

Alberta Frequency of Dispensing

User Guide

June 2020







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Introduction

Effective 17-May-2018, with very few exceptions, all Rx's adjudicated through Alberta Blue Cross and Alberta Social Services with a Days Supply of less than 28 days must include two Special Services Codes (SSC) and are limited to a maximum number of dispensing fees.

In addition, pharmacies will only be allowed 2 dispensing fees per drug within a 28 day period and only 3 dispensing fees on any single day for one-day supply Rx's. Should this be exceeded, the dispensing fee must be set to \$0.00 in order to prevent an outright rejection from the plan.

It is expected that the majority of pharmacies that are currently performing weekly dispensing will change to biweekly or monthly to avoid the loss of any fees however, should any continue with weekly fills, there will be a need to set the dispensing fee to 0.00 for those subsequent fills.

Consent records are needed to process any Rx for less than 28 days' supply. This must have a valid FOD reason or 'Do Not Qualify'.





Implementation

4 Special Service codes captions have been changed for the Alberta Blue Cross or Alberta Social Services plans.

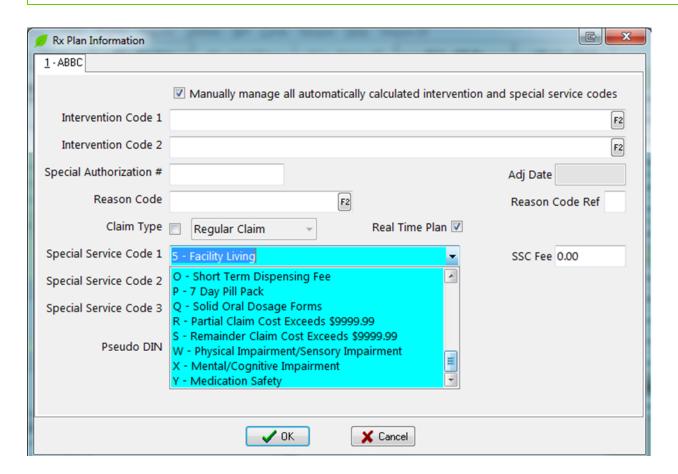
Special Service Codes:

- 5 Facility Living
- W Physical Impairment/Sensory Impairment
- X Mental/Cognitive Impairment
- Y Medication Safety

These Special Service Codes are now available on the **Rx Plan Information** screen when the patient has the Alberta Blue Cross or Alberta Social Services plan.

Frequency Codes:

- 8 Days' Supply = 1 Claiming Multiple Dispensing Fees
- O (letter) Days' supply = 2 to 27 Short Term Dispensing Fee

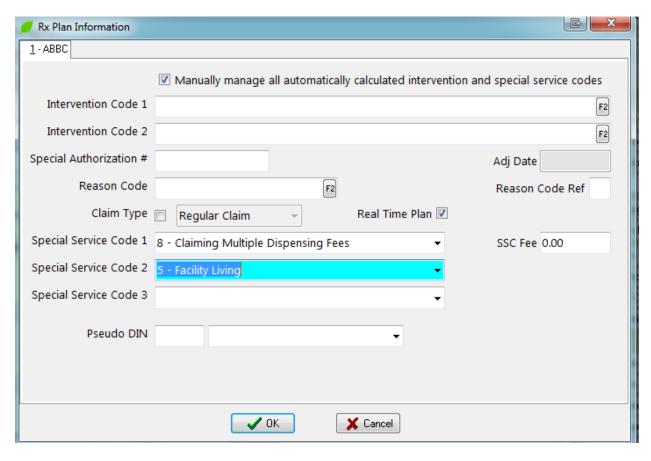






Rxs with a Days Supply of 1 and where frequent dispensing applies

The Combination of SSC 8 (Claiming Multiple Dispensing Fees) + SSC 5 or SSC W or SSC X or SSC Y will be applied



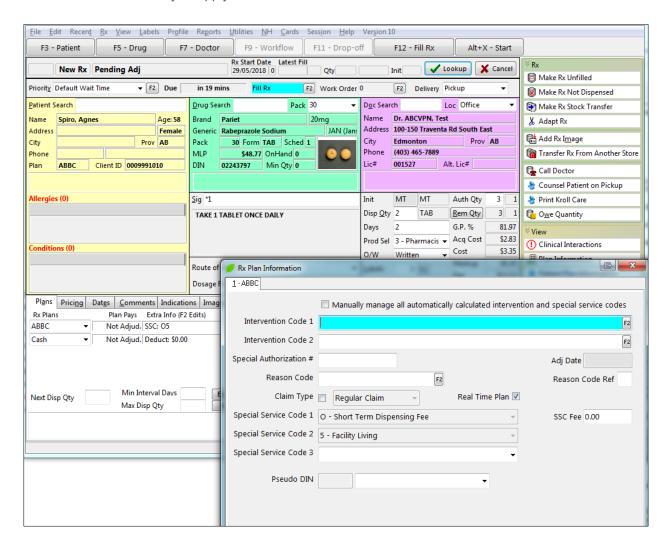




Rxs with a Days Supply of 2 to 27 where frequent dispensing applies

The Combination of SSC O (Short Term Dispensing Fee) + SSC 5 or SSC W or SSC X or SSC Y will be applied.

