FtP Workflow WEDNESDAYS

Pharmacy Services Support Staff (PS^3)

Topic: Best Practices for Technicians to Bill a Clean Claim

Presenters: Tiffany Capps, CPhT, Pharmacy Ops and Communications Expert, CPESN USA
& Weston Humphreys, RPhT, Chief Operations Officer at Tyson Drugs Inc

Click HERE to watch the recorded webinar

Definition and Overview

What is a "Clean Claim"

A claim that has been successfully submitted and processed without error for medication dispensed to the patient

Technician Role in Billing and Reimbursement?

- Ensures patient safety, accurate reimbursement for the pharmacy and protects against insurance audit recoupment
- Facilitate quality patient care even in a high-pressure position

Exception and disclaimer: This webinar and one-pager is specific to: Electronic prescription claim submissions, Commercial, Medicare Part D, and Medicaid Plans, Retail pharmacy setting for reimbursement system, Not including compounds, medical billing, vaccines, etc.

Key Components Necessary for Prescription Claims

Patient Information	Full name, DOB, address, and insurance information (BIN,PCN,GRP, ID)
Prescriber Information	Prescribing physician's name, NPI, and DEA
Medication Details	Drug name, strength, dosage form, quantity, day supply, directions for use
Billing Information	Pharmacy NPI & information, origin code, date written & date of service, diagnosis code, DAW code, correct drug NDC, accurate cost submitted, etc.

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Adjudication and Third-Party Rejections

Electronic Submissions to Insurance

- Real time prescription claim approval or rejection
- Approval does not eliminate risk of future audits
- Troubleshoot rejections for resolution

Common Third-Party Rejections

Skip to 10m 41s in the webinar for details on each rejection listed

• Refill Too Soon • Plan Limits Exceeded • Prior Authorization Required	• Duplicate Therapy • Drug Not Covered • M/I (Prescriber ID, Patient DOB, etc.)

DUR Codes (Drug Utilization Review)

- Used for Patient Safety and Pharmacist Intervention
- Combination of DUR override codes to document pharmacist clinical review of safety edits

  Tip: Many PBM's will send proactive DUR code information via fax or email

Analyze Paid Claim Details

A Paid Claim is not the Same as a Clean Claim

- Just because you get the claim to go through and receive a "paid claim" that does not necessarily mean the claim was profitable or safe from audit recoupment
- A truly clean claim protects against audit risk and recoupment
- Leverage EDI (Electronic Data Interchange) response for claim information

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