	30 Days	07/21/2019	07/21/2019	08/01/2019	08/09/2019 12:37	CVS PHARMACY #32943	523	1799728364	71842	2018-24	

- The User can also view the fax or email that was sent by clicking on the blue Preview selection
- If a pharmacy or client needs documentation of the fax or email, then the User can also select the blue Download selection and a copy of the fax or email will be generated.

***NOTE:** Do not print notifications as HIPAA sensitive data is on the notification. Save the notification on your computer and resend the fax through the fax servers which are HIPAA compliant or through a secure email.

Batch Notification Events

#71016: IV SOLUTIONS OF LUBBOCK (Finished)

Time	Event Type	Description	Attachment
07/05/2019 19:04	Started	Started stage: Initial, triggered on: 0:0 elapsed day(s)	
07/05/2019 19:04	Started	Sending to: 8067911918	
07/05/2019 19:04	In Progress	Initiated fax transmission to: 8067911918	 Download (Preview)
07/05/2019 19:26	Succeeded	#806791-1918 status=success. Details: 520520922 2824853 via Web API [806791-1918 success success 2019-07-05 13:04:29 2019-07-05 13:05:52 00:00:34]	
07/06/2019 19:26	Succeeded	Finished stage: Initial	
07/15/2019 20:41	Started	Started stage: 10 Days, triggered on: 10:0 elapsed day(s)	

AUDIT RECORDS IN THIS BATCH									
Transaction ID	Rx Number	Date Filled	Due Date	NPI	Chain Code	Pharmacy Name	Initiation Date	Owner Notice	Status
191614710045012998P	20399997	06/29/2019	07/09/2019	1144209482	516	IV SOLUTIONS-OF-LUBBOCK	07/05/2019	71016	AuditFinal

3.6 Faxed Notifications Progress and Failed Faxes

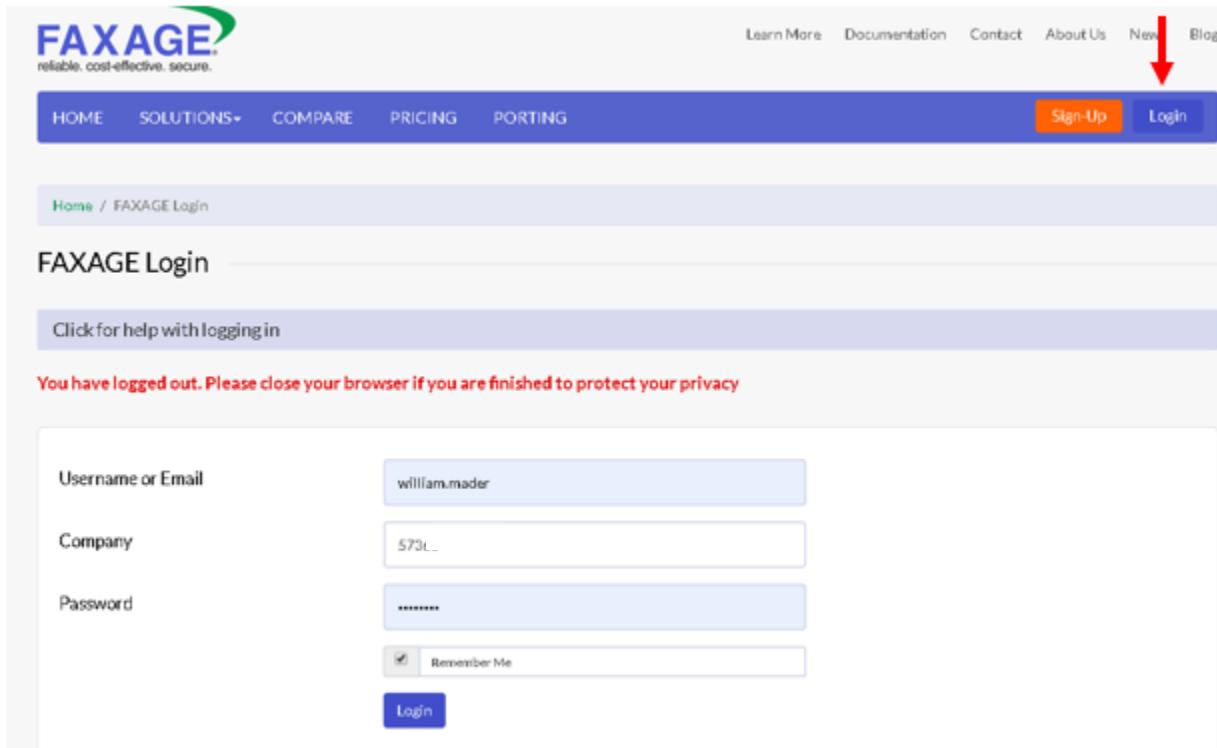
- After processing the Batch in CARs, the User may log into FaxAge, a fax server service, to determine the status of the faxing progress.
- In addition to FaxAge, on the Notification screen in CARs, the User may select Notification Failures.

Process Notifications

Notification Failures 

- Selecting Notification Failures will display all the failed faxes from FaxAge and include:
 - Pharmacy Name
 - NPI
 - The Transmission Time for the Fax
 - Fax Number
 - Description as to why the fax failed
- The User will then be able determine the reason for the failure and correct the problem if applicable, such as disconnected number.
 - Refer to the Excel Pharmacy listing (contact the PIC Administrator) using the NPI of the pharmacy to determine if a new number has been provided.
 - If a new number is not provided, the User will need to contact the pharmacy for the updated fax number.

- Other failures such as busy signal or no answer can be resent using Fax Age as described below.



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HOME SOLUTIONS+ COMPARE PRICING PORTING

Sign-Up Login

Home / FAXAGE Login

FAXAGE Login

Click for help with logging in

You have logged out. Please close your browser if you are finished to protect your privacy

Username or Email: william.mader

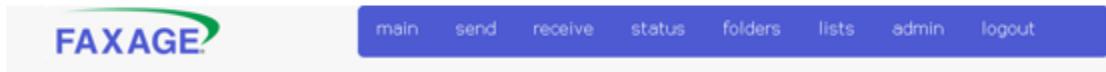
Company: 573L_

Password:

Remember Me

Login

Click on “Status.”



- Then select **View all faxes sent by 1980**, click **Show Details** and a listing of all the faxes that have been sent will be shown.

→ **View all faxes sent by 1980**

Viewing faxes sent by William Mader
Display sorted by Time Sent

All ▾  Export details to CSV for Excel

All ▾  Export details to PDF

Stop All Pending

535 total faxes found

→ **Show Details**

Status Counts

Pending 0

Success 386

Failure 149

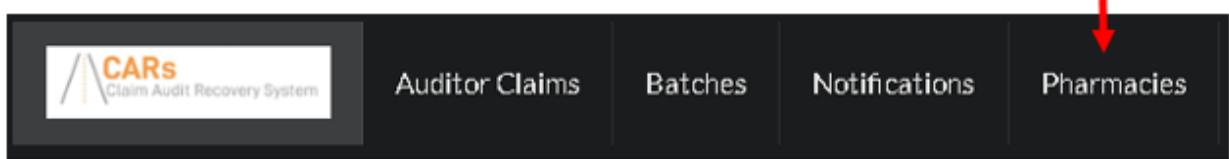
Pending Stop 0

- Scroll down the list and take note in the Status column of any Faxes that were not sent out due to a Busy signal; No answer; disconnected, etc.
 - In the Action column, select **PDF**, which will bring up a pdf version of the fax being sent.



FAX/AGE Job ID	Comm ID	Sender Name	Email Notify	Destination Name	Destination Number	Status	Extended Status	Time Sent	Time Completed	Xmit Time	Job Pages	Xmit Pages	Action
60015944	254504	William Mader	N/A	Via Web API	(562)234-3546	Success	Success	2020-04-13 12:57:52	2020-04-13 12:58:51	00:00:29	1	1	     
60016106	253928	William Mader	N/A	Via Web API	(803)465-0988	Success	Success	2020-04-13 10:58:56	2020-04-13 10:59:30	00:01:32	1	1	     
600157013	248548	William Mader	N/A	Via Web API	(773)533-1622	Failure	No Answer	2020-04-13 09:52:11	2020-04-13 10:04:45	00:00:00	1	0	     

- The User can identify the pharmacy and take note of the NPI. Return to the CARs system and from the Home Screen, select “**Pharmacies**.”



- Enter the NPI and note the fax number and verify if that is the same fax number as appeared in FaxAge.



- If the pharmacy cannot be found in the CARs Pharmacy directory:
 - The User can also log onto the NPI website at <https://npes.cms.hhs.gov/#/>
 - Select **Search NPI Registry**.

SEARCH NPI REGISTRY

- Enter the NPI number and select Search

 A screenshot of the "SEARCH NPI REGISTRY" interface. The "NPI Number" field contains the value "1053798694". A red arrow points to this field. Below the search bar is a note: "This search page is by default set to return similar and close results to your search keywords. You can check the box above if you only want the exact matches for your keywords to be returned in the search results." At the bottom of the search bar, there are "Clear" and "Search" buttons. A second red arrow points to the "Search" button.

- The following screen will appear, and the User will click on the blue NPI number.

Results: 1 - 1

The following NPI(s) contain information matching your search criteria. Please select the NPI to view all the data associated with the NPI.

Search | Table View

NPI	Name	NPI Type	Primary Practice Address	Phone	Primary Taxonomy
1457543064	HARTSVILLE PHARMACY LLC.		207 MCMURRAY BLVD E HARTSVILLE, TN 37074-1109	615-374-4363	Pharmacy CommunityRetail ...

- Verify the Fax number listed on the NPI website, if available.
- Not all pharmacies will have a fax number listed.
 - If you cannot find a fax number, you may also Google the pharmacy and try to locate the information about the pharmacy using the pharmacy's web site if available.
- If no information is available, then the User must call the pharmacy for the information.
- The User may also export an Excel worksheet from FaxAge to identify failed faxes.
- This report provides the User with a listing of any failed faxes and the reason for the failure, from any previous Batches that were sent.
- It should be sorted from most recent to oldest.

All  Export details to CSV for Excel

FAXAGE Job Id	Comm ID	Sender Name	Destination Name	Destination Number	Status	Extended Status	Submitted	Finished	Xmit Time	Page Count	Phone #	NPI	Pharmacy
587683492	95775	William Mader	Via Web API	(785)877-2721	Failed	Busy signal detected	2/25/2020 12:52	2/25/2020 14:55	0:03:00	1	785-877-2721	1629336391	Moffet Drug
587683649	95776	William Mader	Via Web API	(412)223-5384	Failed	Busy	2/25/2020 12:52	2/25/2020 13:49	0:00:00	1	704-972-8134	1396146452	Genoa Healthcare
587683998	95779	William Mader	Via Web API	(713)981-5902	Failed	No carrier detected	2/25/2020 12:53	2/25/2020 13:08	0:00:28	1	713-981-5900	1366680084	Mayflower Pharmacy
587683807	95778	William Mader	Via Web API	(410)285-0149	Failed	No Answer	2/25/2020 12:53	2/25/2020 13:07	0:00:00	1	410-288-6060	1679342510	John Hopkins Holabird
587683346	95774	William Mader	Via Web API	(505)897-3795	Failed	No Answer	2/25/2020 12:52	2/25/2020 13:04	0:00:00	1	505-897-3784	1285924003	Corrales Pharmacy

- If a Fax number was found to be in error and the fax was not sent,
 - the User can resend the fax in FaxAge using the **Re-Send** option under Action.
- The User should select "re-send," enter the correct fax number and resend the fax.
 - The User should also check the Delete Original box, to remove all failed faxes, that have been re-sent to prevent duplicate sending of faxes.

600157013	248546	William Mader	N/A	Via Web API	(773)533-1622	Failure	No Answer	2020-04-13 09:52:11	2020-04-13 10:04:45	00:00:00	1	0	-TIFF -PDF -Trans Delete Re-Send
-----------	--------	---------------	-----	-------------	---------------	---------	-----------	---------------------	---------------------	----------	---	---	--

Resend FAX

Destination Name

Destination Number

Delete original

 **Re-send Fax**

- The User must also update the fax number in CARs in the Pharmacy tab from the Home Page (see Chapter Two). Input the NPI and select **Edit**.

Actions	Chain Code	NPI	Contact Name	Email	Fax
Edit	904	162933...	MOFFET DRUG		785-874-4281
Edit	904	1629336391	MOFFET DRUG		785-874-4281
Edit	904	1629336391	MOFFET DRUG		785-874-4281

- Update the fax number and select **Edit**.

Edit Pharmacy Chain

PBM:

Notifications:

Appeal:

NPI:

Chain Code

Master Chain Code

Master Chain

Business Name

Other Business Name

Phone

Fax




[Back to List](#)

- Ensure that all the pharmacy entries for each Tenant is updated, as the pharmacy may have multiple entries, one for each Tenant.

 MOFFET DRUG	<input type="text" value="785-874-4281"/>	<input type="text" value="ELEVATE PROVIDER NETWORK"/>	<input type="text" value="Immediate Fax, 15 Days"/>	<input type="text" value="Immediate 30 Day Appeal"/>	<input type="checkbox"/>
 MOFFET DRUG	<input type="text" value="785-874-4281"/>	<input type="text" value="ELEVATE PROVIDER NETWORK"/>	<input type="text" value="Immediate Fax, 15 Days"/>	<input type="text" value="Immediate 30 Day Appeal"/>	<input type="checkbox"/>
 MOFFET DRUG	<input type="text" value="785-874-4281"/>	<input type="text" value="ELEVATE PROVIDER NETWORK"/>	<input type="text" value="Immediate Fax, 15 Days"/>	<input type="text" value="Immediate 30 Day Appeal"/>	<input type="checkbox"/>

4. Document Downloading from Pharmacies and Uploading into CARs

This Chapter describes downloading documentation that pharmacies have returned. Once a pharmacy receives notification of an audit, the pharmacy is requested to return that documentation so that the claims may be audited. Pharmacies may return via fax or email a single item at a time or, in the case of a chain pharmacy, may return hundreds of claims in a single PDF file. This section reviews how information is downloaded and saved.

4.1 UpDox Document Downloading (Single Item):

- Access the UpDox program @ <https://myupdox.com/ui/html/index.html#/inbox>
- Enter the login and password information provided to you by the PIC program administrator.
- Click on the **Inbox** on the left side of your screen.

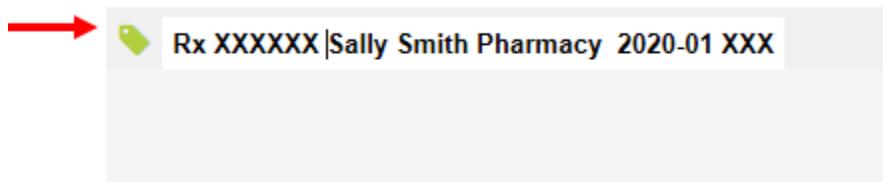


- Once in the Inbox, select a fax to download. (The download from Updox creates a pdf file with all the documentation as one download.)
- Double click on the name of the fax and rename to reflect the prescription number, pharmacy name and Batch number.

“ Rx XXXXXX Pharm Name 2020-X PBM”. ie below:



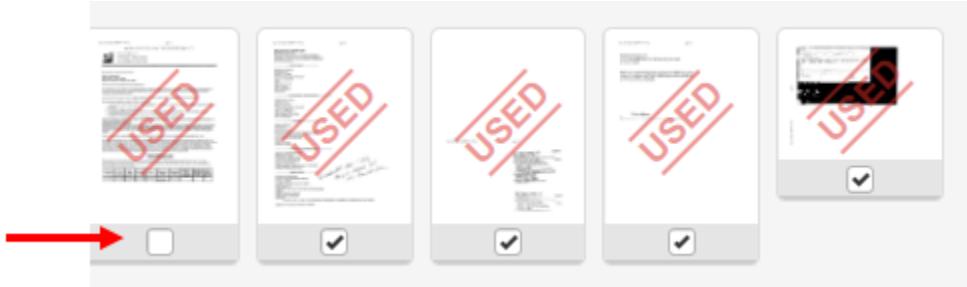
- Below is the renamed Fax example:



- Copy the new Renamed fax by highlighting it and use your copy feature/shortcut (the item will be pasted as described below).
- Click on the > arrow and the fax will “open up” so you can see all pages.

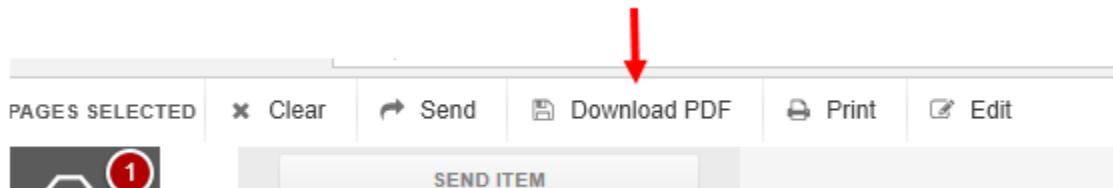


- By expanding the fax in Updox, the User can select which pages to download by checking the box under the page.



- Each individual prescription download should contain the prescription, signature Log and any other documentation associated with the given prescription.

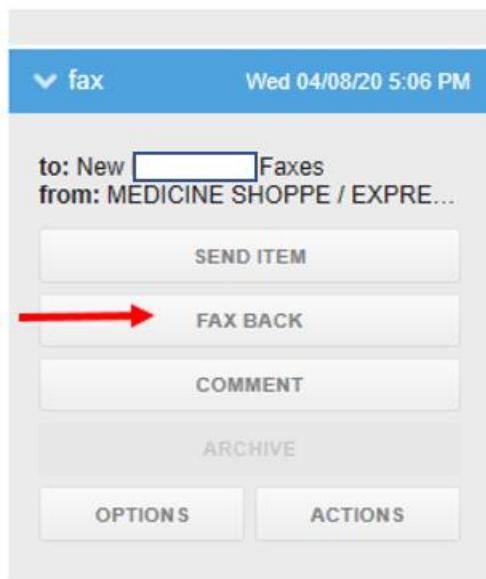
- Click on the “Download PDF” button at the top of the page.



- A pop-up screen will allow the User to enter the prescription number, pharmacy name and Batch number or Batch ID. (This is where the previous “copy” comes in handy; paste the copy here).
- The User will then “Save as” when prompted, in the appropriate client folder in a sub-folder labeled as CARs Rx Downloads. Each Batch has a folder to save the renamed pdf, so the User should identify the appropriate folder. For example, Example: Client/20XX Client Desk Audit/20XX Client COPS Batches/CARs Rx Downloads/Batch 20XX-XX. (All client drives are named identically).