The applicable combinations are set when the Alberta Frequency of Dispensing consent eligibility criteria is selected based on the days' supply.







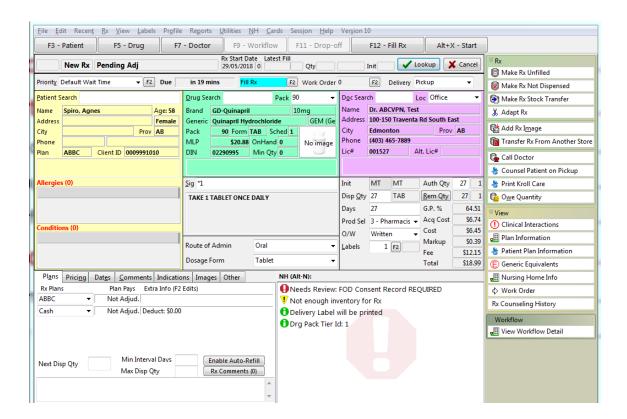
Interactive Rx Fill

When a patient has an Alberta Blue Cross or Alberta Social Services Plan and the Drug not Methadone, Soboxone or a drug that attracts a zero Rx fee (e.g. Diabetic supplies, nutritional products and a drug that is in a drug grouping).

Drug Grouping:

A drug grouping is based on the Drug Product Database (DPD) Active Ingredient Group (AIG). An AIG is a product that has the same active ingredient(s) and ingredient strength(s). Therefore, two different strengths of the same drug are considered as two separate drug groupings. However, two different brands of the same drug at the same strength are considered the same drug grouping

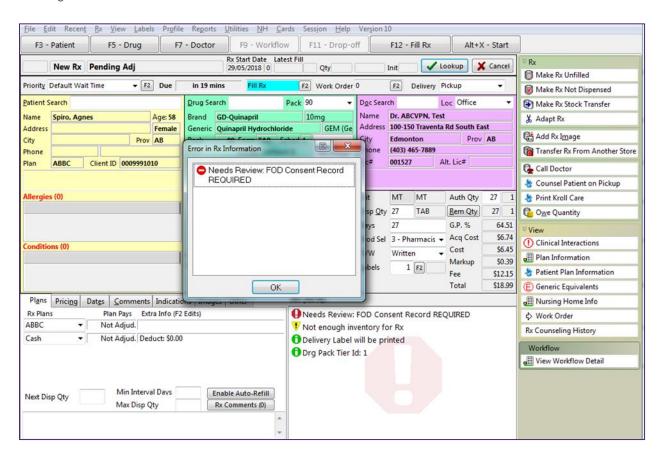
 When a prescription is created with a Days supply of less than 28 days, a hard halt message is displayed in the Warnings/Message box – Needs Review: FOD Consent Record REQUIRED.







2. This hard halt message prevents the user from filling the Rx without inserting an Albert Frequency of Dispensing record. Clicking F12 when this hard halt is displayed, results in a dialog form with the same warning.

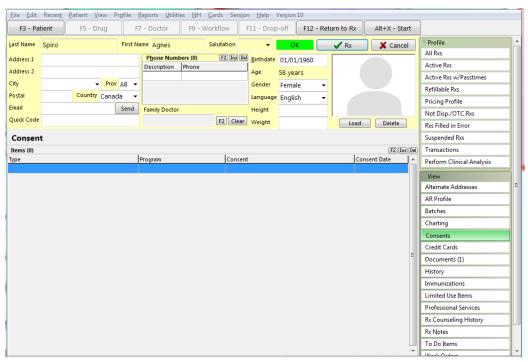


To override this warning, the user is required to add an Albert Frequency of Dispensing record.

