



MEDICAL ASSISTANCE BULLETIN

COMMONWEALTH OF PENNSYLVANIA * DEPARTMENT OF PUBLIC WELFARE

SUBJECT

ON-LINE Pharmacy Extended Reversal Implementation

BY

A handwritten signature in black ink, reading "Peg J. Dierkers".

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Deputy Secretary for Medical Assistance Programs

NUMBER:	19-01-05
ISSUE DATE:	September 11, 2001
EFFECTIVE DATE:	September 1, 2001

PURPOSE:

The purpose of this bulletin is to inform pharmacy providers who submit drug claims electronically via the online Electronic Claims Management (ECM)/Prospective Drug Utilization Review (ProDUR) system of the new extended claim reversal process.

SCOPE:

This MA Bulletin applies to all Provider Type 19 providers that submit claims through the ECM/ProDUR system in the Fee-For-Service Program.

BACKGROUND DISCUSSION:

Previously, providers that submitted claims via the ECM system could only reverse claims (**completely back out the claim**) on the same day that they entered the approved claim. If providers wanted to reverse the claim after the day it was approved, they needed to submit a claim adjustment via another method (tape, diskette, modem or paper). To take advantage of the efficiencies of electronic billing, the Department of Public Welfare (DPW) has increased the time frame for which they will accept an online claim reversal.

PROCEDURE:

The new extended reversal process will be implemented on September 1, 2001 and will allow providers to reverse claims originally submitted via the ECM system for up to 45 days (inclusive) from the date they were submitted and approved. For example, on September 1, providers will be able to reverse any claim submitted and approved July 19 through September 1. On September 2, 2001, claims submitted and approved July 20 through September 2 may be reversed online.

The current online process and format for providers to submit a reversal will not change.

Only claims submitted and approved via the online ECM/ProDUR system may be reversed using the extended reversal process. If the claim is initially submitted via another method (tape, diskette, modem or paper), the online system may not be used to adjust the claim. For example, if a drug claim is submitted on the MA 302, the paper MA 302A will need to be submitted to adjust the claim. A new error code has been developed to notify providers when this situation arises. Error code 732 - *Reversal submitted for claim that was not originally submitted via the ECM system* - will be returned along with NCPDP reject error code 87 if a reversal is submitted for a claim that was not originally submitted and approved via the ECM/ProDUR system.

If the claim was submitted more that 45 days ago, and has appeared as approved on a Remittance Advice (RA) Statement, a claim

adjustment will need to be submitted via another method (tape, diskette, modem or paper) other than the online system.

Time Frames

All initial claims must continue to be submitted to DPW within 180 days from the date of service and successfully adjudicated within 365 days from the date of service. The 45-day limit on claim reversals is from the date of **submission**, not the date of **service**. If you reverse a claim and resubmit it after the 180 days has expired, the claim will be rejected for untimely filing because the date of service exceeds the 180-day requirement.

Extended Reversal Error Codes

The NCPDP error codes for reversals are the same as are currently returned. NCPDP Reject Code 86 - *Submit manual reversal* will be returned when more than one claim has been approved for the provider number, prescription number and date of service.

Also, NCPDP Reject Code 87 - *Reversal not processed* will be returned when a reversal cannot be processed successfully. The following three-digit DPW reject codes will be returned in the message section of the rejected claim to assist you in identifying the reason for the rejection. This does not change from current processing.

581 - The provider number, date of service and prescription number on the reversal do not match a previously approved claim.

582 - The claim with this provider number, date of service and prescription number has already been reversed.

In addition to these error codes, a new three-digit error code has been created by the Department. This error code identifies when an extended reversal cannot be processed because the original claim was not submitted online.

732 - Reversal submitted for a claim that was not originally submitted via the ECM system.

The Department encourages pharmacies to use the online ECM/ProDUR system for drug claim submissions. The online process provides prompt adjudication of the claim and prospective drug utilization review, and the extended reversal process will allow pharmacies to more easily submit adjustments as appropriate.

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

The appropriate toll-free number for your provider type.

Visit the Office of Medical Assistance Programs website at www.dpw.state.pa.us/omap.