***NOTE:** If 3 or more prescriptions are returned within one fax, the Batch Splitter can be used. (referenced later in this manual) If multiple Rx copies are included in one fax (less than 3), the User should select each prescription and supporting docs and download them one by one.

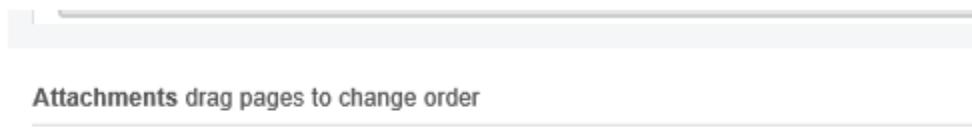
- Once the fax has been downloaded to the User’s local computer drive, the User will need to send a fax back to the pharmacy that submitted the documents to us.
- On the left-hand side of the screen there are links available: Click on “Fax Back.”



- The User will need to remove all documents that show *pending to be included* in the fax back, by clicking on the “X” in the upper right corner of each page. You must leave one page as “selected” so the application can understand you are trying to send an outbound fax.



- Once all but one page has been removed, the User will need to add the page that is needed, to be sent back to the pharmacy.
- To do this, click on the “+” sign.



- Browse to your local drive and select the document to attach to the fax. Click the “X” in the upper right hand corner of the extra page, that you don’t wish to send, to get rid of it. Then select **Send** in the bottom right corner.



- Updox will automatically move the fax you were working on, to the **Archive** folder, and you can move on to the next fax.



- Repeat above process for each fax.

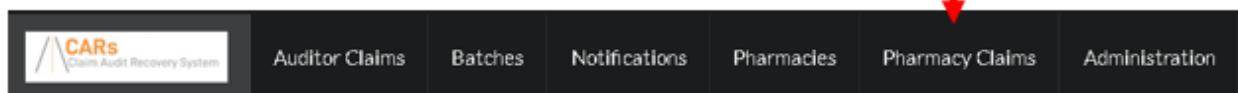
*You can also combine multiple faxes by selecting the pages you'd like to download. Updox will put all pages into one PDF. Uncheck all boxes, send the outbound fax, Updox will auto archive the fax for you, but you will need to manually archive the other one. Below is an example.

Two screenshots of the Updox software interface. The top screenshot shows a list of 14 fax pages, each with a red 'USED' stamp. Below the list are two buttons: 'Send 14 selected pages' and 'Fax back 10 selected pages'. The bottom screenshot shows a list of 4 fax pages, each with a red 'USED' stamp. Below the list are two buttons: 'Send 14 selected pages' and 'Fax back 4 selected pages'. Both screenshots include a 'Comment' and 'Archive' button, and tabs for 'Options' and 'Actions'.

4.2 Claim Documentation Uploading into CARs

Once documents are downloaded from Updox, these documents need to be uploaded into the CARs system. Login to the CARs system, enter your Username and Password, then select Log in and enter your two-factor authenticator code and select Log in (See Section 1.1)

- From the Home screen, click on **Pharmacy Claims** at the top of the page.



- On the Pharmacy Claims screen, the User will attach the documentation to the pharmacy claim information so that the claim can be audited.

Actions	Due Date	Audited ?	Claim Initiation Date	Transaction Id	Rx Number	Rx Date Filled	Pharmacist Last Update Id	Pharmacist Last Update Time	Audit Recovery Money	Slot 1 Rx Prescription	Slot 2 Signature	Slot 3 Other Files	Notice Id	Batch Label	PBM

- Next, the User will navigate to the local drive where you just downloaded the PDF documentation from Updox. For optimal performance, the User's screen can be split between CARs and your local drive. See below.

- The User will then type the prescription number in CARs under the Rx Number column and select the “Enter” button. This screen will then appear showing the requested claim.

Actions	Due Date	Audited ?	Claim Initiation Date	Transaction Id	Rx Number	Rx Date Filled	Pharmacist Last Update Id	Pharmacist Last Update Time	Audit Recovery Money	Slot 1 Rx Prescription	Slot 2 Signature	Slot 3 Other Files	Notice Id
Open	05/21/2020	False	05/06/2020	200563642975000999P	0000008264561	02/25/2020			0	No	No	No	528598

- Click the “open” button on the left side of the page.

Actions	Due Date	Audited ?	Claim Initiation Date	Transaction Id	Rx Number	Rx Date Filled	Pharmacist Last Update Id	Pharmacist Last Update Time	Audit Recovery Money	Slot 1 Rx Prescription	Slot 2 Signature	Slot 3 Other Files	Notice Id
Open	05/21/2020	False	05/06/2020	200563642975000999P	0000008264561	02/25/2020			0	No	No	No	528598

- CARs will then return this screen.

HARVARD VANGUARD MEDICAL ASSOCIATES				427	lori.beatty@pharmout.com		lori.beatty@pharmout.com		
Transaction ID	Rx Number	Due Date	Pharmacist Last Update ID	Last Update Action	Pharmacist Last Update Time	Audited?	Batch Id	Claim Initiation Date	First Touched Date
200563647736004996P	000008264562	03/21/2020		None		No	536989	03/06/2020	
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Slot 1: Prescription</p> <p>Locate a file or drag&drop a file</p> <p>Locate File</p> <p>Upload File</p> </div> <div style="text-align: center;"> <p>Slot 2: Signature</p> <p>Locate a file or drag&drop a file</p> <p>Locate File</p> <p>Upload File</p> </div> <div style="text-align: center;"> <p>Slot 3: Other</p> <p>Locate a file or drag&drop a file</p> <p>Locate File</p> <p>Upload File</p> </div> </div>									

- The User will click on the prescription documentation PDF in the local drive and drag it over to the CARs 1st slot. (If there is more than one PDF for the same Rx#, you will place additional docs in slots 2 and 3 if needed).

transaction ID	Rx Number	Due Date	Pharmacist Last Update ID	Last Update Action	Pharmacist Last Update Time	Audited?	Batch Id	Claim Initiation Date	First Touched Date	PBM
0056264773600499EP	0000006264562	03/21/2020		None		No	536989	03/06/2020		

Slot 1: Prescription

Locate a file or drag&drop a file

[Locate File](#)

[Upload File](#)

Slot 2: Signature

Locate a file or drag&drop a file

[Locate File](#)

[Upload File](#)

Slot 3: Cover

Locate a file or drag&drop a file

[Locate File](#)

[Upload File](#)

Clipboard

- [Quick access](#)
- [This PC](#)
- [3D Objects](#)
- [Desktop](#)
- [Documents](#)
- [Downloads](#)
- [Music](#)
- [Pictures](#)
- [Videos](#)
- [Windows \(C:\)](#)
- [This PC \(open-server\) \(B:\)](#)
- [data \(open-server\) \(K:\)](#)
- [Network](#)

Name

- [To Be Split](#)
- [Uploaded to CARIS](#)
- [867511.PDF](#)
- [1022602.PDF](#)
- [1030101.HOF](#)
- [1548701.PDF](#)
- [1639514.PDF](#)
- [2191775.pdf](#)
- [2248034.PDF](#)
- [6254799_651.pdf](#)

- Once the document has been uploaded, the status bar will turn green, disappear and then the option to add a file to the spot, will disappear, and the User will only see “Remove Slot 1 PDF” in Red.

Supporting Documents

In this page you are able to upload the documents for the following claim/prescription:

HQ Chain Name			HQ Chain Code		User ID			Name	
HARVARD VANGUARD MEDICAL ASSOCIATES			427		lori.beatty@pharmout.com			lori.beatty@pharmout.com	
Transaction ID	Rx Number	Due Date	Pharmacist Last Update ID	Last Update Action	Pharmacist Last Update Time	Audited?	Batch Id	Claim initiation Date	First Touched Date
200563647736004996P	000008264562	03/21/2020		None		No	536989	03/06/2020	

Slot 1: Prescription

File Name:
1_UploadPrescription_538600_1489d513af104ff33a2ea2fd705597e88.pdf

 **Remove Slot 1 PDF**

Slot 2: Signature

Locate a file or drag&drop a file

Locate File
Upload File

Slot 3: Other

Locate a file or drag&drop a file

Locate File
Upload File

- Once the User sees the Locate File tab turn to “Remove Slot 1 PDF,” the User can click on Pharmacy claims at the top of the screen and move on to the next prescription document PDF and repeat.
- Once the User has uploaded a document to CARs, the User will need to move that document to the **Uploaded to CARs** folder. This helps in knowing what documentation has been uploaded into CARs to avoid duplication.

4.3 Batch Splitting

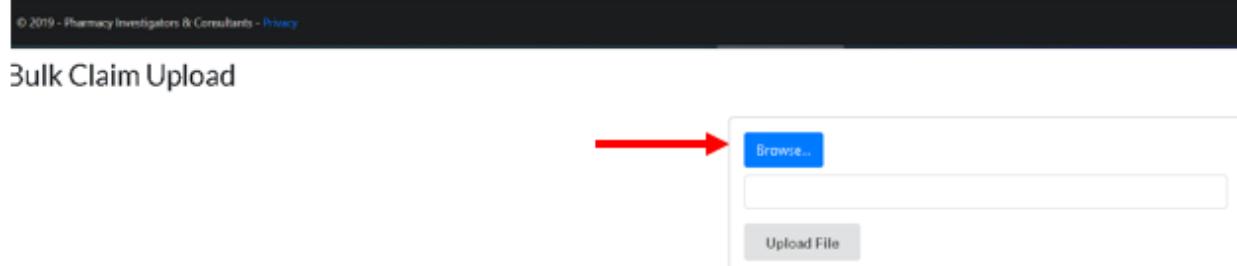
There are two ways documentation is received from pharmacies:

- Fax in Updox (usually from Independents)
- Email (usually from Chains) in the Desk auditor email.
- All Documentation is provided in the form of a pdf. Documentation received with more than one prescription order per PDF (typically in files via email) must be split before uploading into CARs. The Batch splitting process is outlined below:

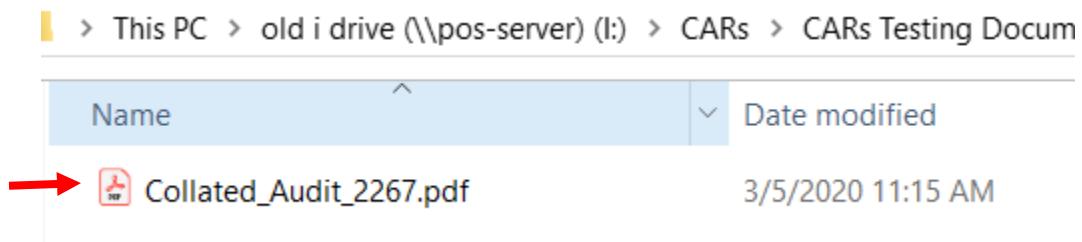
- In CARs go to ‘Pharmacy Claims’ tab and click on the blue ‘Bulk Claim Upload’ button found in the upper left-hand corner of the screen.



- Click “Browse” to locate the file you want to upload/split.



- Double click on the file to “grab” it.



- Then select **Upload File**.

Bulk Claim Upload



- The screen will have a spinning circle while it is loading and then there will be pages ready to be assigned to the Pharmacy Editable claims. The boxes will be yellow when they need to be

assigned. Some companies (CVS, WalMart, and Albertsons) are split up and assigned by the splitter.

Processing Results

Please be sure to map any cells with yellow highlight. Any unmapped cells will be deleted upon submission

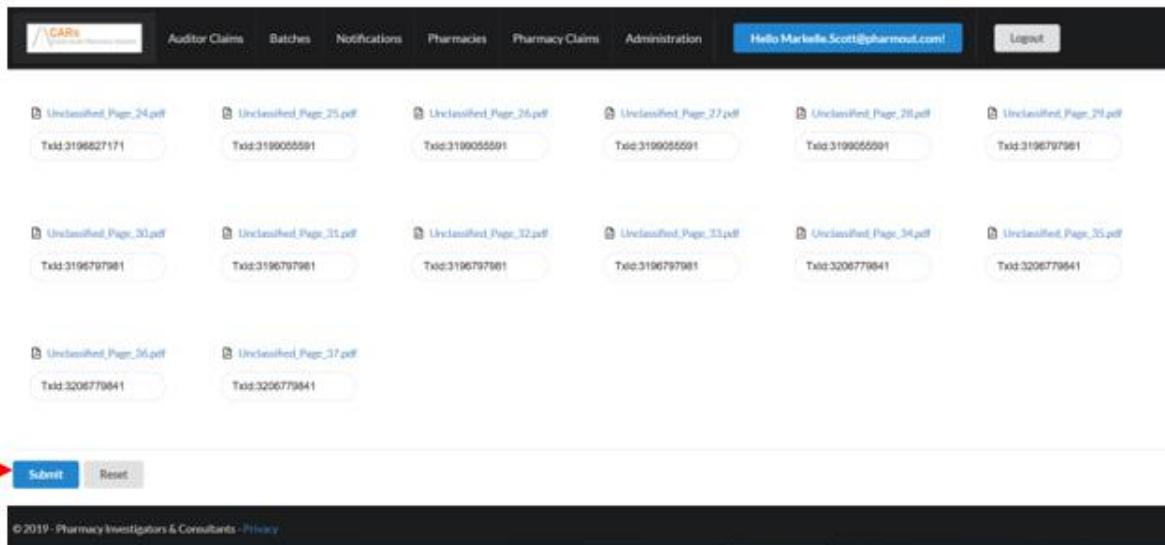
Unclassified_Page_0.pdf type...	Unclassified_Page_1.pdf type...	Unclassified_Page_2.pdf type...	Unclassified_Page_3.pdf type...	Unclassified_Page_4.pdf type...	Unclassified_Page_5.pdf type...
Unclassified_Page_6.pdf type...	Unclassified_Page_7.pdf type...	Unclassified_Page_8.pdf type...	Unclassified_Page_9.pdf type...	Unclassified_Page_10.pdf type...	Unclassified_Page_11.pdf type...
Unclassified_Page_12.pdf type...	Unclassified_Page_13.pdf type...	Unclassified_Page_14.pdf type...	Unclassified_Page_15.pdf type...	Unclassified_Page_16.pdf type...	Unclassified_Page_17.pdf type...
Unclassified_Page_18.pdf	Unclassified_Page_19.pdf	Unclassified_Page_20.pdf	Unclassified_Page_21.pdf	Unclassified_Page_22.pdf	Unclassified_Page_23.pdf

- The User can leave claims unassigned if they are “throw away pages” (i.e. the audit request sent to the pharmacies) and therefore will not be attached to a claim. To assign the page to a claim, type in the Rx# and the User will see a drop-down menu showing Transaction ID in bold, Rx Number, Pharmacy Name, and Batch number. If everything is correct, click on the transaction you wish to select, and the Transaction ID will be put in the box and it will change from yellow to white. When everything is assigned, the User will then hit the ‘Submit’ button in the lower left-hand corner of the screen.
- If there is more than one page for a Rx, the User can **copy** the Rx # after it is typed in CARs, (before you select the appropriate Transaction ID) so you can **paste** it in the next unassigned page.

Processing Results

Please be sure to map any cells with yellow highlight. Any unmapped cells will be deleted upon submission

Unclassified_Page_0.pdf TxId:3215331771	Unclassified_Page_1.pdf TxId:3215331771	Unclassified_Page_2.pdf TxId:3215331771	Unclassified_Page_3.pdf TxId:3215331771	Unclassified_Page_4.pdf TxId:3215331771	Unclassified_Page_5.pdf TxId:3215331771
Unclassified_Page_6.pdf TxId:3216229181	Unclassified_Page_7.pdf TxId:3216229181	Unclassified_Page_8.pdf TxId:3216229181	Unclassified_Page_9.pdf TxId:3216229181	Unclassified_Page_10.pdf TxId:3216229181	Unclassified_Page_11.pdf TxId:3216229181
Unclassified_Page_12.pdf TxId:3216229181	Unclassified_Page_13.pdf TxId:3203283841	Unclassified_Page_14.pdf TxId:3203283841	Unclassified_Page_15.pdf TxId:3203283841	Unclassified_Page_16.pdf TxId:3203283841	Unclassified_Page_17.pdf TxId:3217153351
Unclassified_Page_18.pdf	Unclassified_Page_19.pdf	Unclassified_Page_20.pdf	Unclassified_Page_21.pdf	Unclassified_Page_22.pdf	Unclassified_Page_23.pdf



The screenshot shows a list of PDF files for splitting. The files are arranged in a grid of three rows. Each file has a preview thumbnail, a file name, and a TxID. A red arrow points to the 'Submit' button at the bottom left of the grid.

Unclassified_Page_24.pdf TxID:3196827171	Unclassified_Page_25.pdf TxID:3190055591	Unclassified_Page_26.pdf TxID:3190055591	Unclassified_Page_27.pdf TxID:3190055591	Unclassified_Page_28.pdf TxID:3190055591	Unclassified_Page_29.pdf TxID:3190055591
Unclassified_Page_30.pdf TxID:3196797981	Unclassified_Page_31.pdf TxID:3196797981	Unclassified_Page_32.pdf TxID:3196797981	Unclassified_Page_33.pdf TxID:3196797981	Unclassified_Page_34.pdf TxID:3206779841	Unclassified_Page_35.pdf TxID:3206779841
Unclassified_Page_36.pdf TxID:3206779841	Unclassified_Page_37.pdf TxID:3206779841				

Submit **Reset**

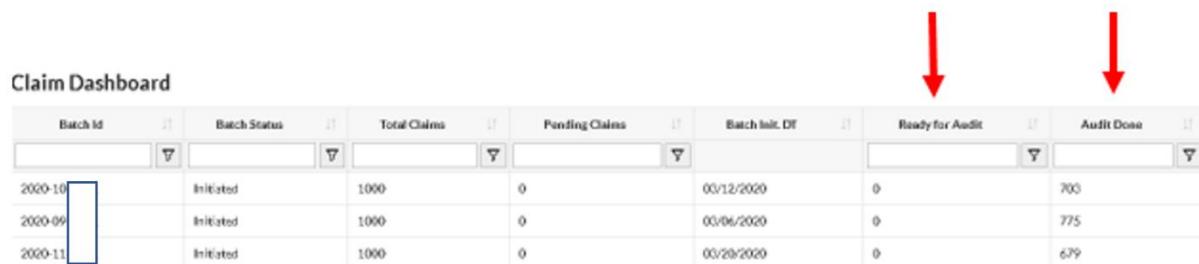
© 2019 - Pharmacy Investigators & Consultants - [Privacy](#)

*NOTES:

- If able, smaller PDFs around 300 pages are easier to split
- If the User made a mistake assigning the pages to prescriptions and are not sure where things went wrong, “Reset” will allow the User to start fresh.

