

**Service History and Pharmacy File**  
**Date Issued: April 27, 2020**

A few of our plans were having issues with the Pharmacy Service History files, particularly with the Drug Name field. The field has a “ to designate inches which is causing file failure for some of the plans. We would like to remove the “ when the field has inches in the description but need to outreach to all the MCOs to let them know so there won't be any issues by doing this. Please see Hema's email below.

*Drug name field is a free form text and the double quotes in the field text represents “inches”. This is the way EDW gets the data from the source today and is stored as is in the database tables. When we physically look at the service history pharmacy file, we can determine that the actual **end** double quote is after the word NEEDLE (E.g. “pen needle, diabetic MISCELL 31 GX3/16” DIS NEEDLE”). However, that is not something that the processing can “see” or determine when the file is uploaded on the MCO side. I believe that this causes the failure.*

**Will this be an issue and if adjustments are necessary, how much time will be needed to make any adjustments to your process. Please respond by cob 4/30/20 so that BIS can make the change quickly.**

Thank you,

OMHSAS837