

This communication is applicable to Puerto Rico pharmacies only

To: Puerto Rico Network Pharmacy
From: Elixir Pharmacy Audit and FWA Team
Date: Tuesday, November 10th, 2020

The Pharmacy Audit Whisperer – Maintaining Rx Compliance

The purpose of this communication is to share reminders and tips on:

- Appropriate utilization of Service Code Override 13
- Best practices for claims submission

Appropriate utilization of Service Code Override 13 (SCC-13)

- Appropriate use and documentation requirements for SCC-13 were outlined in April's edition of The Pharmacy Whisperer.
- Utilize SCC-13 override **only when dispensing an emergency refill (which is allowed only one time for up to a 30 day supply, as established by Puerto Rico law)**, documenting such in the prescription hard copy or pharmacy system.
- Document date and time of patient request, as well as requestor's name.
- Do not use SCC-13 to override refill too soon rejection and obtain a paid claim. Do not use SCC-13 to override lost/stolen medication. Lack of proper documentation, abusive, or careless use of SCC-13 is subject to audit and charge backs.

Best practices for claims submission:

The following tips and reminders are based on recent discrepancies found during audit and claims reviews:

- Ensure member ID is accurate when submitting claims.
- If member information is obtained through a centralized database between pharmacies, it is recommended to verify additional identifiers beyond name and date of birth to avoid billing under the incorrect member profile. For example, address and phone number.
- When utilizing online calculators to determine dispense quantity for topical products, such as Santyl or Regranex, keep in mind the calculator rounds up the quantity needed based on meeting the minimum days' supply entered. Plan parameters are not taken into account with those tools. Best practice is to ensure that wound measurements are documented on the prescription hard copy.
- The NDC number of the dispensed drug, matching the package size, must be billed to accurately reflect the dispensed product. Billing of similar NDC is not allowed and will be subject to audit chargebacks, according to audit findings. This requirement is outlined in the Elixir Pharmacy Manual.

All Pharmacy Whisperer communications are available at Elixir's website, under the *Providers Bulletins and Communications* section, at <https://www.elixirsolutions.com/providers>. Please make sure to consult all past communications, especially if your pharmacy has entered the network in 2020, to remain in compliance with network expectations.

If you have any questions regarding this communication, please contact Pharmacyaudits@elixirsolutions.com

Thank you,

Elixir