4.4 Claims Tracking

CARs records when claims are audited and will update both the **Ready for Audit** and **Audit Done** columns on the Claim Dashboard and the Batches screen.



Claim Dashboard

Batch Id	Batch Status	Total Claims	Pending Claims	Batch Init. Dt.	Ready for Audit	Audit Done
2020-10	Initiated	1000	0	03/12/2020	0	700
2020-09	Initiated	1000	0	03/06/2020	0	775
2020-11	Initiated	1000	0	03/20/2020	0	679

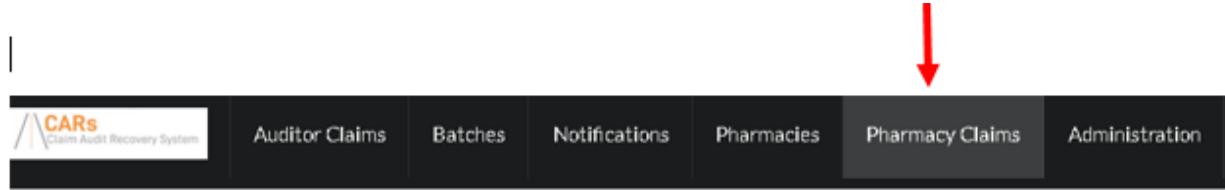
The pending column will identify those claims that have not had notifications processed, such as claims for chains which are accumulated throughout the month as new Batches are processed and are then processed and sent at the end of the month.

4.5 How to Remove documents from a Claim

The User may encounter a claim that has incorrect documentation uploaded in CARs. Below are instructions as to how to remove incorrectly uploaded documents.

***NOTE:** Make a note of the Prescription Number on the document(s) that is incorrectly attached to the claim, to be sure to retrieve the proper Prescription Number up in CARs and to ensure that the needed documents are attached to that claim.

- From the main screen in CARs, the User will select **Pharmacy Claims**.



- The User will see the below screen. Enter the Prescription Number of the claim that has the incorrect documents uploaded and press **Enter**, then, select **Open**.

Actions	Due Date	Audited ?	Claim Initiation Date	Transaction Id	Rx Number	Rx Date Filled
Open	03/21/2020	True	03/06/2020	200563911078008999P	45475246	02/25/2020

- Select the red button titled “**Remove Slot 1 pdf**”, (as well as Slot 2 and Slot 3 if necessary)



- The slot on the screen will be “grayed out” as illustrated below once the document(s) have been removed.
- Browse to the correct client folder on your local computer drive and search for any documentation that may have been uploaded to CARs, so you can upload the correct documentation for the claim that had incorrect documentation attached. The User can do this by selecting the yellow **Locate File** button or by splitting your screen between the local drive, and the CARs system, and “clicking/dragging” the document, (if located) as previously mentioned in this manual.



- Once correct documentation is uploaded, select on **Pharmacy Claims** at the top, to exit the claim. If no documentation is found for this claim, select **Pharmacy Claims** at the top to exit the claim.



5. Claim Auditing

In this Chapter, claim auditing is discussed. Claim auditing involves reviewing the documentation provided by the pharmacy, against the claim data submitted in the adjudication process.

5.1 Locating claims in various statuses

A claim can be found under one of six different claim statuses described below:

Audit Done -This means that the claim has been audited but the Batch is not finalized.

Audit Final -This means that the Batch has been finalized and the appeal notices have gone out.

Audit In Process -This means that the claim has been looked at but the audit of the claim has not been completed because the auditor put the claim on hold for some reason (i.e. to have another staff member review the claim and easily access it).

Pending -This means that the claims are waiting to be sent out at the end of the month, typically applicable to claims from chains.

Pharmacy Editable - This means that the documentation has not yet been uploaded to the claim.

Ready For Audit - This means that the pharmacy has sent in the documentation and it has been uploaded but not yet audited.

5.2 Identifying claims to be audited

To begin the claims process, claims that are Ready for Audit must be found. Auditors also have the option of auditing:

- Claims in a certain Batch
- Claims from a certain pharmacy or Chain Code
- Claims by the pharmacy NPI
- Claims for a given client (PBM)
- Claims by Drug Name
- Claims by Transaction Number or Prescription Number



Batch Id	Batch Status	Total Claims	Pending Claims	Batch Init. DT	Ready for Audit
2020-10- █	Initiated	1000	0	03/12/2020	0

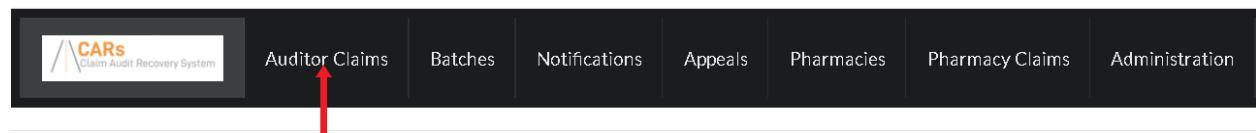
- After identifying which Batches have claims ready for audit, select “**Auditor Claims**” to begin the audit process.

- The User would select a Batch with claims Ready to Audit identified on the claims Dashboard
- Using the **Batch Label** field input the Batch label.

- Under claim Status, filter on claims **Ready for Audit**. Only claims with uploaded documentation will appear.

5.3 Adding Filtered Claims to Queue

Users have the option to filter for different claim criteria and add them to their individual queue. To begin, select the “**Auditor Claims**” module.



- Filter for the desired batch and **Ready for Audit** status

		Add filtered to my queue		Remove filtered from my queue		Filter to my queue		Clear queue						
Actions	ID	Claim Status	Pharmacy Name	Transaction ID	Rx Number	Recovery \$	Claim Init. Date	Batch Label	Notification Batch ID	Drug Name	Chain Code	NPI number	PBM	Queue
Open	2298982	ReadyForAudit	REALO DISCOUNT DRUGS	20584937	91172	0	05/25/2022	2022-4		Temazepam 15 MG		1528543972		Add
Open	2299031	ReadyForAudit	REDMONT PHARMACY	20777460	9007883	0	05/25/2022	2022-4		Lansoprazole 30 MG		1265583256		Add
Open	2298037	ReadyForAudit	BELLE HARBOR CHEMISTS	20566468	6170677	0	05/25/2022	2022-4		Ezetimibe-Simvastatin 10-40 MG		1396827309		Add
Open	2299025	ReadyForAudit	SHOPRITE PHARMACY	20160509	8016723	0	05/25/2022	2022-4		BD Pen Needle Nano 2nd Gen 32G X 4 MM		1750533725		Add

- Click on **Add filtered to my queue** to add every **Ready for Audit** claim in that batch to the queue. (Users can filter by any of the criteria at the top to further divide up a batch)

		Add filtered to my queue		Remove filtered from my queue		Filter to my queue		Clear queue						
Actions	ID	Claim Status	Pharmacy Name	Transaction ID	Rx Number	Recovery \$	Claim Init. Date	Batch Label	Notification Batch ID	Drug Name	Chain Code	NPI number	PBM	Queue
Open	2298982	ReadyForAudit	REALO DISCOUNT DRUGS	20584937	91172	0	05/25/2022	2022-4		Temazepam 15 MG		1528543972		Add
Open	2299031	ReadyForAudit	REDMONT PHARMACY	20777460	9007883	0	05/25/2022	2022-4		Lansoprazole 30 MG		1265583256		Add

- Alternatively, users can also add claims one at a time by clicking on **Add** under the **Queue** column.

		Add filtered to my queue		Remove filtered from my queue		Filter to my queue		Clear queue						
Actions	ID	Claim Status	Pharmacy Name	Transaction ID	Rx Number	Recovery \$	Claim Init. Date	Batch Label	Notification Batch ID	Drug Name	Chain Code	NPI number	PBM	Queue
Open	2298982	ReadyForAudit	REALO DISCOUNT DRUGS	20584937	91172	0	05/25/2022	2022-4		Temazepam 15 MG		1528543972		Add
Open	2299031	ReadyForAudit	REDMONT PHARMACY	20777460	9007883	0	05/25/2022	2022-4		Lansoprazole 30 MG		1265583256		Add

- Click on **Filter to my queue** to pull up only the claims that had been previously selected.

Actions	Id	Claim Status	Pharmacy Name	Transaction Id	Rx Number	Recovery \$	Claim Init. Date	Batch Label	Notification Batch ID	Drug Name	Chain Code	Npi number	PBM	Queue
Open	2298982	ReadyForAudit	REALO DISCOUNT DRUGS	20584937	91172	0	05/25/2022	2022-4		Temazepam 15 MG		1528543972	<input type="button" value="Add"/>	
Open	2299031	ReadyForAudit	REDMONT PHARMACY	20777460	9007883	0	05/25/2022	2022-4		Lansoprazole 30 MG		1265583256	<input type="button" value="Add"/>	

- The user's filtered claims will be listed. Click **Open** on the first claim to audit it.

Actions	Id	Claim Status	Pharmacy Name	Transaction Id	Rx Number	Recovery \$	Claim Init. Date	Batch Label	Notification Batch ID	Drug Name	Chain Code	Npi number	PBM	Queue
Open	2298982	ReadyForAudit	REALO DISCOUNT DRUGS	20584937	91172	0	05/25/2022	2022-4		Temazepam 15 MG		1528543972	<input type="button" value="Add"/>	
Open	2299031	ReadyForAudit	REDMONT PHARMACY	20777460	9007883	0	05/25/2022	2022-4		Lansoprazole 30 MG		1265583256	<input type="button" value="Add"/>	

- Once the audit is complete, click on **“Save/Audit Done”** and the program will automatically pull up the next claim for audit from the filtered queue.

Audit Form

NPI	Pharmacy Name	Affiliation Code	User Email	COPs Score	Fill Date	Warnings	Claim Status: AuditDone	<input type="button" value="Skip This Claim"/>	<input type="button" value="Save/In Process"/>	<input type="button" value="Save/Audit Done"/>
1023115516	CVS PHARMACY	039			03/10/2022	view				

- The user also has the option to skip a claim in the queue and come back to it later by clicking **Skip This Claim** in the audit form. When selected, the claim skipped is given lowest priority in the user's queue and will not reappear until all other claims in the queue are completed.

Audit Form

NPI	Pharmacy Name	Affiliation Code	User Email	COPs Score	Fill Date	Warnings	Claim Status: AuditDone	<input type="button" value="Skip This Claim"/>	<input type="button" value="Save/In Process"/>	<input type="button" value="Save/Audit Done"/>
1023115516	CVS PHARMACY	039			03/10/2022	view				

5.4 Removing Claims from the Queue

Users have 3 ways to remove claims from their queue: single claim removal, filtered claim removal, and clear queue.

- Single Claim Removal

○ Click on **Filter to my queue**

Actions	ID	Claim Status	Pharmacy Name	Transaction ID	Rx Number	Recovery \$	Claim Init. Date	Batch Label	Notification Batch ID	Drug Name	Chain Code	NPI number	PBM	Queue				
		Ready ...																
Open	2298982	ReadyForAudit	REALO DISCOUNT DRUGS	20584937	91172	0	05/25/2022	2022-4		Temazepam 15 MG		1528543972		Add				
Open	2299031	ReadyForAudit	REDMONT PHARMACY	20777460	9007883	0	05/25/2022	2022-4		Lansoprazole 30 MG		1265583256		Add				

○ Click **Remove** on the claim that needs to be removed

Actions	ID	Claim Status	Pharmacy Name	Transaction ID	Rx Number	Recovery \$	Claim Init. Date	Batch Label	Notification Batch ID	Drug Name	Chain Code	NPI number	PBM	Queue				
		Ready ...																
Open	2298982	ReadyForAudit	REALO DISCOUNT DRUGS	20584937	91172	0	05/25/2022	2022-4		Temazepam 15 MG					Remove			
Open	2299031	ReadyForAudit	REDMONT PHARMACY	20777460	9007883	0	05/25/2022	2022-4		Lansoprazole 30 MG		1265583256		Add				

● Filtered Claim Removal

○ Click on **Filter to my queue**

Actions	ID	Claim Status	Pharmacy Name	Transaction ID	Rx Number	Recovery \$	Claim Init. Date	Batch Label	Notification Batch ID	Drug Name	Chain Code	NPI number	PBM	Queue				
		Ready ...																
Open	2298982	ReadyForAudit	REALO DISCOUNT DRUGS	20584937	91172	0	05/25/2022	2022-4		Temazepam 15 MG		1528543972		Add				
Open	2299031	ReadyForAudit	REDMONT PHARMACY	20777460	9007883	0	05/25/2022	2022-4		Lansoprazole 30 MG		1265583256		Add				

○ Filter for criteria associated with the claims to be removed

Actions	ID	Claim Status	Pharmacy Name	Transaction ID	Rx Number	Recovery \$	Claim Init. Date	Batch Label	Notification Batch ID	Drug Name	Chain Code	NPI number	PBM	Queue				
		Ready ...																
Open	2298982	ReadyForAudit	REALO DISCOUNT DRUGS	20584937	91172	0	05/25/2022	2022-4		Temazepam 15 MG		1528543972		Remove				
Open	2299031	ReadyForAudit	REDMONT PHARMACY	20777460	9007883	0	05/25/2022	2022-4		Lansoprazole 30 MG		1265583256		Remove				

- Click Remove filtered from my queue

Actions	ID	Claim Status	IT	Pharmacy Name	Transaction ID	Rx Number	IT	Recovery \$	IT	Claim Init. Date	IT	Batch Label	IT	Notification Batch ID	IT	Drug Name	IT	Chain Code	IT	NPI number	IT	PBM	IT	Queue
			Y	SHOPRITE			Y				Y			Y			Y			Y			Y	
Open	2299025	ReadyForAudit	SHOPRITE PHARMACY		20160509	8016723	0		05/25/2022	2022-4					BD Pen Needle Nano 2nd Gen 32G X 4 MM				1750533725		Remove			

- Clear Queue (Clears all claims from user's queue)

- Click on Clear queue

Actions	ID	Claim Status	IT	Pharmacy Name	Transaction ID	Rx Number	IT	Recovery \$	IT	Claim Init. Date	IT	Batch Label	IT	Notification Batch ID	IT	Drug Name	IT	Chain Code	IT	NPI number	IT	PBM	IT	Queue
			Y		Y		Y			Y			Y			Y			Y			Y		
Open	2299892	ReadyForAudit	REALO DISCOUNT DRUGS		20584937	91172	0		05/25/2022	2022-4					Temazepam 15 MG				1528543972		Remove			
Open	2299031	ReadyForAudit	REDMONT PHARMACY		20777460	9007883	0		05/25/2022	2022-4					Lansoprazole 30 MG				1265583256		Remove			

In the last column of the **Auditor Claims** module, Queue, there will be either an **Add** or **Remove** option.

If the option is **Remove**, that means the claim is already in a queue. It could be in the current user's queue, or another user's queue. Should a user need to access a claim in another user's queue, they must contact them.

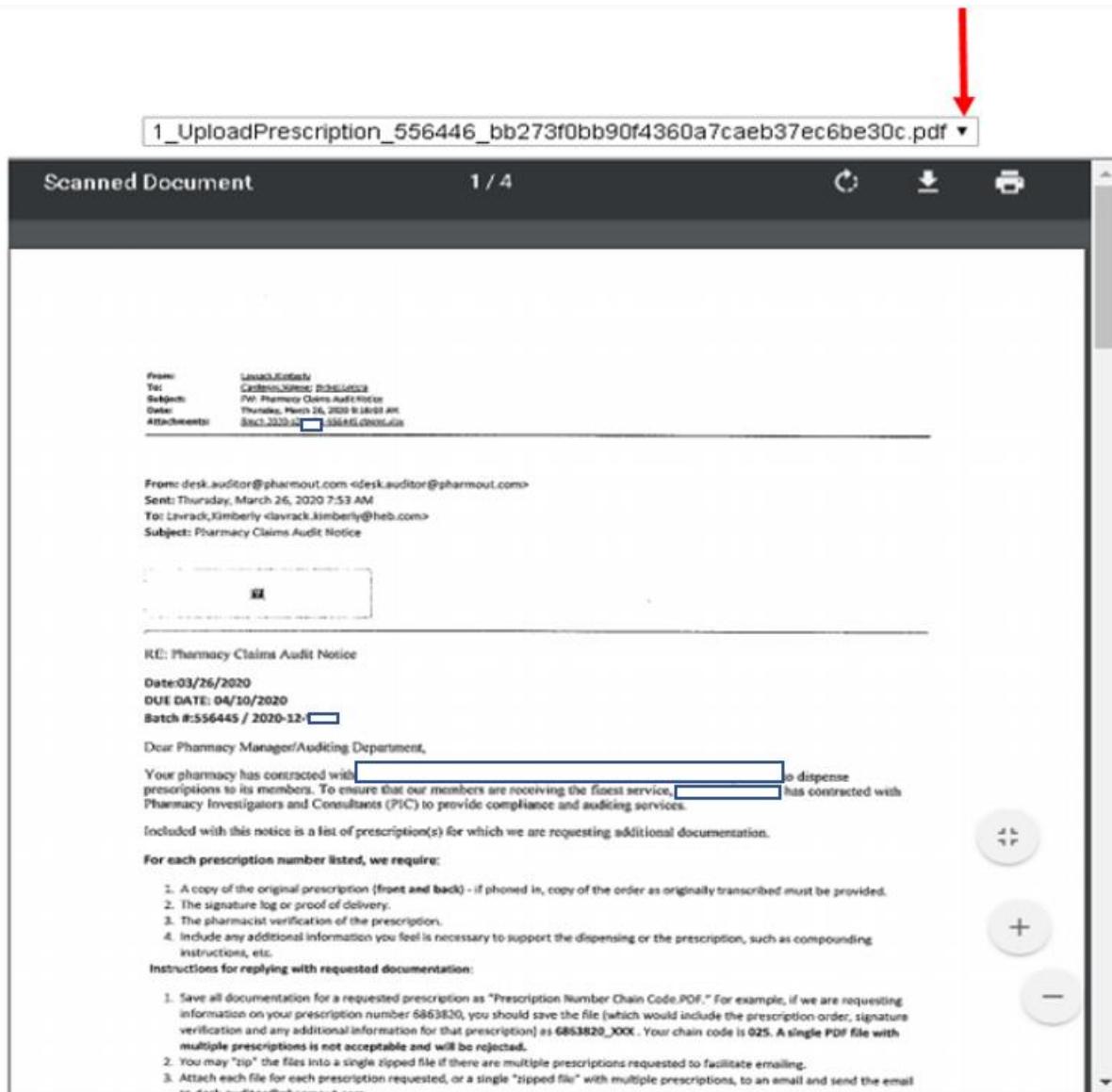
Actions	ID	Claim Status	IT	Pharmacy Name	Transaction ID	Rx Number	IT	Recovery \$	IT	Claim Init. Date	IT	Batch Label	IT	Notification Batch ID	IT	Drug Name	IT	Chain Code	IT	NPI number	IT	PBM	IT	Queue
			Y	Ready ...	Y		Y			Y		20...	Y				Y			Y			Y	
Open	2275883	ReadyForAudit	MEUER PHARMACY #226		19586592	622600324152	0		05/02/2022	2022-3					Candesartan Cilexetil 4 MG				1750446629		Add			
Open	2275876	ReadyForAudit	MEUER PHARMACY #226		19421933	622600276070	0		05/02/2022	2022-3					Norgestimate-Eth Estradiol 0.25-35 MG-MCG				1750446629		Remove			

5.5 Auditing the Claim

After selecting a claim, the PDF documentation will appear in the viewing box corresponding to the claim data submitted.