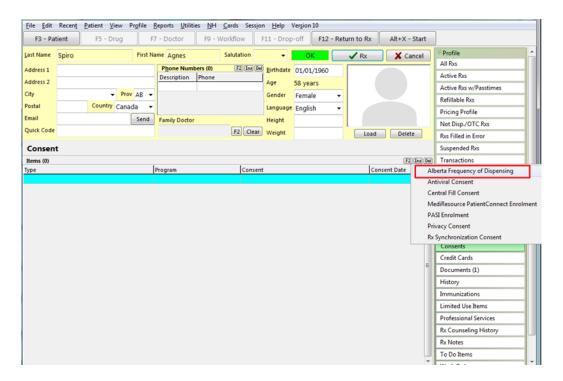




3. Navigate to the Patient Card by clicking F3 and click Consents.



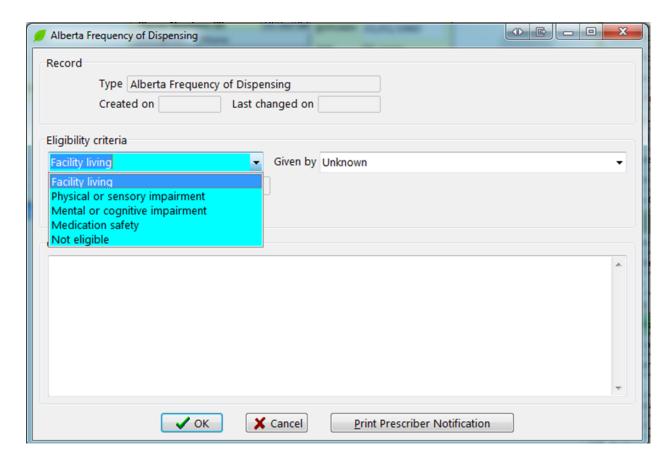
4. Click Ins button and select 'Alberta Frequency of Dispensing'.







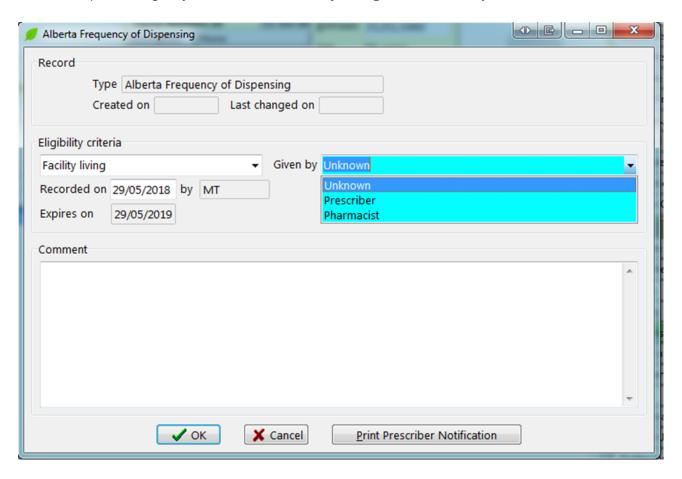
5. On the 'Alberta Frequency of Dispensing' screen, select a record from the list of eligibility criteria. Click **OK**.



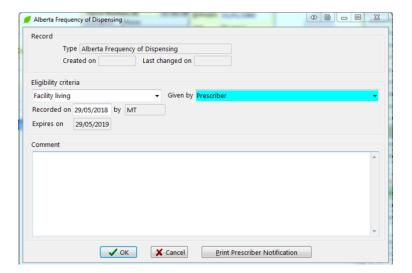




6. In this example the 'Eligibility Criteria' is set to **Facility Living** and the 'Given by' is set to **Prescriber**.



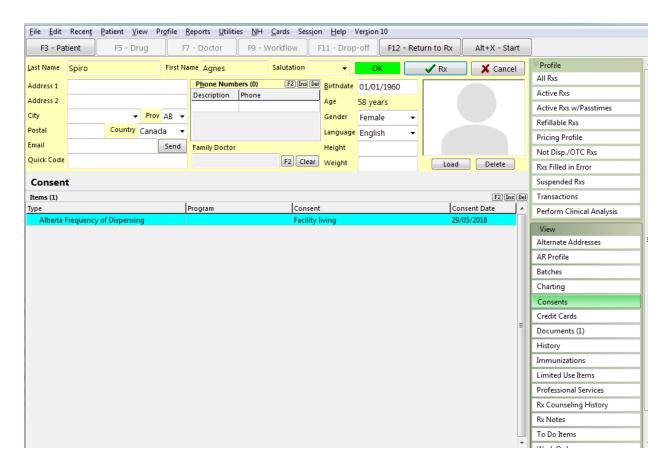
7. Click **OK**. Changes are successfully retained.







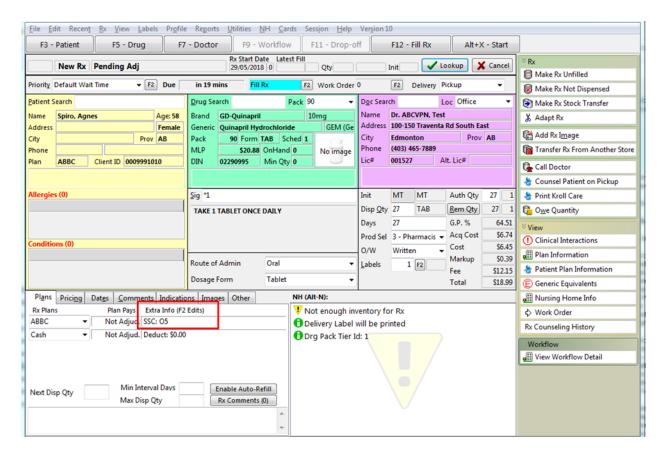
8. Click F12 to Return to the Rx.







