

Notice from the Executive Officer:

Accuracy in Claims Submissions

Please be reminded that it is important that complete and accurate information is submitted on the Health Network System (HNS) for claims adjudication along with proper documentation.

Key information in pharmacy software systems includes the correct patient name, date of birth, prescriber information and health card numbers. As indicated in a similar Notice dated December 20, 2012, this information is often relied upon by other health care professionals, patients and caregivers and is used for the purpose of ministry audit and quality assurance of professional programs.

The accuracy of patient (name, health card number and date of birth) and prescription information initiated at the pharmacy level is vital within the health care system. Any inaccurate entries can extend into other patient care settings including:

- Inaccurate entries of patient and prescription information into the HNS will appear on the Drug Profile Viewer that is used by hospital emergency departments.
- The Narcotics Monitoring System provides Drug Utilization Review alerts to pharmacies based on the submissions of patient and prescriber information in relation to monitored drug dispensing.
- MedsCheck medication reviews are often shared with other health care professionals.
- A MedsCheck medication review record or a pharmacy patient profile may be shared within the Circle of Care and often under emergency situations.
- Claims for non-drug items (e.g. payment for administration of the influenza vaccine) may be rejected due to mis-matching information.

Please note that the HNS claims submission must occur on the date of the service including date that a drug was dispensed, date that an influenza injection was administered, date of a MedsCheck medication review and so on. Individual professional services may accommodate a next day claims submission if the service was conducted outside the pharmacy if permitted by the applicable program. Paper claim submissions for influenza vaccine administration are not accepted.

Patient Name:

Inaccurate pharmacy submissions are causing “name errors”. When a pharmacy submits the very first claim for a recipient who is not already identified under the ODB program, a recipient record is created based on the information submitted by the pharmacy. This initial submission for example, could have been for an influenza vaccine that was administered last year, or may also have been a MedsCheck claim – both non-ODB recipient claims. After this initial claim, any subsequent claim is validated against the record that has been created by the pharmacy. Therefore, if the first submission was for “Bill Smith” and

the second submission is for “William Smith” (with the same health card number); the second claim will reject. The name submitted must be the same as that printed on a person’s health card.

If you encounter this situation, please contact the Help Desk to correct the name of the patient record to match the patient’s health card.

Date of Birth:

Non-ODB recipient HNS claims for services such as MedsCheck and the influenza vaccine administration, require input of the date of birth and the health card number as part of the claims submission.

Pharmacists are reminded that administration of the influenza vaccine by pharmacists to patients less than five years of age is not permitted under the Regulation to the *Pharmacy Act* that outlines the expanded scope requirements.

Duplicate Claims:

The ministry has received a number of duplicate claim submissions that indicate a patient has received more than one influenza vaccine administered by a pharmacist. Pharmacies that have submitted more than one influenza vaccine administration claim through the HNS will see a claim recovery adjustment made by the ministry if they have not been reversed at the pharmacy level. This does not apply to recipients where it is recommended that two vaccines be administered; i.e., patients up to age nine who have never received the influenza vaccine.

Please ensure that pharmacy software systems are not automatically submitting claims through automatic refill reminder programs for any HNS claim.

Quantity Dispensed:

The ministry has received a significant number of incorrect quantities indicated for the pharmacist administered influenza vaccine. The quantity dispensed field should only indicate “one” for the dose administered.

Approved pharmacy sites:

Only pharmacies that have been approved to administer the influenza vaccine under the Universal Influenza Immunization Program may submit claims for reimbursement. These are the pharmacies that have completed the User Agreement, have undergone refrigeration inspection for the 2013-2014 season by their local public health unit and received approval to order and administer the publicly funded influenza vaccine at their pharmacy location by a trained pharmacist.

Prescriber Field:

It is important to note that when extending, adapting or initiating a prescription, pharmacists are now the prescriber of that medication and this must be recorded on the HNS claim that is submitted to the ministry.

The pharmacist identification number in the prescriber field must be recorded for the following claims:

- prescribing under the expanded scope of practice;
- administering the influenza vaccine; or

- providing professional pharmacy services that require a claims submission through the HNS.

The prescriber field must include a pharmacist's identification for claims submissions for:

- **pharmacist prescription renewals**
- **pharmacist adapted prescriptions**
- **pharmacist initiated prescriptions for a smoking cessation drug**
- **a pharmacist administered influenza vaccine**
- **a MedsCheck service**
- **the Pharmaceutical Opinion Program**
- **the Pharmacy Smoking Cessation Program**
- **the ColonCancerCheck screening program**