- The User can use the dropdown arrow identified after the document label, that begins with Upload Prescription, to check for multiple pages. Just scroll down and highlight the page you

would like to view, otherwise the User can scroll using the bar on the righthand side of the viewing box.



1_UloadPrescription_556446_bb273f0bb90f4360a7caeb37ec6be30c.pdf ▾

Scanned Document 1 / 4

From: Lavarack, Kimberly
To: Cederon, Steven / Reliance
Subject: PW: Pharmacy Claims Audit Notice
Date: Thursday, March 26, 2020 7:53 AM
Attachments: Batch 2020-32-[REDACTED].pdf

From: desk.auditor@pharmout.com <desk.auditor@pharmout.com>
Sent: Thursday, March 26, 2020 7:53 AM
To: Lavarack, Kimberly <lavarack.kimberly@heb.com>
Subject: Pharmacy Claims Audit Notice

RE: Pharmacy Claims Audit Notice
Date: 03/26/2020
DUE DATE: 04/10/2020
Batch #: 556445 / 2020-32-[REDACTED]

Dear Pharmacy Manager/Auditing Department,

Your pharmacy has contracted with [REDACTED] to dispense prescriptions to its members. To ensure that our members are receiving the finest service, [REDACTED] has contracted with Pharmacy Investigators and Consultants (PIC) to provide compliance and auditing services.

Included with this notice is a list of prescription(s) for which we are requesting additional documentation.

For each prescription number listed, we require:

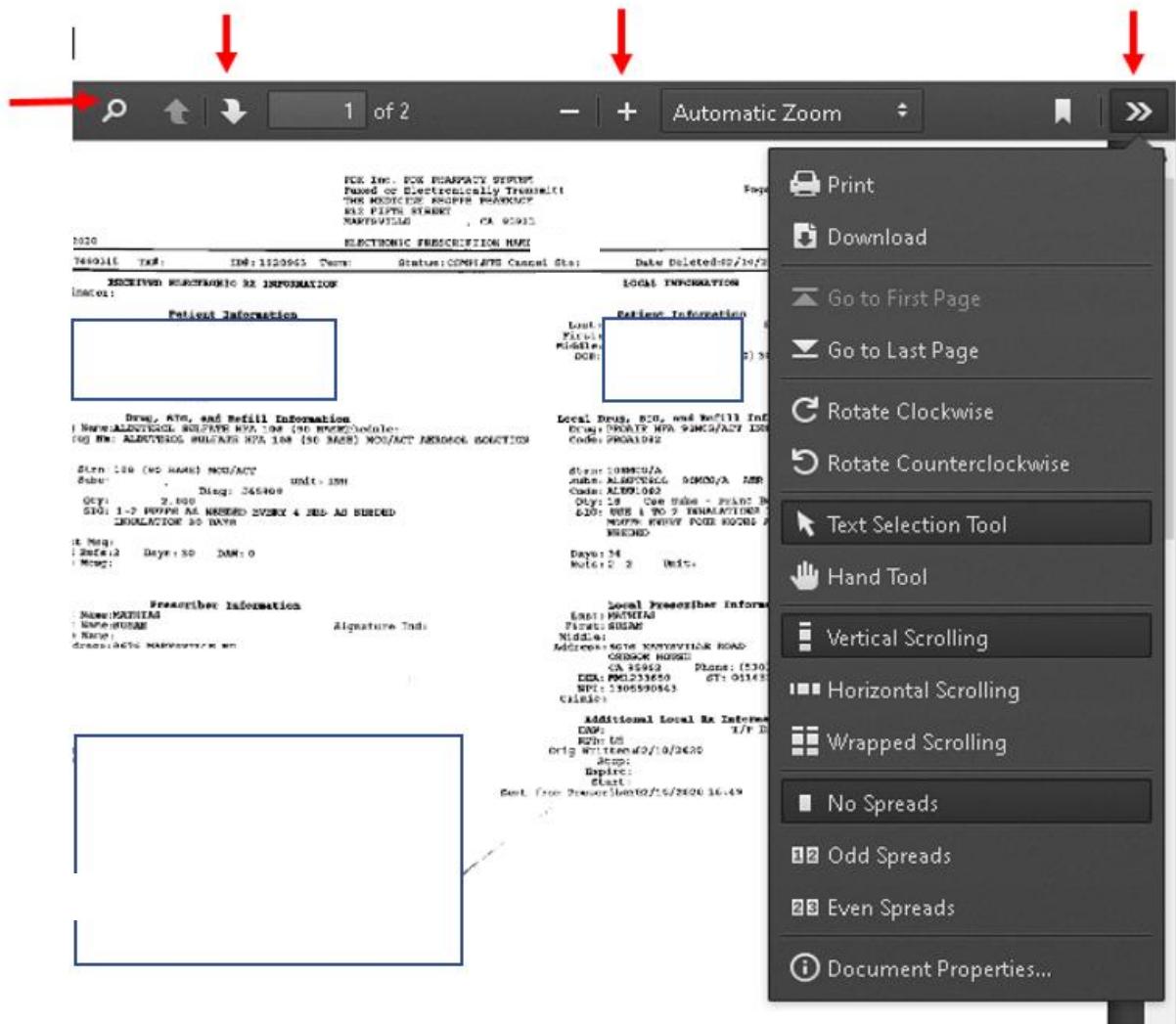
1. A copy of the original prescription (front and back) - if phoned in, copy of the order as originally transcribed must be provided.
2. The signature log or proof of delivery.
3. The pharmacist verification of the prescription.
4. Include any additional information you feel is necessary to support the dispensing or the prescription, such as compounding instructions, etc.

Instructions for replying with requested documentation:

1. Save all documentation for a requested prescription as "Prescription Number Chain Code.PDF." For example, if we are requesting information on your prescription number 6863820, you should save the file [which would include the prescription order, signature verification and any additional information for that prescription] as 6863820_XXX. Your chain code is 025. A single PDF file with multiple prescriptions is not acceptable and will be rejected.
2. You may "zip" the files into a single zipped file if there are multiple prescriptions requested to facilitate emailing.
3. Attach each file for each prescription requested, or a single "zipped file" with multiple prescriptions, to an email and send the email to desk.auditor@pharmout.com

There are helpful tools within the audit screen, to assist the User with auditing. They consist of:

- Search/Find
- Next Page
- Zoom/Minimize
- Rotate
- Hand Tool



- To assist the Auditor during the audit process, there are auditing guidelines found in the Appendix 4.
- These guidelines are provided as an aid in determining if correct quantities, day supplies have been correctly entered for a claim.
 - Certain dosage forms of medications such as creams, ointments, inhalers, ophthalmic solutions, insulin can be difficult to calculate
 - How much Insulin is appropriate to dispense or is the day supply correct?
 - How many oral / nasal inhalers should be dispensed or is the day supply correct?
 - Are there certain compounds that contain ingredients not normally considered to be applied topically?
- On the left-hand side of the Auditor Claims screen, the User will toggle the different fields being audited for the claim.

Rx Number: 00000

Transaction ID: 200793993474003999P

No Yes Correct

Patient Name:

DOB:

NDC: 50383005008

Label Name: CIMETIDINE SOL 300/5ML

Correct Directions:

Quantity: 540

Days Supply: 30

Prescriber Name:

Signature Log:

Ingredient Cost: 34.45

Pharm. Dispensing Fee: 0.5

Sales Tax: 0

Patient Paid: 10

Total Amount Due: 24.95

- If the information is correct, then toggle to “Yes.” If the information is incorrect, leave the toggle at “No.” If any of the toggles are not correct (No) then at the bottom is a dropdown box that will be used to select the Error Code for the claim. Please refer to the Error Code Description document for definitions of the error code.
- There is also a **Notes** box to enter the information for the error (Should be Qty XX for a XX Day supply, etc.) as well as a box for **Total Recovery Amount**.

Error code:

Reviewed, No Error

Notes:

Total Amount Recovered:

0

If all the aspects of the claim being audited are correct then the default in the box is **Reviewed, No Error**.

Error code:
Reviewed, No Error

- The User would then select “**Save/Audit Done**,” located in the upper right-hand corner of the auditing screen.



- For claims with an error, use the Error Code drop down to select the appropriate error code.
 - Refer to the Error Code Listing with descriptions in Appendix 3 for assistance in determining the appropriate error code.
- Add any notes that would explain the error more completely.
 - An example is that if the error is “Quantity/Day Supply Error” further explanation could be “A 45 gram tube should have been used for a 7 day supply rather than an 85 gram tube.”
- The Error Code will determine the amount of recovery to be taken (full, partial, no recovery).

Rx Number: 000000609110
Transaction ID: 200765597090008999P
No Yes Correct

- Patient Name:
- DOB:
- NDC: 68382009601
- Label Name: HYDROXYCHLOR TAB 200MG
- Correct Directions:
- Quantity: 180
- Days Supply: 90
- Prescriber Name: HONG NGUYEN
- Signature Log:
- Ingredient Cost: 178.36
- Pharm. Dispensing Fee: 0
- Sales Tax: 0
- Patient Paid: 10
- Total Amount Due: 168.36

Error code:

Clinically Inappropriate

Notes:

Total Amount Recovered:

168.36

- When done auditing a claim, the User will select **Save/Audit Done**.

Audit Form

NPI	Pharmacy Name	Affiliation Code	User Email	COPs Score	Fill Date
1900187885	CVS Caremark Specialty Services	200		\$16	03/03/2020

Claim Status: Pharmacy/ Doctor

Save/Print

Save/Audit Done

- If, at any time the User needs to leave this screen during auditing a claim, the User can select Save/In Process which would allow the User to come back to that claim and finish auditing.

NPI	Pharmacy Name	Affiliation Code	User Email	COPs Score	Fill Date
1902887905	CVS/Caremark Specialty Services	200	\$44	00/00/2000	

Claim Status: Pharmacy/Editable
Save/Process
Save/Audit Done

- This feature is also helpful if the User wants to “pend” the claim and have another staff member review the claim. The other staff member can simply filter on **Auditor Claims** screen all claims with a status of Save/InProcess for quick access.
- Upon returning to the claim and once the User has completed auditing the claim, with or without errors, the User would then select “**Save/Audit Done**.”

NPI	Pharmacy Name	Affiliation Code	User Email	COPs Score	Fill Date
1902887905	CVS/Caremark Specialty Services	200	\$44	00/00/2000	

Claim Status: Pharmacy/Editable
Save/Process
Save/Audit Done

- Until notifications are processed (typically at the end of the day), the User can return to the audited claims by filtering on “**Audit Done**,” locating the claim and selecting the claim.
- After notifications have been processed the claims are marked as Audit Final, no other change can be made to the claim.

***NOTE:** If a pharmacy forgets a signature log and sends it later, they must send all documentation as an appeal to the client. The system can no longer access the claim for modification.

- On the right-hand side of the “Auditor Claims” screen, the User will be able to see the history of the claim in the CARs program. This information includes the Batch initiation date, the date notifications were sent, the staff member who uploaded claims documentation and when the documentation was uploaded, and which staff member audited the claim, and the status of the Batch associated with the claim.

↓

Auditor Info:	
Last Edit By Auditor:	William.Mader@pharmout.com
Last Edit By Auditor Date:	11/27/2019
Claim Info:	
Claim Pending Date:	11/30/2019
Claim Initiation Date:	10/31/2019
Ready For Audit Date:	11/27/2019
Claim Audit Done Date:	11/27/2019
Batch Info:	
Batch Id:	2019-41 (#380993)
Batch Status:	Completed
Batch Initiated Date:	10/18/2019
Batch Ready For Completion Date:	11/30/2019
Batch Completed Date:	12/30/2019
Pharmacy Info:	
Initial Notice Sent Date:	10/31/2019
Last Notice Sent Date:	12/02/2019
Last Edited By Pharmacist Email:	Markelle.Scott@pharmout.com
Last Edited By Pharmacist Date/Time:	11/27/2019

5.6 Marking a pharmacy suspicious

After selecting a claim, the user is taken to the Audit Form. Pharmacy information will be at the top of the screen.

- Within the pharmacy information is a **Warnings** box. This box is used to view, flag, and add notes regarding the pharmacy associated with the selected claim. To add notes, click **view notes**

Audit Form

NPI	Pharmacy Name	Affiliation Code	User Email	COPs Score	Fill Date	Warnings	Claim Status: ReadyForAudit	Skip This Claim	Save/In Process	Save/Audit Done
1750446639	MEUER PHARMACY #226	213			03/22/2022	view notes				

- Users can tick the **Suspicious NPI** box to flag the pharmacy associated with this claim and add notes to clarify why the pharmacy has been flagged.

Warnings

Please note that the following information will be shared with users across all CARs tenants

Suspicious NPI

Add a note

Watch for patient location / pharmacy distance

Add

- After ticking **Suspicious NPI** and adding notes, click **Add**.

Warnings

Please note that the following information will be shared with users across all CARs tenants

Suspicious NPI

flagged by nicole.planica@pharmout.com on May 26 2022

Add a note

Watch for patient location / pharmacy distance

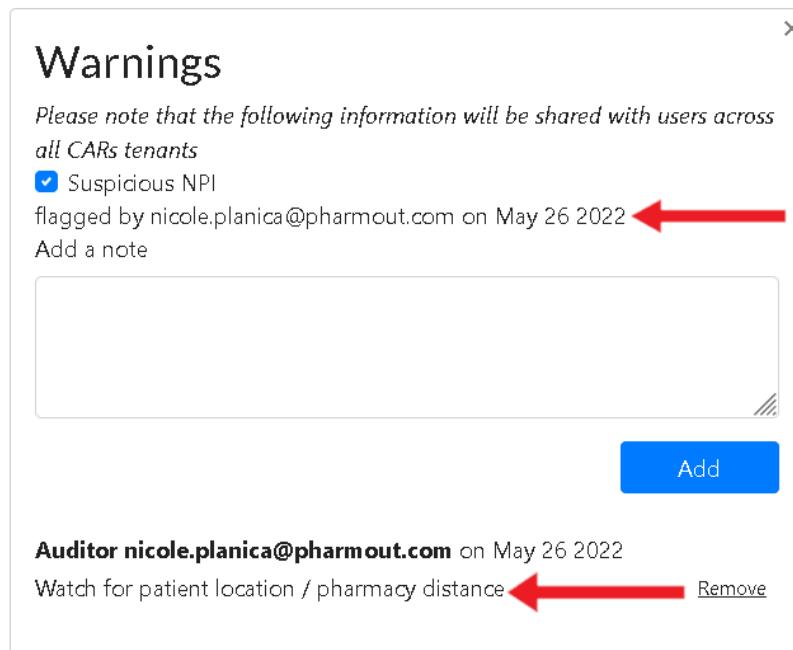
Add

- When a user selects a claim from a pharmacy that has already been flagged, they will see that the **Warnings** box is shaded red and marked "Suspicious". Click view notes.

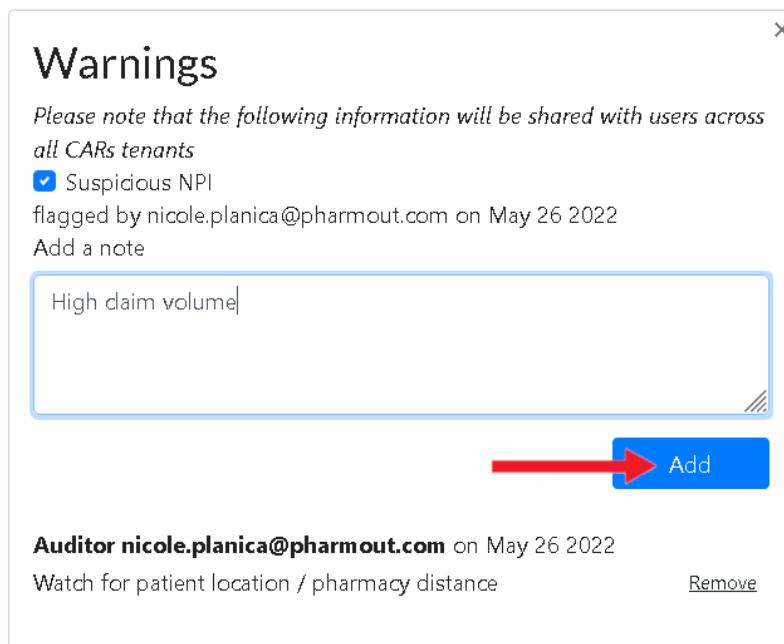
Audit Form

NPI	Pharmacy Name	Affiliation Code	User Email	COPs Score	Fill Date	Warnings	Claim Status: Pending Audit	Skip This Claim	Save/In Process	Save/Audit Done
1750446639	MEIJER PHARMACY #226	213			03/22/2022	Suspicious view notes				

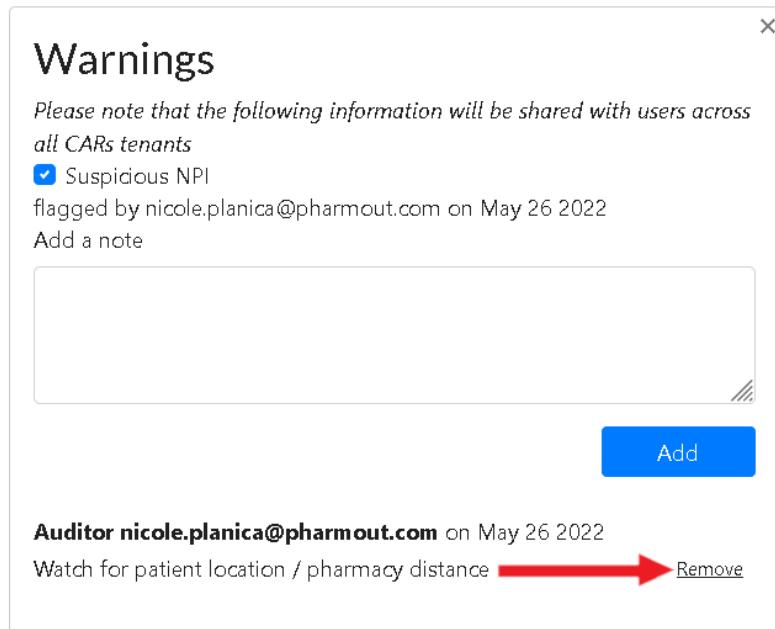
- The user can see who flagged the pharmacy, when it was flagged, and notes regarding why the pharmacy was flagged.



