QC for Pharmacy Rates

July 28 and 30, 2015

1. **With regard to inhalers, the package size is not listed in TPOCS or the Pharmacy. Can you provide some guidance on where to find that information?**

The Billers Edition Workbook would be the first source for this information.

Package size is a very important data element within the billing and collections systems. We use a rate file format what only includes four data elements and that is what is provided to those systems. For each of the NDCs, the package size is available in the Billers Edition Workbook. You can also contact the Helpdesk for this information, however the Billers Edition Workbook is likely the best way to do it given that there are 120,000 NDCs and each one has its package size. For things other than tablets, pills, and capsules, it is important to understand package size because the rate is determined by taking the NDC charge divided by the package size and that is the charge per unit.

1. **Army MTFs: How are you getting your P/A drugs authorized? Do you have a UBO person contacting the provider to get this action preformed, even if it’s for the refills?**

While this question was directed specifically towards Army MTFs, I will comment on it as the speaker.

Getting P/A drugs authorized will require someone contacting the payer to find out what they want. The payer will likely want a real diagnosis. Some MTFs are putting in a more of a generic diagnosis of unspecified illnesses and diseases and, if a drug is very expensive, that is likely not going to get paid. It will take contacting the payers to see what they want and going back to the providers or the coders at least to figure out what the specific diagnosis is. In terms of getting scripts refilled, all the diagnosis for the original script should still be good for the refills. Ensure you retain the original information for refills.

1. **Where can we get a copy of the Biller's Edition Workbook?**

The Biller’s Edition Workbook is available on the UBO Website within pharmacy rates page - http://www.tricare.mil/ocfo/mcfs/ubo/mhs\_rates/pharmacy.cfm

1. **Where can we get a Biller's Edition Workbook and the Pharmacy Pricing Estimator?**

Both the Biller’s Edition Workbook and the Pharmacy Price Estimators are available on the UBO Website within the pharmacy rates page - http://www.tricare.mil/ocfo/mcfs/ubo/mhs\_rates/pharmacy.cfm

1. **I would like to know more about the NDC's that we use but the insurance company says is discontinued. We request an alternate NDC from the pharmacy and then the drug is processed. Why are we sending out discontinued NDC's?**

Within UBO billing offices we can only bill the pharmacy services as reported by the MTF pharmacies. The pharmacies should be recording the actual NDCs dispensed to the patients but if this does not always happen the only thing billing office staff can do is continue to report the obsolete NDC to the pharmacy and ask that the NCD be corrected.