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Newsletter

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TO: Providers of Pharmaceutical Services – **For Action**
Health Maintenance Organizations – **For Information Only**

SUBJECT: **Understanding Common Pharmacy Errors**

EFFECTIVE: Immediately

PURPOSE: To offer pharmacists helpful information that will avoid unnecessary waiting when requesting prior authorization from Unisys, the State's fiscal agent

BACKGROUND: The Division of Medical Assistance and Health Services (DMAHS), Department of Health and Senior Services (DHS) and Unisys all appreciate the time and effort of pharmacists to request prior authorization. Decisions regarding prior authorization are based on clinical concerns that also avoid unnecessary prescription drug costs for the tax payers of New Jersey.

The State is hopeful this Newsletter will be used as a helpful resource for pharmacists requesting prior authorization. Please review the attached information. For some Error Codes received by pharmacists, an intervention may avoid the need to request prior authorization from the State.

This information may also be found at [http://www.nj.gov/humanservices/dmahs/durb_newsletters.html-January 2007](http://www.nj.gov/humanservices/dmahs/durb_newsletters.html-January_2007); Drug Utilization Review – Description of Pharmacy Edits.

If you have any questions regarding this Newsletter, please do not hesitate to contact Unisys Provider Services at (800) 776-6334.

If you have any questions regarding PAAD, ADDP, CF or SGDP, please contact the Chief, Pharmaceutical Services, DHSS, at (609) 588-7032.

RETAIN THIS NEWSLETTER FOR FUTURE REFERENCE

Understanding Common Pharmacy Edits

In this present age of impatient customers, understaffed pharmacies, and a rapidly changing pharmacy landscape, the last thing a busy pharmacist wants to do is call for prior authorization (PA) and wait 3 minutes only to be told that the claim was a duplicate claim or simply being refilled-too-soon. The following information could make MEP calls faster and more productive.

REMEMBER: *ALWAYS HAVE THE CLAIM ICN AVAILABLE!!!!*

Error 0830 - Refill-Too-Soon (Same Pharmacy)

Error 0832 – Refill-Too-Soon (Other Pharmacy)

REMEMBER: For General Assistance (GA) clients, **90%** of the days supply must be depleted before the next refill.
For Medicaid, PAAD and Senior Gold beneficiaries, **85%** of the days supply must be depleted before the next refill.

Exceptions are limited to lost or stolen prescriptions only. No vacation overrides allowed!

Errors 0405/0407 – Therapeutic Duplication

This Error means that more than one drug from the same drug class is trying to be dispensed.

REMEMBER: Look at the patient's profile. If multiple drugs from the same class are being prescribed by **different** physicians, determine whether the incoming prescription is necessary by talking to the patient. If so, prior authorization will be required.

Error 0537 – Maximum Dose

All drugs have a maximum daily dosage standard. This edit simply checks out this standard to determine if too much drug is being prescribed. Pharmacists are familiar with the maximum daily dosage for most drugs.

REMEMBER: **CHECK IT OUT!!!** When the prescriber insists on a dose above standard, a prior authorization will need to be requested.

Error 0577 – General Assistance (GA)

Prior authorization **is required** for Error 0577. The State requires that Unisys conduct a complete review of each GA patient profile to avoid inappropriate purchases of prescription drugs.

Error 0916 – Drug-Drug Interaction

Prior authorization **is required** for Error 0916. This Error is based solely on the need for a clinical review, conducted by the Medical Exception Process (MEP) staff, to determine if a potential drug-drug interaction is significant.

Error 0417 – Mandatory Generic

When a prescriber writes "Brand Medically Necessary," the prescriber, **not the pharmacist**, must call Unisys MEP Unit at 1-877-888-2939 to request prior authorization for brand-name drug dispensing.