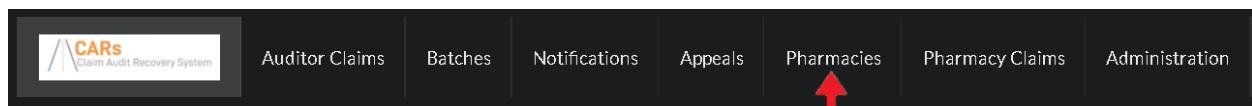
- The user has the option to add additional notes to the **Add a note** field. Once entered, click **Add**.



- If a note no longer applies to the pharmacy, it can be removed by clicking **Remove**. (Please note that the removal option is only available to the user who added the warning)



- These capabilities are also available through the **Pharmacies** module. Click **Pharmacies**.



- Find the pharmacy to be marked as suspicious and click **Edit**.

		Actions		Chain Code	NPI	Contact Name	Email	Fax	Master Chain	Master Chain Code	Notifications	Appeal	Source
Edit	603	1558704072	CARE4U PHARMACY INC	auditassistance@cardinalhealth.com			8608283100			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	426	1851365845	LINHS PHARMACY	Stacie.dishmon@areterx.com			7148925513			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	783	1033267901	CARMICHAELS CASHWAY PHARMACY INC	Stacie.dishmon@areterx.com			3377880170			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	603	1427422823	HAYDEN'S PHARMACY	auditassistance@cardinalhealth.com			7244241910			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	

- Users can tick the **Suspicious NPI** box to flag the pharmacy and add notes to clarify why the pharmacy has been flagged.

Edit Pharmacy Chain

PBM:

Notifications:

Appeal:

NPI:

Chain Code:

Master Chain Code:

Master Chain:

Business Name:

Warnings

Please note that the following information will be shared with users across all CARs tenants

Suspicious NPI

Add a note

- After ticking **Suspicious NPI** and adding notes, click **Add**.

Edit Pharmacy Chain

PBM:

Notifications:

Appeal:

NPI: 1558704072

Chain Code: 603

Master Chain Code:

Master Chain:

Business Name: CARE 4 U PHARMACY INC

Warnings

Please note that the following information will be shared with users across all CARs tenants

Suspicious NPI

flagged by nicole.planica@pharmout.com on May 27 2022

Add a note

High claim volume



- The warning is saved after clicking **Add**. Now the user can scroll down and click **Back to List**

Source

NPIMasterSheet

[Edit](#)

[Back to List](#)

- The user will see that now the flagged pharmacy will come up shaded red.

Actions		Chain Code	NPI	Contact Name	Email	Fax	Master Chain	Master Chain Code	Notifications	Appeal	Source
Edit	678	1669795647	BROADUS IGA	Stacie.dishmon@areterx.com	4064362362			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	603	1801900899	THE PHARMACY CORNER	auditassistance@cardinalhealth.com	9797760826			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	603	1740550334	DEACONESS FAMILY PHARMACY	auditassistance@cardinalhealth.com	8124503781			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	603	1558704072	CARE4U PHARMACY INC	auditassistance@cardinalhealth.com	8608283100			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	603	1003920091	WIL SAV DRUGS OF SWEETWATER	auditassistance@cardinalhealth.com	4233379382			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	

- To remove a flag, click **Edit** on the pharmacy to be removed

Actions		Chain Code	NPI	Contact Name	Email	Fax	Master Chain	Master Chain Code	Notifications	Appeal	Source
Edit	678	1669795647	BROADUS IGA	Stacie.dishmon@areterx.com	4064362362			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	603	1801900899	THE PHARMACY CORNER	auditassistance@cardinalhealth.com	9797760826			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	603	1740550334	DEACONESS FAMILY PHARMACY	auditassistance@cardinalhealth.com	8124503781			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	603	1558704072	CARE4U PHARMACY INC	auditassistance@cardinalhealth.com	8608283100			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	
Edit	603	1003920091	WIL SAV DRUGS OF SWEETWATER	auditassistance@cardinalhealth.com	4233379382			Immediate Fax, 30 Days	EOM 30 Day Appeal	NPI Master Sheet	

- Untick the suspicious NPI box and click **Remove**. (Please note that the removal option is only available to the user who added the warning)

Edit Pharmacy Chain

PBM:

Notifications: Immediate Fax, 30 Days

Appeal: EOM 30 Day Appeal

NPI: 1558704072

Chain Code: 603

Master Chain Code:

Master Chain:

Business Name: CARE 4 U PHARMACY INC

- Scroll down and click **Back to List**.

Warnings

Please note that the following information will be shared with users across all CARs tenants

Suspicious NPI 

flagged by nicole.planica@pharmout.com on May 27 2022

Add a note:

Add

Auditor nicole.planica@pharmout.com on May 27 2022  **Remove**

High claim volume

Email

auditassistance@cardinalhealth.com

Description

Bulk-imported by on 04/12/2021 with audit params: 30 Days

Source

NPIMasterSheet

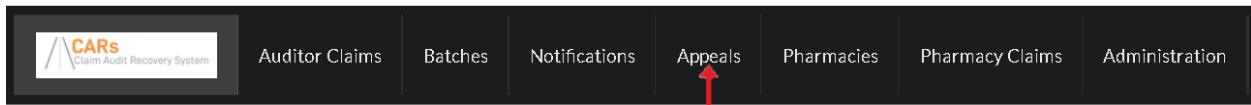
Edit

[Back to List](#) 

6. Appeals Module

6.1 Uploading appeal documentation

- If there is a recovery on an audited claim, pharmacies have the option to send in additional documentation to appeal. These documents are usually received through the appeals email or Updox account, then downloaded to the iDrive.
- The documentation needs to be uploaded to CARs before auditing of the appeals can begin.
- To begin the upload process, click the **Appeals** module.



- Search for the Rx number associated with the documents to be uploaded.

Actions	Id	Claim Status	Appeal Accepted	Send Notice	Pharmacy Name	Transaction Id	Rx Number	Error Code	Recovery \$	Claim Init. Date	Batch Label	Drug Name	Chain Code	Npi number	PBM
							685...								
Open Upload	2239922	AppealDocumentationNeeded			DUANE READE #14277	17549701	685380		15.52	03/31/2022	2022-2	Losartan Potassium- HCTZ 50-12.5 MG		1700801271	

- Click **Upload** under the Actions column to open the supporting documents page.

Actions	Id	Claim Status	Appeal Accepted	Send Notice	Pharmacy Name	Transaction Id	Rx Number	Error Code	Recovery \$	Claim Init. Date	Batch Label	Drug Name	Chain Code	Npi number	PBM
							685...								
Open Upload	2239922	AppealDocumentationNeeded			DUANE READE #14277	17549701	685380		15.52	03/31/2022	2022-2	Losartan Potassium- HCTZ 50-12.5 MG		1700801271	

- Click on **Locate File**.

Supporting Documents

On this page you are can upload the appeal documents for the following claim:

HQ Chain Name	HQ Chain Code									
WALGREENS#12902	226									
Transaction ID	Rx Number	Due Date	Pharmacist Last Update ID	Last Update Action	Pharmacist Last Update Time	Audited?	Batch Id	Claim Initiation Date	First Touched Date	PBM
17549701	685380	04/30/2022		None		No	2236484	05/10/2022		

Start Appeals: New Document

Locate a file or drag&drop a file

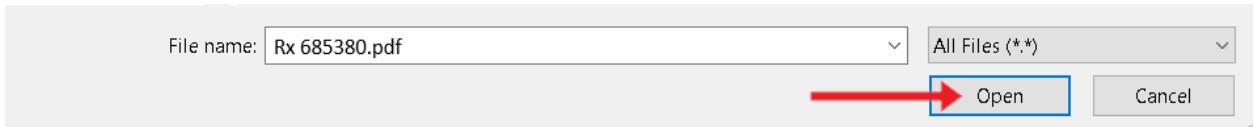
Locate File

Upload File

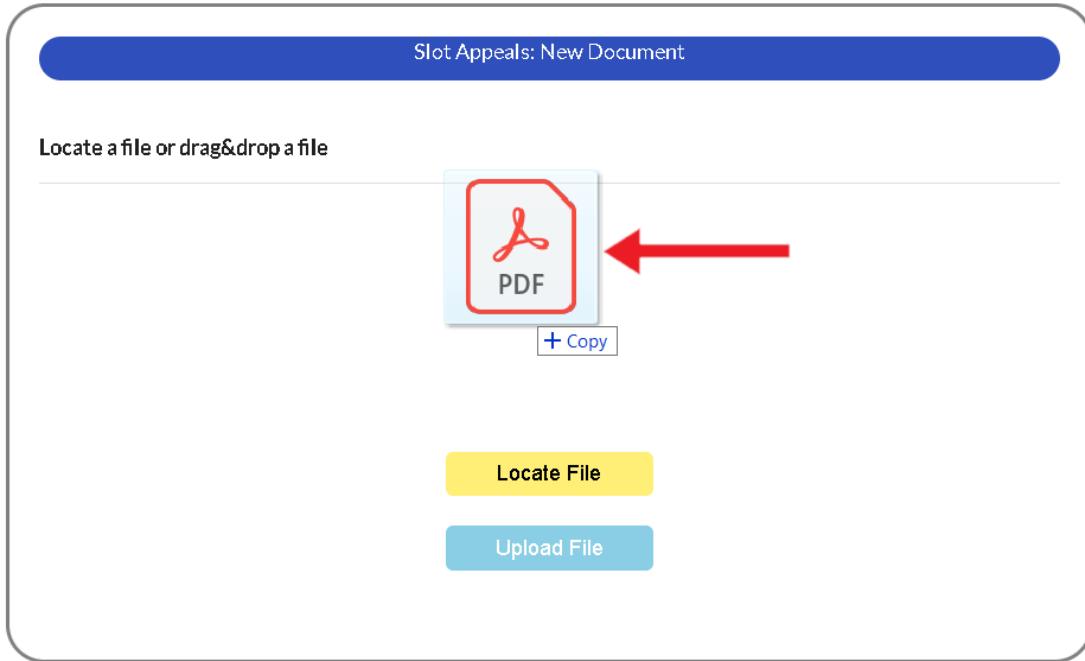
OR

« Appeals » View Claims

- Select the corresponding file and click **Open**.



- Alternatively, if the File Explorer is already up with the correct document in view, the user can drag and drop the file into the Slot Appeals: New Document space.



- The user can click **Appeals** to go back to the appeals module or **View Claim** to audit the appeal claim right away. The appeal documentation will be saved once one of these buttons is clicked.



- Documentation received with more than one prescription per PDF must be split before uploading into CARs. Reference Section 4.3 **Batch Splitting** for the splitting procedure.

6.2 Auditing an Appeal Claim

There is no way to indicate whether claims have been uploaded into CARs Appeal Module unless the uploader tells the user, or the user goes into the Appeals Module and checks

- Click on **Appeals** located on the home screen to enter the Appeals module.
- Click the filter under **Claim Status** and select **Appeal Pending** from the drop-down menu.

Actions	Id	Claim Status	Appeal Accepted	Send Notice	Pharmacy Name	Transaction Id	Rx Number	Error Code	Recovery \$	Claim Init. Date	Batch Label	Drug Name	Chain Code	Npi number	PBM
		AppealPending													
Open Upload	2239900	AppealDocumentationN	AppealPending		WALGREENS #4565	17868350	3990897		17.13	03/31/2022	2022-2	Labetalol HCl 200 MG		181190;	
Open Upload	2239928	AppealDocumentationN	AppealPending		WALGREENS #2976	17871505	4118112		12.75	03/31/2022	2022-2	Ketoconazole 2%		172009;	
Open Upload	2239958	AppealDocumentationN	AppealPending		WALGREENS #13725	17779241	700049		10.71	03/31/2022	2022-2	Tadalafil 10 MG		119404;	
Open Upload	2239947	AppealDocumentationNeeded			WALGREENS #13725	17930805	700627		13.6	03/31/2022	2022-2	Pantoprazole Sodium 40 MG		119404;	
Open Upload	2239957	AppealDocumentationNeeded			WALGREENS #13725	17720673	695239		127.08	03/31/2022	2022-2	Drospirenone-Ethinodiol 3.0/0.02-0.451 MG		119404;	

- Once sorted, the user will see all the appeals that are ready for audit. When pharmacies send in the documentation necessary to consider a claim for appeal, the claim status changes from **AppealDocumentationNeeded** to **AppealPending**.

Actions	Id	Claim Status	Appeal Accepted	Send Notice	Pharmacy Name	Transaction Id	Rx Number	Error Code	Recovery \$	Claim Init. Date	Batch Label	Drug Name	Chain Code	Npi number	PBM
		AppealPending													
Open Upload	2239228	AppealPending			CVS PHARMACY #05490	18222261	727309		1093.15	03/31/2022	2022-2	Symbicort 160-4.5 MG/ACT		1790091668	
Open Upload	2239420	AppealPending			CVS PHARMACY #08345	17781639	1249100		14.26	03/31/2022	2022-2	Spironolactone 25 MG		1760623227	

- To open a claim, click **Open** in the Actions column.

Actions	Id	Claim Status	Appeal Accepted	Send Notice	Pharmacy Name	Transaction Id	Rx Number	Error Code	Recovery \$	Claim Init. Date	Batch Label	Drug Name	Chain Code	Npi number	PBM
		AppealPending													
Open Upload	2239228	AppealPending			CVS PHARMACY #05490	18222261	727309		1093.15	03/31/2022	2022-2	Symbicort 160-4.5 MG/ACT		1790091668	
Open Upload	2239420	AppealPending			CVS PHARMACY #08345	17781639	1249100		14.26	03/31/2022	2022-2	Spironolactone 25 MG		1760623227	

- Once the claim is opened, the user will assess the information provided to see if the new documentation is valid and satisfy the previous error code. There will be several PDF drop-down options so the user must ensure that they are viewing all the PDFs.

Appeal Form

NP#	Pharmacy Name	Affiliation Code	File Date
11700591698	CVS PHARMACY 405600	039	02/11/2002

处方单号: 221305
处方日期: 2022-02-11
是否正确:
患者姓名: [REDACTED]
性别: [REDACTED]
年龄: 0
NDC: 0016002002
标签名称: Syn biotic 100-4.5 MC/ACT
剂量说明:
剂量: 305
是否送药: 00
处方医师:
签名/标志:
开具费: 15
药房/分发费: 15
销售税: 0
患者费: 15
总计金额: 10015
错误代码:
无药品验证失败
上诉/申诉代码:
审核: 未完成
备注:
药品验证失败 - 请稍后重试
上诉/申诉:
总计金额: 10015

处方单号: 221305
处方日期: 2022-02-11
是否正确:
患者姓名: [REDACTED]
性别: [REDACTED]
年龄: 0
NDC: 0016002002
标签名称: Syn biotic 100-4.5 MC/ACT
剂量说明:
剂量: 305
是否送药: 00
处方医师:
签名/标志:
开具费: 15
药房/分发费: 15
销售税: 0
患者费: 15
总计金额: 10015
错误代码:
无药品验证失败
上诉/申诉代码:
审核: 未完成
备注:
药品验证失败 - 请稍后重试
上诉/申诉:
总计金额: 10015

处方单号: 221305
处方日期: 2022-02-11
是否正确:
患者姓名: [REDACTED]
性别: [REDACTED]
年龄: 0
NDC: 0016002002
标签名称: Syn biotic 100-4.5 MC/ACT
剂量说明:
剂量: 305
是否送药: 00
处方医师:
签名/标志:
开具费: 15
药房/分发费: 15
销售税: 0
患者费: 15
总计金额: 10015
错误代码:
无药品验证失败
上诉/申诉代码:
审核: 未完成
备注:
药品验证失败 - 请稍后重试
上诉/申诉:
总计金额: 10015

处方单号: 221305
处方日期: 2022-02-11
是否正确:
患者姓名: [REDACTED]
性别: [REDACTED]
年龄: 0
NDC: 0016002002
标签名称: Syn biotic 100-4.5 MC/ACT
剂量说明:
剂量: 305
是否送药: 00
处方医师:
签名/标志:
开具费: 15
药房/分发费: 15
销售税: 0
患者费: 15
总计金额: 10015
错误代码:
无药品验证失败
上诉/申诉代码:
审核: 未完成
备注:
药品验证失败 - 请稍后重试
上诉/申诉:
总计金额: 10015

- The user will have to decide between two outcomes. To **Accept** or **Reject**. To accept the appeal, click the green **Accept** button on the right-hand side. If the user unchecks the **Send Appeal Disposition** box, the pharmacy will *not* receive a notice of acceptance or rejection of the appeal.

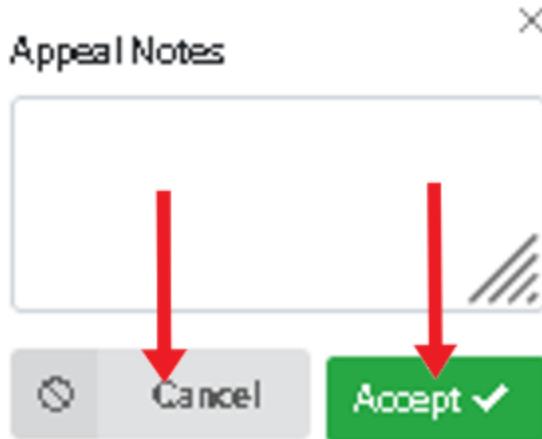
Appeal Form			
NPI	Pharmacy Name	Affiliation Code	Fill Date
1790091668	CVS PHARMACY #05490	039	02/17/2022

Send Appeal Disposition

Accept

Reject

- A pop-up window will appear, and the user will have the option to apply a note to the claim and click **Accept**. The user also has the option to click **Cancel** if the claim needs to be reevaluated. Once the user clicks **Accept**, the pharmacy will receive a notice that the appeal has been accepted.



- The other outcome is to reject the appeal if the new documentation still does not satisfy the error code. Click **Reject** on the right-hand side of the screen.

Appeal Form

NPI	Pharmacy Name	Affiliation Code	Fill Date
1790091668	CVS PHARMACY #05490	039	02/17/2022

Upload Docs
 Send Appeal Disposition
Accept
Reject



- The user can add notes about why the claim is still rejected and change the **Appeal Error Code** if needed. The notes added will not be visible to the pharmacy.

Appeal Recovery Amount X

0

Appeal Error code:

Reviewed, No Error

Appeal Notes

Cancel
Reject



- The error code will determine the Appeal Recovery Amount. It will be a full recovery unless the error code is **Quantity Entry Error**.

Appeal Recovery Amount X

0

Appeal Error code:

Reviewed, No Error

Appeal Notes

Cancel
Reject



- When the user is done, they can click **Reject** and CARs will queue the notice until the next time notifications go out.

Appeal Recovery Amount X

0

Appeal Error code:

Reviewed, No Error

Appeal Notes

Cancel Reject !



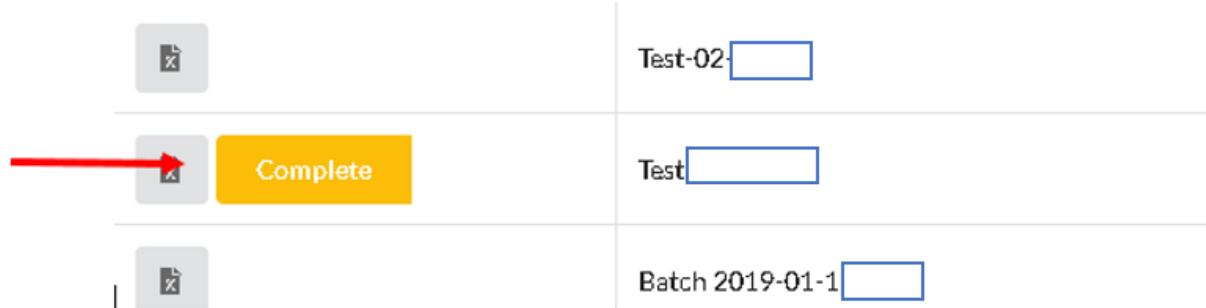
7. Batch Completion

In this chapter, Batch completion, the final step in the process is reviewed. A Batch should be finalized **AFTER** the last date that any chain pharmacy can send in claims, typically the last day of the month after the month in which the Batch is initiated. For example, if the Batch was initiated on March 15, chain pharmacy notification would be released by CARs on March 31 and documentation would be due on April 30. Once it has been determined that the last date to receive documentation has past, the User should also ensure that all claims that have documentation have been audited. When these two steps have been completed, the Batch is ready to be completed.

***NOTE:** If more than 10% of the Batch is not completed, but the time has expired for documentation, the User should notify a supervisor and the supervisor should contact the pharmacy in question or notify the client. Under no circumstance should a Batch be completed with 10% or more of the missing documentation unless approved by a client.

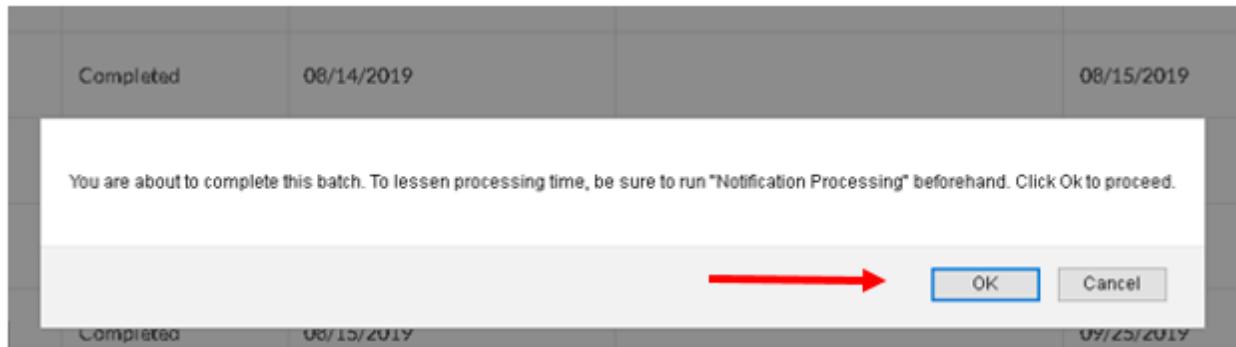
7.1 Batch Finalization

When a Batch has less than 10% of the claims remaining for audited, CARs will mark the Batch as being ready for completion and “wait” for the User to finalize the Batch.



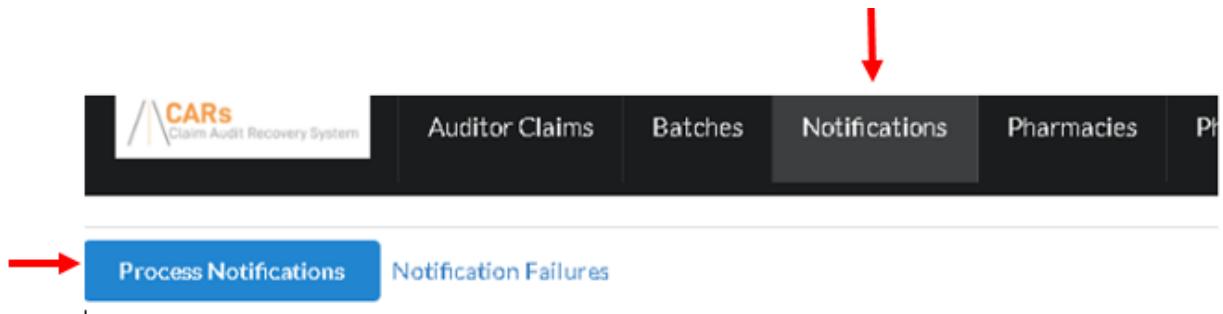
- To begin the process, notifications should be processed to reduce the time for Batch finalization. Select Notifications from the home screen. The User will receive a message to run notifications prior to completing the Batch to facilitate Batch completion.

- Click “Ok”

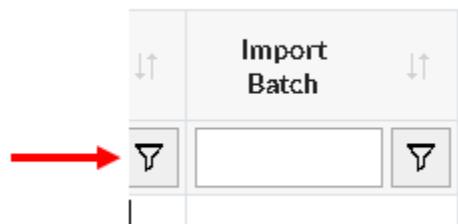


7.2 Processing remaining notifications

- Next, return to the Notification screen and select **Process Notifications**.



- After notifications have been processed, return to the Notifications screen.
- In the Import Batch column, enter the Batch to be finalized.



- Next, in the Process column, select **EOM Email, 30 Days**, and select **Pending** in the status column.

Status	Process
Pen...	EOM Email
Pending	EOM Email, 30 Days
Pending	EOM Email, 30 Days

- In the Actions column select **Open** for the first chain that appears in the list.

Actions	Status	Process
	Pen...	EOM Email
Open Edit	Pending	EOM Email, 30 Days

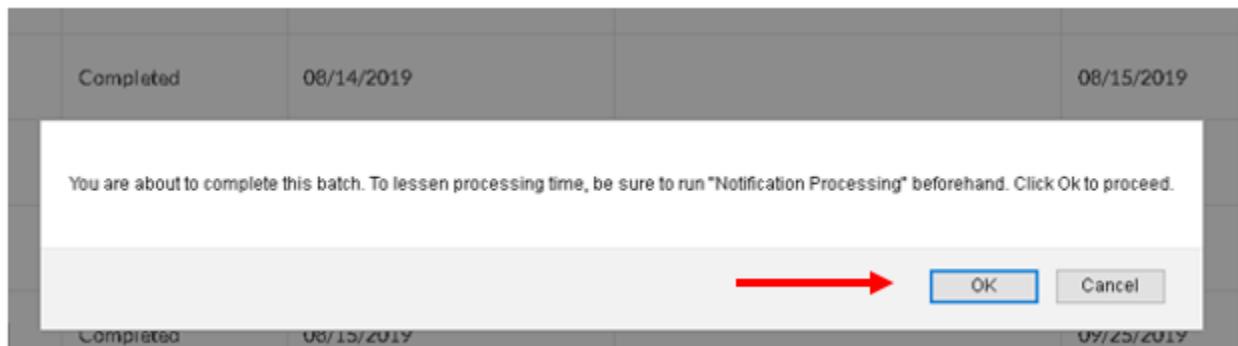
- In the upper right-hand corner of the screen, select **Send Appeals and Close**.



- This will select all claims scheduled for EOM email processing and prepare the e-mail to go out. Repeat this step for each of the chains identified. After all chains have been processed, return to the Batches screen.
- Select the Batch for Completion and click on the Complete button.

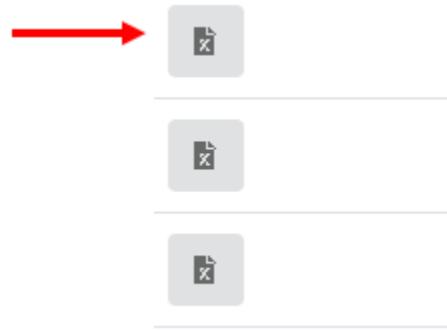


- In the dialogue box that appears at the top of the screen, select **Ok** and then select **Ok** again. This will begin the Batch completion process.

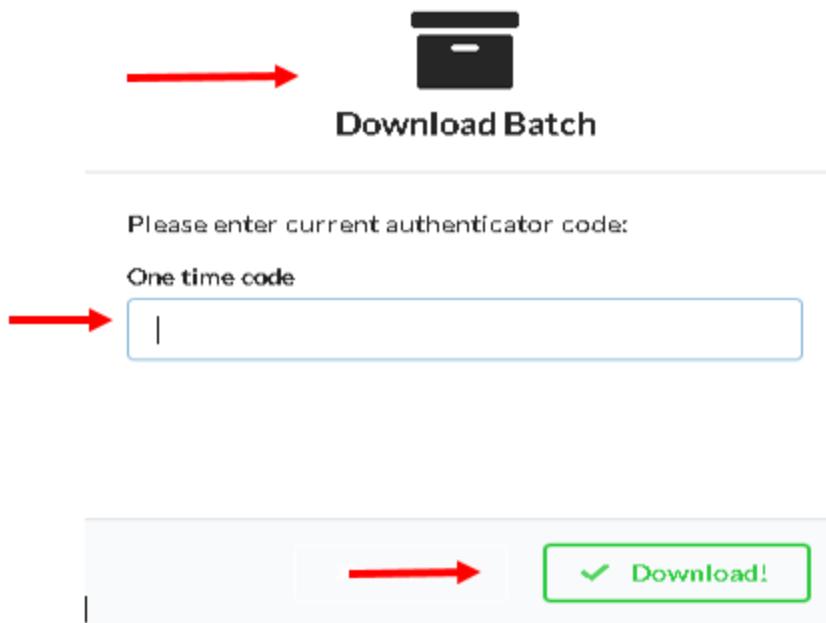


7.3 Downloading and Saving Finalized File

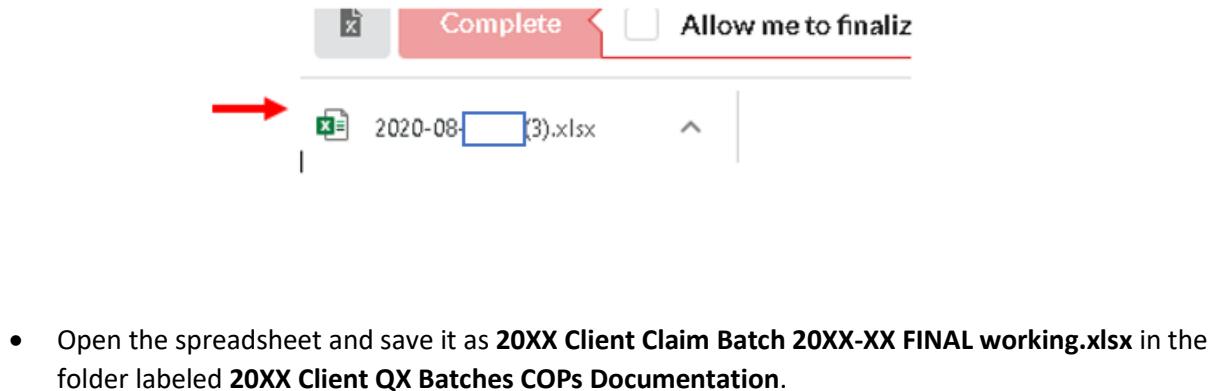
- After the Batch has been completed, select the download icon next to the Batch just completed.



- The User will be asked to provide the six-digit code from the Two factor authenticator app to download the excel spreadsheet. Enter the code and select **Download Batch**.



- The downloaded Excel worksheet will appear in the lower left-hand corner of the screen.



- Open the spreadsheet and save it as **20XX Client Claim Batch 20XX-XX FINAL working.xlsx** in the folder labeled **20XX Client QX Batches COPs Documentation**.

↓

Q1 Batches COPs Documentation			
	Name	Date modified	Type
2020'	claim Batch 2020-01 FINAL working.xlsx	3/9/2020 8:38 AM	Microsoft Excel W...
2020'	claim Batch 2020-02 FINAL working.xlsx	3/9/2020 8:42 AM	Microsoft Excel W...
2020'	claim Batch 2020-03 FINAL working.xlsx	3/9/2020 9:06 AM	Microsoft Excel W...

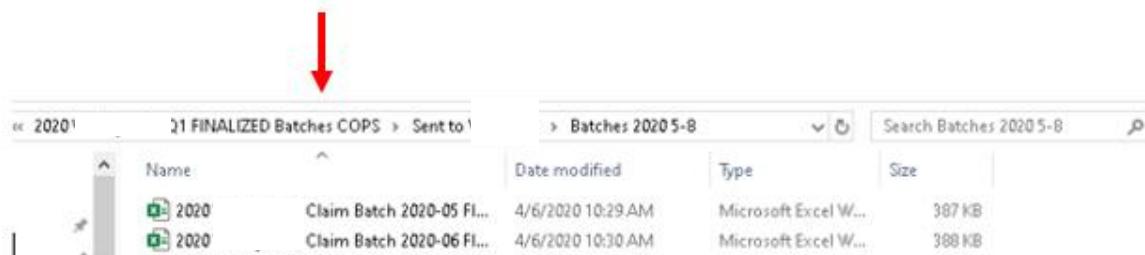
- Saving as a working document allows you to review the column headings and review that the data has been formatted correctly. You will need to format the recovery amount into a dollar value.

BA
RECOVERY_AMOUI
\$0.00
\$0.00
\$0.00
\$10,664.80
\$938.75
\$0.00
\$878.85

- Next review that the Error Codes are double digit.

ERROR COI
99
99
99
34
34
99
48
99
49
34
99

- Open the Excel spreadsheet labeled **Copy of Layout for Finalized Masters per PBM.xlsx** and copy the column headings to the claim Batch spreadsheet downloaded from CARs. After reviewing that all the data is present and formatted correctly, save the file as **20XX Client Claim Batch 20XX-XXFINAL.xlsx** in the folders on the I drive labeled **20XX Client QX Finalized Batches COPs**.



8. Post Batch Completion: Refills and Reporting

This chapter will be completed in Fall 2023.

9. New Client Set-Up

This section discusses how a new Tenant will be set-up in the CARs system. New CARs clients (which have also been referred to as Tenants) should be implemented only with consent of Pharmacy Investigators and Consultants (PIC) staff. This section discusses how a new Client or Tenant will be set-up in the CARs system. This function is currently reserved for the CARs Program Administrator ONLY at PIC.

9.1 Documentation

- As a new Client is implemented, the User will need to obtain the documentation necessary to set-up the Client in the CARs system.
- Documentation necessary for the on-boarding of a new Client includes:
 - Pharmacy Listing with Chain codes
 - Any excluded pharmacies or client or plan code IDs (i.e. clients of CARs clients) which are excluded from auditing
 - Auditing specifications (refer to Appendix 1 for the Notification Types), however, generally, assume:
 - Independent pharmacies: allow 15 or 30 days to respond to audit notice
 - Chains: allow 15 or 30 days to respond to audit notice.
 - Method of Notification
 - Fax or Email
 - Frequency of Notification
 - Immediate email or End of month (EOM)
 - Notification letters layout
 - Client logo and the text of the Notifications
 - Note: Client must approve
 - Appeal notification contact and Client's appeal email address
 - Data elements required in claim file (refer to Appendix 2 for the minimum data elements required for CARs auditing).
 - Error Codes
 - Clients may have special error codes to be used for auditing and these will be discussed with Clients during implementation.

9.2 New Client Creation

- As documentation is collected the User would select Administration from the Home Screen (If User has Administrator privileges)
- Select Tenants from the Admin Dashboard

- Select Create New

9.3 Bulk Upload contacts

To add pharmacies for a new Tenant the User can use the Bulk Upload Contact function. This procedure creates an entire pharmacy directory for client as it uploads a complete file into CARs. The User would:

- Select Pharmacies from the claim dashboard
- Select Bulk Upload Contacts
- Select PBM in the Dropdown Box
- Select the Excel file containing the pharmacies received from the Tenant
- Select Upload

APPENDIX

Appendix 1: Notification Types

The following are the CARs Notification types:

Immediate Fax, 15 Days – Generally applies to Independent pharmacies. The pharmacy upon receipt of the initial fax notification, has 15 days to respond.

Immediate Fax, 30 Days – Generally applies to Independent pharmacies. The pharmacy upon receipt of the initial fax notification, has 30 days to respond.

Immediate Email, 15 Days – Generally applies to smaller Chains. The Chain contact upon receipt of the email notification, has 15 days to respond.

Immediate Email, 30 Days – Generally applies to Chains. The Chain contact upon receipt of the email notification, has 30 days to respond.

EOM Email, 30 Days – This applies to larger Chains (CVS, Walgreens, Wal-Mart). The claims selected for auditing for these pharmacies, are accumulated over the course of the month and sent to the chain contact at the end of the month. Upon receipt of the email notification, the chain contact has 30 days to respond.

Appendix 2: Minimum Data Elements Required For CARs Auditing

COPs Score
Batch ID
Pharmacy Name
Pharmacy NPI
Affiliation ID (for Chain Notifications)
Pharmacy Fax Number
Pharmacy Phone Number
Transaction ID / Claim Number
Rx Number
Fill Date
Patient Name
Patient DOB
NDC of the Medication
Drug Name including Strength and dosage form
Quantity
Day Supply
Prescriber Name / NPI
Ingredient Cost
Dispensing Fee
Sales Tax
Patient Paid Amount (Co-pay)
Total Amount Due

Appendix 3: Error Code Definitions and Recovery Status

Reviewed, No Error- This code is used when the claim has been audited and nothing was found incorrect. No recovery is taken.

Days' Supply Entry Error- This code is used when the days' supply is wrong based off quantity and directions. No recovery is taken.

Incorrect Drug Entry Error- This code is used when the drug prescribed is different from the drug billed. This can include the strength unless there is a note stating a change. This is a full recovery.

Quantity & Days' Supply Entry Error- This code is used when the quantity is different from what is prescribed and as a result the days' supply is also different. This is a partial recovery. The equation is the (total amount/quantity dispensed) * (quantity dispensed-correct quantity).

Quantity Entry Error- This code occurs when the quantity is wrong. Most commonly used when pharmacies bill for a 90-day supply but insurance only allows a 30 days' supply, the pharmacy changes day supply to 30 but does not adjust the quantity. This is a partial recovery. The equation is the (total amount/quantity dispensed) * (quantity dispensed-correct quantity).

Brand Billing- This code is used when a prescription is prescribed generically but dispensed as a brand with no notes stating DAW change. An exception can be made if the generic is new to market and not widely dispersed yet. Should also be noted with a DAW for that instance. CMS has modified DAW Code 9 for "Plan prefers Brand even though there is a Generic Available." However, PIC stands by DAW 9 code "Other" used by NCPDP and should not consider dispensing the brand as proper unless notified by the PIC Client. This is a full recovery.

Fax Header Cut Off- This code occurs when a fax is received but not all the information is visible because the fax was not sent properly, for example patient name, date of birth, or prescriber's information. This is a full recovery.

Clinically Inappropriate-This code occurs for a variety of reasons but the main being when medications for uses/dosing that are not FDA approved. This is a full recovery.

No Compound Sheet Provided-This code occurs when a drug compound is billed but the compound sheet listing the drugs and the amounts is not sent in with prescription and signature log. These are for more complex drugs. For more references see Compounding section. This is a full recovery.

Inappropriate DAW Code Used- This code is used if Dr. prescribed generic and pharmacy changes to brand with DAW1 but no indications of Dr. changing it to brand with no substitutions. This is a full recovery.

DEA Number Not on Controlled Rx- This code is used when no DEA number is written on a controlled prescription. This is a full recovery.

Invalid DEA/NPI Number- This code is used when an NPI and DEA is not valid. Some simple ways to check if the NPI is valid. The NPI number is 10 digits consisting of 9 numbers with one check digit. The NPI should start with the number 1 or 2 followed by the 9 numbers. The NPI number can be checked by calculating the check digit using the Luhn algorithm or search for it on the NPI Registry

<https://npiregistry.cms.hhs.gov/>. The DEA will start with one of these letters B, C, D, M, P, R, S, T, U, and X. The second letter is the first initial of the Doctor's last name. After the two letters, there are 7 numbers that follow. This is a full recovery.

High Dose- This code is used when the dosage is higher than recommended by the FDA. This is a full recovery.

Inappropriate Dosing Regimen- This code is used when a medication is prescribed at a frequency that is not recommended. You can check the Controlled Rx Section for more details. This is a full recovery

Invalid Prescription- This code is used if one of the following is not located on the Rx: date Rx is issued, patient name, date of birth, drug, drug strength, directions that state frequency, refills (if any), prescriber's name, NPI/DEA number, and prescribers signature (if not electronic script). This is a full recovery.

Incomplete Transfer Information- This code is used when a prescription is transferred from one pharmacy to another pharmacy. The transfer must include: everything that makes a valid prescription, the name of store the Rx is being transferred from, other information about the store (NPI, store number, address), original date issued, date transfer occurred, original refills, remaining refills, and pharmacists information both the one receiving and the one giving Rx. This is a full recovery.

Lower Strength- This code is used when a higher dose is available, but a lower dose is prescribed to be taken at once. This can occur during a drug shortage but a note about back order taking place should be noted. This is a full recovery.

Missing Prescription- This code occurs when just a signature log is sent in or other documentation that is not a Rx. This is a full recovery.

No Issue Date (Includes telephone prescriptions)- This code is used when there is no date on the prescription but every other necessary information for a prescription is. This is a full recovery.

No Prescriber Signature-This code occurs when there is no prescriber signature. This does not apply to electronic prescriptions. The electronic prescriptions should have the bottom portion filled out that lists the prescriber's name, NPI, DEA, and address. This is a full recovery.

No MD Agent Name on Telephone Rx- This code is used when there is no prescriber or the prescriber's nurse listed on the Rx called into the pharmacy. This is a full recovery.

Unauthorized Refill- This code is used when a prescription is filled again when there are no refills or filled for a higher quantity than prescribed with no refills. This is a full recovery.

Wrong DEA/NPI Number- This code is used when the NPI or DEA number does not match what was billed and what is on the prescription. This is a full recovery.

Prescription Reversed- This code is used when a pharmacy has reversed/Cancelled and returned to stock the medication. This is marked as a full recovery for the purpose of the client to double check their system for credit. No recovery will be taken if the client's system reflects the reversal. Important to check when reversal dates occur and when the audit notice was received.

No Pharmacist Verification- This code occurs when there is no initials/proof of the pharmacist verifying the Rx. This is a full recovery.

Incorrect Fill Date Documentation-This code occurs when documentation is provided by the pharmacy, but it does not match the fill date of the requested audit. This is a full recovery.

No RPh Information on Telephoned Rx- This code occurs when no RPh information is on the telephoned Rx. This information needs to be on all transferred prescriptions but in some states does need to also be on the bottom of the prescription. Illinois is one of the states that requires this information. This is a full recovery.

No Response to Audit- This is the code that automatically gets assigned to claims that were not sent in and the Batch is closed out. This is a full recovery.

No Vaccine Consent Form-This code occurs when no vaccine consent form is sent in with the documentation. If the vaccine is given in the pharmacy, the form needs to be filled out and sent in. This is a full recovery.

Invalid or PRN Directions- This code occurs when there is no frequency stated on the prescription. Use as Directed is not a valid for directions. Some exceptions are colonoscopy drugs, epinephrine injections, and blood monitoring systems. This is a full recovery.

Missing Patient Signature- This code occurs when the prescription and other documentation is sent in but not the signature log. This is also to be used when the signature log is not signed. This is a full recovery.

Delivery Documentation Inadequate- This code occurs when there is no signature especially by small delivery companies/pharmacy's delivery personnel. This can also occur when "Delivery" is just written on the documentation but nothing else is signed by patient. This is a full recovery.

Signature Not Acquired from Delivery Location- This code occurs when a signature is not sent in and not sent to patient's home address. This is a full recovery.

Missing Sold Date- This code occurs when the pharmacy sends in documentation that has no sold date/time information. This is a full recovery.

Patient's Name or DOB Does Not Match- This code occurs when the PDF documentation and the CARS side panel do not reflect the same patient's name or date of birth. This is a full recovery.

Illegible Document- This code occurs when the PDF has been sent in and any of the necessary components of a prescription cannot be clearly read. This is a full recovery.

Fill and Pick Up/Ship Date Excessive Time Frame- This code occurs when the time frame between the fill date and pick up or ship date is greater than 14 days. When the prescription is being sent via mail the waiting period to send out should not be more than 5 days from billed date. This is a full recovery.

Not Local MD to have Patient/Pharmacy Relationship- This code occurs when the patient, pharmacy, or prescriber seem to have no correlation. This is a full recovery.

Not an FDA Approved Indication/Dose- This code occurs when a drug is clearly being used for a treatment that is not approved for FDA use. An example of this would be Ivermectin prescribed for COVID-19 treatment. This is a full recovery.

As Directed-Need Dose and Frequency- This code occurs when the prescription does not contain directions from the prescriber, or the directions are "as directed" which does not include the dose or frequency for the patient to safely take the medication. This does not apply for drugs like Z-pak, Medrol Packs, or colonoscopy medications. This is a full recovery.

Incorrect Documentation Submitted- This code occurs when the documentation provided by the pharmacy is not for the claim audit requested. This is a full recovery.

Appendix 4: Auditing Guidelines – Quantities and Days' Supplies

There are instances while auditing whereby some medications or dosage forms that can be difficult to determine if the quantity or day supply has been entered correctly by the pharmacy based on the physician's directions.

Below are some of the more common dosage forms and instructions regarding processing the correct quantity and days' supply based on the prescriber's directions.

Ophthalmic Solutions

Solutions / Suspensions:

There are 15 drops in each milliliter of ophthalmic solution or suspension. Some pharmacies are quite generous and use 21 drops per milliliter, either is acceptable.

Ointments:

Most ophthalmic ointments are packaged as 3.5Gms per tube. Apply a 1cm (approximately $\frac{1}{3}$ inch) strip to the eye(s). Depending on the number of times per day the ointment applied in a 3.5Gm tube should last 5-7 days.

Inhalers

Oral Inhalers

Most oral inhalers contain 120 puffs. Albuterol inhalers (8.5Gm 18Gm) contain 120 puffs. There are inhalers given only once per day that will contain 60 puffs since dose is two (Breo Elipta, Trelegy, Anoro are examples).

Nasal Inhalers

These inhalers are generally dosed one to two puffs in each nostril QD and contain enough puffs (120) to last 30 days.

Topicals

Creams / Ointments

A 60Gms will last 25-30 days unless the prescription states topical is being used on a large affected area then larger quantities are acceptable (90 or 120Gms); 30Gms last 10 -15 Days; 15Gms last 5-7 days

Lotions/ Solutions

Many are packaged in 60 or 120ml packages which will last again 25-30 days.

Insulin

Insulin

3ml or 10ml \div (# of Units per Day \div 100) gives you day supply and always round up to the next whole number. Some pharmacies may add 1-2 units for priming which is ok. (3ml pen Packages can be broken and dispensed as increments of 3ml)

Appendix 5: Auditing Compounds

WHEN AUDITING COMPOUNDS NOTE THAT IT IS NOT LEGAL TO COMPOUND PRESCRIPTIONS THAT ARE COMMERCIALLY AVAILABLE UNLESS THE PATIENT CANNOT TOLERATE THE COMMERCIALLY AVAILABLE DOSAGE FORM (i.e. the patient cannot swallow a tablet). THEREFORE, MASS COMPOUNDING OF COMMERCIALY AVAILABLE PRODUCTS IS AGAINST THE LAW.

Pharmacies compound medications typically taken orally from large quantities of the powder dosage form of the medication. These claims are part of a compounded prescription and therefore can be difficult to determine if the quantity or day supply has been entered correctly by the pharmacy. For medications that are administered orally these prescriptions are considered as having no therapeutic value when applied topically. Examples of these medications include baclofen, gabapentin, ketamine. These prescriptions should be marked as clinically inappropriate with an explanation in the notes section of the claim audit form. Oral medications when applied topically are considered to have no therapeutic value. A Full Recovery should be taken.

Additionally, when auditing a prescription involving compounding a liquid dosage form for an oral tablet or capsule or a topical preparation, the pharmacy must include a compounding directions sheet that identifies the ingredients used with quantities, the compounding instructions as well as pharmacist verification of the steps involved. Failure to provide this sheet would result in a Full Recovery. The error code is Compound Prescription and in the note section you would enter No Compounding sheet provided.

If a physician prescribes two topical medications to be combined the prescription should include the ratio to be used such as 1:1, etc. or the amounts of each to be combined, 30Gms mixed with 30gms. A compound sheet is not required for these prescriptions.

Appendix 6: Dosage Form Chart

Dosage Form	Quantity / Container	Calculation / Recommendations
Ophthalmic Sol'n / Suspension	15 Drops / MI	Size of Btl \times 15 \div (# of Gtts \times Frequency) = Day Supply
Ophthalmic Ointment	3.5Gms	$\frac{1}{3}$ inch \times Frequency, Generally 5-7 days for 3.5Gm tube
Oral Inhalers	60 or 120 puffs / container	Pkg Puffs \div (# of puffs \times Frequency) Generally no less than a 15 Day Supply for Albuterol but QD inhalers are 30 Days
Nasal Inhalers	30m btl (120 Sprays)	Pkg Sprays \div (# of Sprays \times Nostrils \times Frequency) Generally a 30 Day Supply Dose 1-2 Sprays / Nostril / Day (2 Sprays \times 2 Nostrils \times 30 Days = 120 sprays)
Cream / Ointments	60 Gm Tube	Generally depending on the affected area 25day supply at a minimum unless used X specified # of Days
Lotions / Solutions	60 or 120ml	25 – 30 Days
Insulin	3ml or 10ml	Calculate based on the units / day 100 Units / ml (*3ml pen Packages can be broken and dispensed as increments of 3ml*)

Examples

Oral Inhalers

Qvar 8.7 g and Qvar Redihaler 10.6 g canisters contain 120 inhalations

Pulmicort Flexhaler 180 mcg/actuation canisters contain 120 actuations and the 90 mcg/actuation canisters contain 60 inhalations

Symbicort 6.9 g canisters contain 60 actuations, and the 10.2 g canisters contain 120 actuations

Alvesco 6.1 g canisters contain 60 inhalations.

Breo Ellipta Packaging with 60 blisters provides 30 inhalations and packaging with 28 blisters provides 14 inhalations.

Flovent HFA 10.6 g and 12 g canisters contain 120 inhalations

Advair HFA 8 g canisters contain 60 inhalations, and the 12 g canisters contain 120 inhalations.

AirDuo Digihaler, AirDuo RespiClick, and Wixela Inhub contain 60 inhalations.

Trelegy Ellipta contains 30 inhalations (60 blisters) or 14 inhalations (28 blisters)

Asmanex HFA inhaler delivers 120 actuations.

Dulera 8.8 g canisters contain 60 inhalations; 13 g canisters contain 120 inhalations.

Nasal Inhalers

Beconase AQ 25 g canisters contain 180 sprays.

Qnasl (primeless formulation) 6.8 g canisters contains 60 actuations and the 10.6 g canisters contain 120 actuations

Qnasl (formulation requiring priming) 4.9 g canisters contains 60 actuations, and the 8.7 g canisters contain 120 actuations.

Dymista 23 g bottles contain 120 metered sprays

Rhinocort Aqua: 8.6 g bottles contain 120 sprays.

Rhinocort Allergy: 5 mL bottles contain 60 sprays, 8.43 mL bottles contain 120 sprays

Omnaris 12.5 g bottles contain 120 actuations.

Zetonna 6.1 g canisters contain 60 actuations.

Flonase 16 g bottles and Veramyst 10 g bottles contain 120 sprays each.

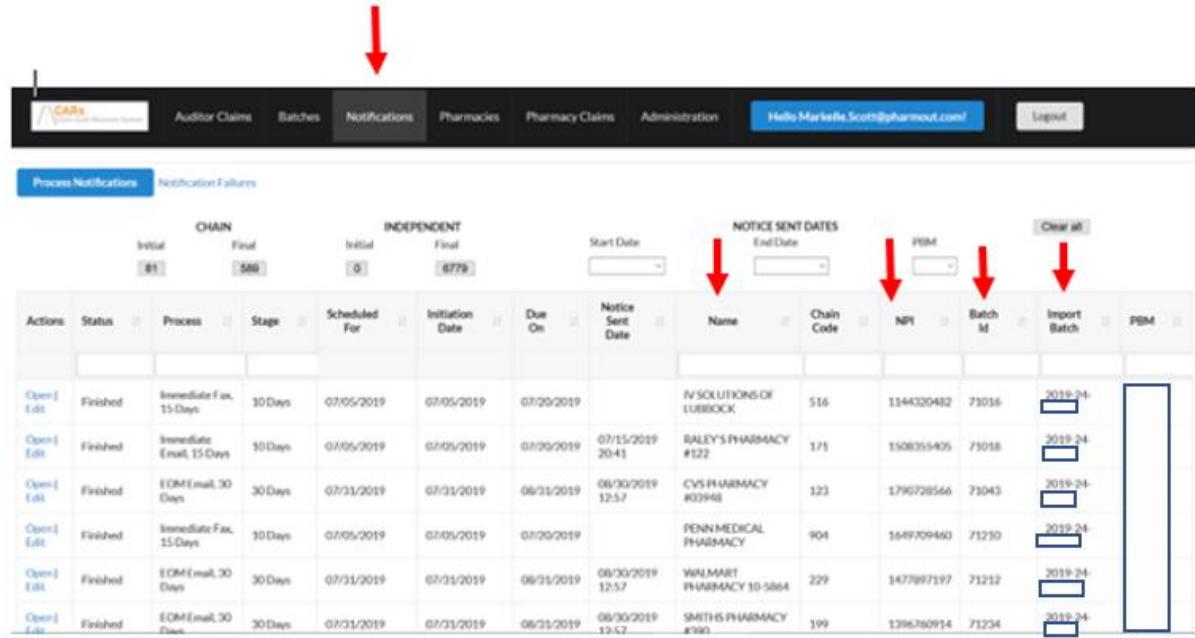
Flonase Allergy Relief 9.9 mL bottles contain 60 sprays, and the 15.8 mL bottles contain 120 sprays.

Nasonex 17 g bottles contain 120 sprays.

Nasacort Allergy 24HR 10.8 mL bottles contain 60 sprays, and the 16.9 mL bottles contain 120 sprays.

Appendix 7: Frequently Asked Questions

1. How do I find the fax details for a pharmacy's audit notice?



Actions	Status	Process	Stage	Scheduled For	Initiation Date	Due On	Notice Sent Date	Name	Chain Code	NPI	Batch Id	Import Batch	PBM
Open Edit	Finished	Immediate Fax, 15 Days	30 Days	07/05/2019	07/05/2019	07/20/2019		IV SOLUTIONS OF LUBBOCK	516	1344320482	73036	2019-24- [REDACTED]	
Open Edit	Finished	Immediate Email, 15 Days	10 Days	07/05/2019	07/05/2019	07/20/2019	07/15/2019 20:41	RALEY'S PHARMACY #122	171	1508355405	73018	2019-24- [REDACTED]	
Open Edit	Finished	EOM Email, 30 Days	30 Days	07/31/2019	07/31/2019	08/31/2019	08/30/2019 12:57	CVS PHARMACY #03948	123	1790728566	73043	2019-24- [REDACTED]	
Open Edit	Finished	Immediate Fax, 15 Days	30 Days	07/05/2019	07/05/2019	07/20/2019		PENN MEDICAL PHARMACY	904	1649709460	73230	2019-24- [REDACTED]	
Open Edit	Finished	EOM Email, 30 Days	30 Days	07/31/2019	07/31/2019	08/31/2019	08/30/2019 12:57	WALMART PHARMACY 10-5864	229	1477997197	73122	2019-24- [REDACTED]	
Open Edit	Finished	EOM Email, 30 Days	30 Days	07/31/2019	07/31/2019	08/31/2019	08/30/2019 12:57	SMITHS PHARMACY #390	199	1398780914	71234	2019-24- [REDACTED]	

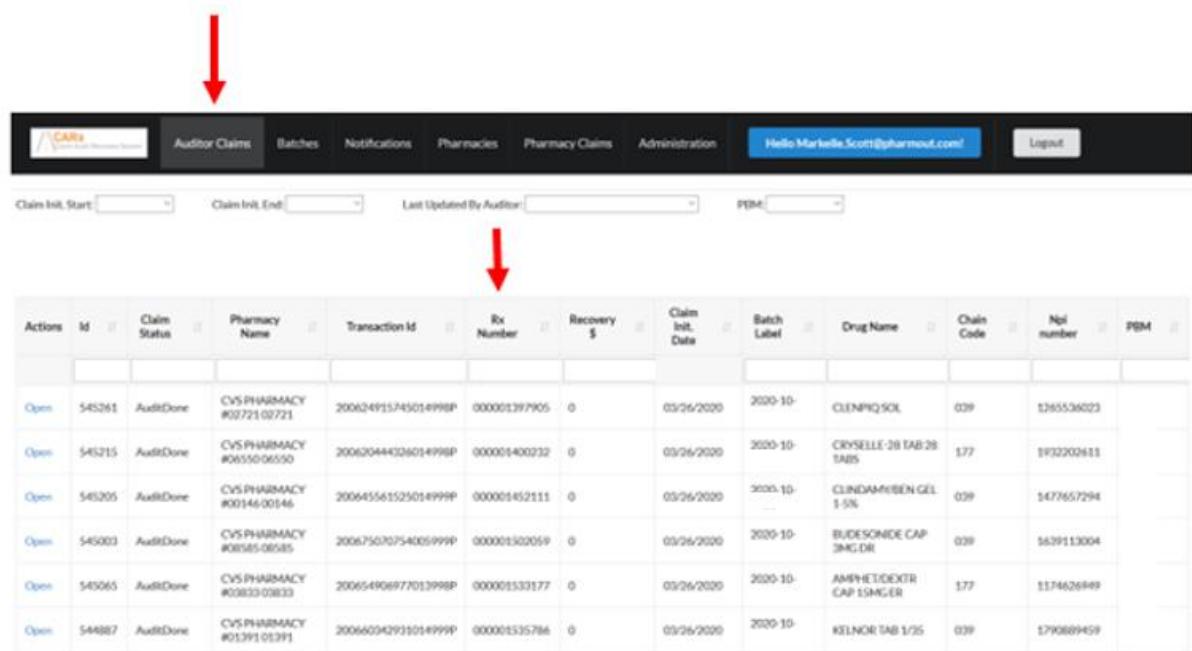
CARs allows the User to see when the faxes were sent to the pharmacies. To access this information, go to the “Notifications” tab.

In this tab, you can search using various methods:

1. Pharmacy Name
2. NPI Number
3. Batch ID (found at the top of the notice next to the Batch Number that refers to the week
 - a. Appeal Batch numbers are different from the Batch numbers informing them of the two notices
4. Import Batch which is the Batch number that refers to the week

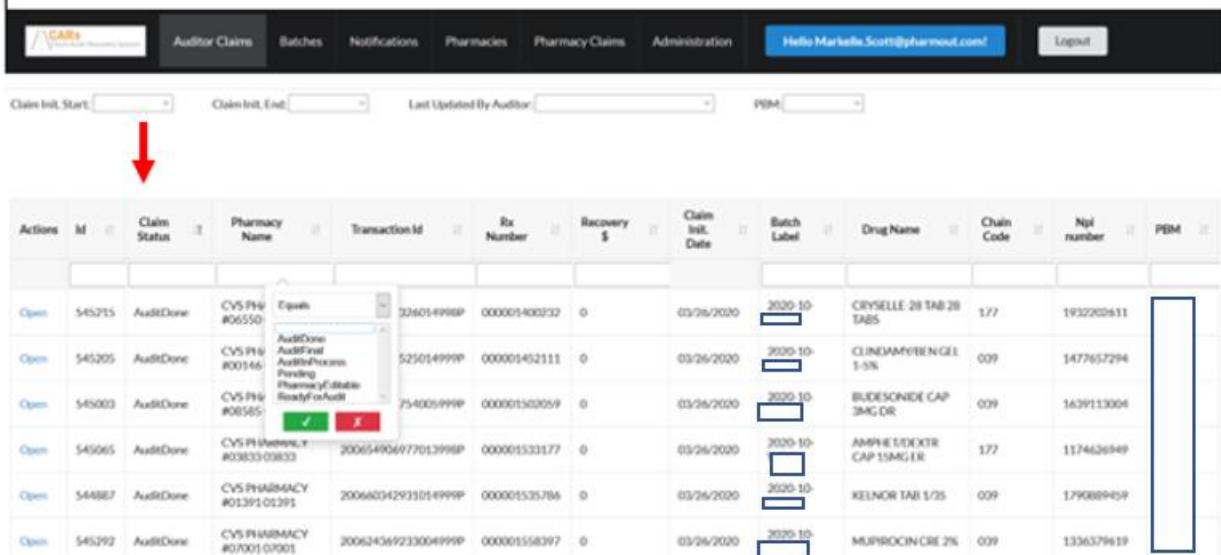
2. How can I tell where a claim is in the process?

Go to the “Auditor Claims” tab, and then type in the Rx number in the “Rx Number” column.



Actions	Id	Claim Status	Pharmacy Name	Transaction Id	Rx Number	Recovery \$	Claim Int. Date	Batch Label	Drug Name	Chain Code	Npi number	PBM
Open	545261	AuditDone	CVS PHARMACY #02721.02721	200624915745014998P	000001397905	0	03/26/2020	2020-10-	OLENPIQ SOL	039	1265536023	
Open	545215	AuditDone	CVS PHARMACY #06550.06550	200620444326014998P	000001400232	0	03/26/2020	2020-10-	CRYSELLE-28 TAB 28 TABS	177	1932202611	
Open	545205	AuditDone	CVS PHARMACY #00146.00146	200645581525014999P	000001452111	0	03/26/2020	2020-10-	CLINDAMYCIN GEL 5-5%	039	1477657294	
Open	545003	AuditDone	CVS PHARMACY #06385.06385	200675020754005999P	000001502059	0	03/26/2020	2020-10-	BUDESONIDE CAP 3MG DR	039	1639113004	
Open	545065	AuditDone	CVS PHARMACY #03833.03833	200654906977013998P	000001533177	0	03/26/2020	2020-10-	AMPHET/DEXTR CAP 15MG ER	177	1174626849	
Open	544887	AuditDone	CVS PHARMACY #01391.01391	200660342931014999P	000001535786	0	03/26/2020	2020-10-	KELNOR TAB 1/25	039	1790889459	

Click the “Claim Status” drop down. Select all the options for the drop down by clicking on the blank and holding down the mouse while dragging the mouse down all the options. They will turn blue when they are all selected. Once they are all blue, click the green check box.



Actions	Id	Claim Status	Pharmacy Name	Transaction Id	Rx Number	Recovery \$	Claim Int. Date	Batch Label	Drug Name	Chain Code	Npi number	PBM
Open	545255	AuditDone	CVS PH #06550	326014998P	000001400232	0	03/26/2020	2020-10-	CRYSELLE-28 TAB 28 TABS	177	1932202611	
Open	545205	AuditDone	CVS PH #00146	525014999P	000001452111	0	03/26/2020	2020-10-	CLINDAMYCIN GEL 5-5%	039	1477657294	
Open	545003	AuditDone	CVS PH #06385	754005999P	000001502059	0	03/26/2020	2020-10-	BUDESONIDE CAP 3MG DR	039	1639113004	
Open	545065	AuditDone	CVS PH #03833	200654906977013998P	000001533177	0	03/26/2020	2020-10-	AMPHET/DEXTR CAP 15MG ER	177	1174626849	
Open	544887	AuditDone	CVS PHARMACY #01391.01391	200660342931014999P	000001535786	0	03/26/2020	2020-10-	KELNOR TAB 1/25	039	1790889459	
Open	545292	AuditDone	CVS PHARMACY #07001.07001	200624369233004999P	000001558297	0	03/26/2020	2020-10-	MUPRIOCIN CRE 2%	039	1336379619	

3. What are the Audit Status definitions?

Audit Done -This means that the claim has been audited but the Batch has not been finalized.

Audit Final -This means that the Batch has been finalized and the appeal notices have gone out.

Audit In Process -This means that the claim has been looked at but the audit of the claim has not been completed.

Pending -This means that the claims are waiting to be sent out at the end of the month. This happens with chains.

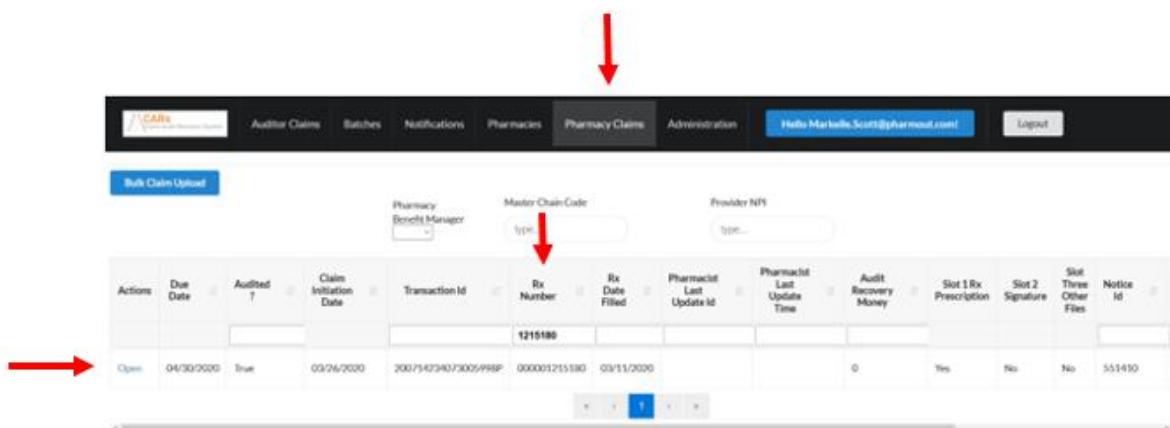
Pharmacy Editable - This means that the pharmacy has not sent in the documentation yet.

Ready For Audit - This means that the pharmacy has sent in the documentation and it has been uploaded but not yet audited.

4. Can I upload more documentation to a claim?

Once a claim has been audited and is in 'Audit Done' or 'Audit Final', you are unable to add more documentation. These claims are in appeal and the pharmacy must send to the CARs client.

If a claim is 'Ready to Audit', you can add more documentation even though there is already documentation. First, go to "Pharmacy Claims" tab and then type in the Rx number and hit Enter. Click 'Open' on the left-hand side to bring to you to the Supporting Documents page for the Rx number searched.



You will see that there is already documentation for this Rx number because in the first box, the only option is to 'Remove Slot 1 PDF'. You can drag and drop the new documentation into Slot 2. If you wish to search for it in the documents, you can click "Locate File" and select the file you want to upload. Once that is selected, you can then select 'Upload File' button.

Supporting Documents

On this page you are able to upload the documents for the following claim/prescription:

HQ Chain Name	HQ Chain Code	User ID	Name
RITE AID PHARMACY 06016	181	Markelle.Scott@pharmout.com	Markelle.Scott@pharmout.com

Transaction ID	Rx Number	Due Date	Pharmacist Last Update ID	Last Update Action	Pharmacist Last Update Time	Audited?	Batch Id	Claim initiation Date	First Touched Date	PBM
200714234073005996P	000001215180	04/30/2020		None		Yes	549781	03/26/2020		<input checked="" type="checkbox"/>

Slot 1: Prescription

File Name: 1_SplitClaim_231324_25c90d733a9245c19005dft42c7b9377.pdf

[Remove Slot 1 PDF](#)

Slot 2: Signature

Locate a file or drag&drop a file

[Locate File](#)

[Upload File](#)

Slot 3: Other

Locate a file or drag&drop a file

[Locate File](#)

[Upload File](#)

OR

[« Back](#)

5. How do I change the contact information for a pharmacy?

PIC requires client approval before changing the way a pharmacy receives notifications. Once approval is received, go to “Pharmacies” tab. You can then search a variety of ways:

- Chain code (best if changing a chain’s contact information and many individual pharmacies need to be changed)
- NPI
- Contact Name which is the pharmacy’s name
- Master Chain (Relevant if a large chain who bought out other pharmacies need a change of contact)

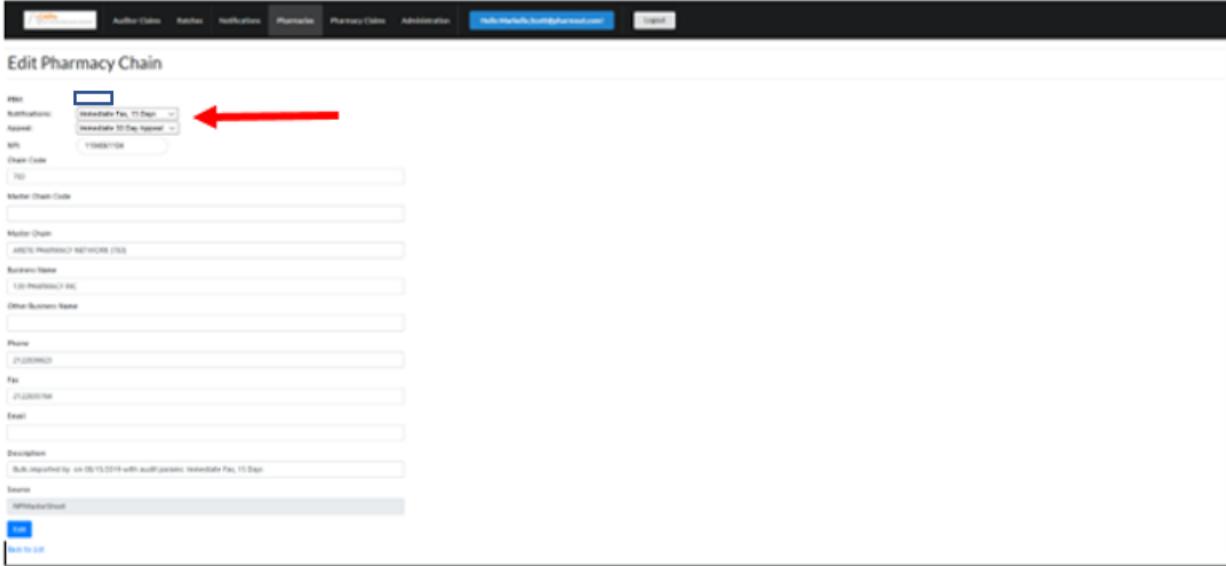
↓

Pharmacies

Action	Chain Code	NPI	Contact Name	Email	Fax	Master Chain	Master Chain Code	Notifications	Appeal	Source	PBM
View	605	1902268162	300 PHARMACY INC.	2124304454	HEALTH MART ATLAS 605	Immediate Fee, 15 Days	Immediate 30 Day Appeal				
View	605	1902268162	300 PHARMACY INC.	2124304834	HEALTH MART ATLAS 605	Immediate Fee, 15 Days	Immediate 30 Day Appeal				
View	605	1902268162	300 PHARMACY INC.	2124304834	ACCESS360 HEALTH	Immediate Fee, 30 Days	Immediate 30 Day Appeal				
Edit	603	1770994833	30 MINUTE PHARMACY	8303874759	LEADER DRUG STORES INC	Immediate Fee, 15 Days	Immediate 30 Day Appeal				
Edit	603	1770994833	30 MINUTE PHARMACY	8303874759	LEADER DRUG STORES INC	Immediate Fee, 15 Days	Immediate 30 Day Appeal				
Edit	603	1770994833	30 MINUTE PHARMACY	8303874759	LEADERNET	Immediate Fee, 30 Days	Immediate 30 Day Appeal				
Edit	603	1902379011	30 MINUTE PHARMACY # 2	8303874759	LEADER DRUG STORES INC	Immediate Fee, 15 Days	Immediate 30 Day Appeal				
Edit	603	1902379011	30 MINUTE PHARMACY # 2	8303874759	LEADER DRUG STORES INC	Immediate Fee, 15 Days	Immediate 30 Day Appeal				

Once you determine the best way to search for the pharmacy, you hit the ‘Edit’ button found under the “Action” column. The “Edit Pharmacy Chain” page will then pop up.

The 'Notifications' drop down is how you will change the notification from a fax to an email and vice versa. You are also able to update the fax number and email address from this screen. If they are very large quantities that need to be changed reach out to our Data Scientist/IT Department.



The screenshot shows a software interface titled 'Edit Pharmacy Chain'. The top navigation bar includes 'Author Dates', 'Refers', 'Notifications', 'Pharmacy', 'Primary Dates', 'Administration', 'Multi-Branch Configuration', and 'Logout'. The 'Notifications' tab is active, showing a dropdown menu with two options: 'Immediate Fax, 11 Days' (selected) and 'Immediate 10 Day Report'. A red arrow points to the 'Immediate 10 Day Report' option. Below the dropdown are fields for 'Phone', 'Fax', 'Email', and 'Description', which contains the text 'Last updated by: cm (01/15/2019 with audit param: Immediate Fax, 11 Days)'. At the bottom are 'Save' and 'Cancel' buttons.