9. Under the Plans > Extra Info (F2 Edits), SSC: O5 is displayed.



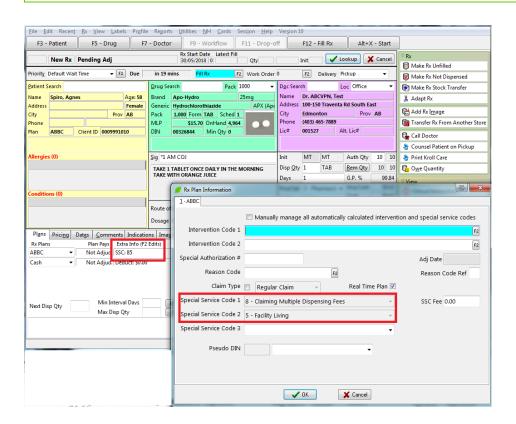




- 10. Click on **Plan Information** in the right navigation panel and on the **Rx Plan Information form**,
 - Special Service Code 1 field is populated with O- Short Term Dispensing Fee
 - Special Service Code 2 field is populated with 5 Facility Living

NOTE:

- If you access the patient consent record and change the eligibility criteria record to Physical or sensory impairment, save changes and return to the Rx card, the 'Extra Info (F2 Edits)' field will display **SSC: OW**.
- If eligibility criteria record is changed to Mental/Cognitive Impairment, the 'Extra Info (F2 Edits)' field will display SSC: OX.
- If eligibility criteria record is changed to Medication safety, the 'Extra Info (F2 Edits)' field will display SSC: OY.
- If eligibility criteria record is changed to Not eligible the 'Extra Info (F2 Edits)' field will display SSC: O.
- If the Rx is created using a 1 day supply with frequency of dispensing eligibility set to Facility Living, the 'Extra Info (F2 Edits)' field, will display **SSC: 85**.
- If eligibility criteria is set to Not eligible only SSC:8 is displayed



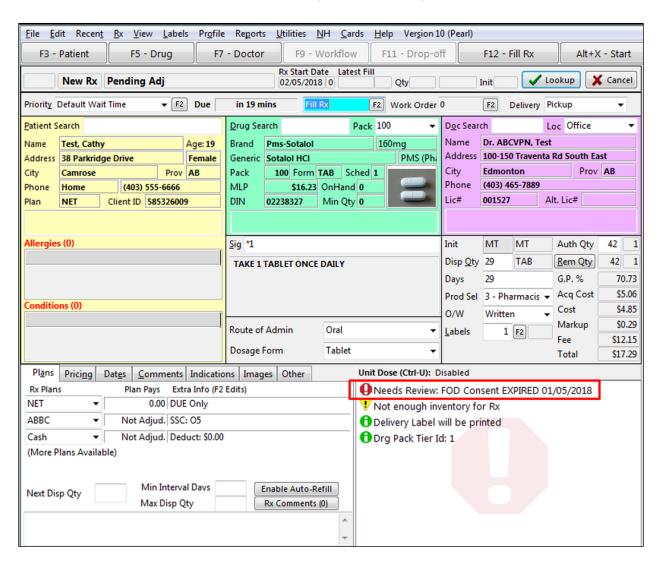




FOD Consent Record has expired warning

The warning displayed in the Batch form is Needs Review: FOD Consent EXPIRED DD/MM/YYYY

A new FOD consent record has to be added to the patient's consent profile to allow Rx to be filled.





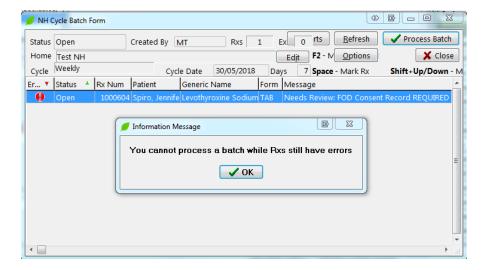


Batch mode

In batch mode where no FOD consent exists and drug is in a drug grouping and days supply is less than 28 days, the warning message Needs Review: FOD Consent Record REQUIRED is displayed in the NH Cycle Batch Form



An attempt to process the batch without adding a FOD Consent Record results in an Information Message dialog box being displayed with text: You cannot process a batch while Rxs still have errors.



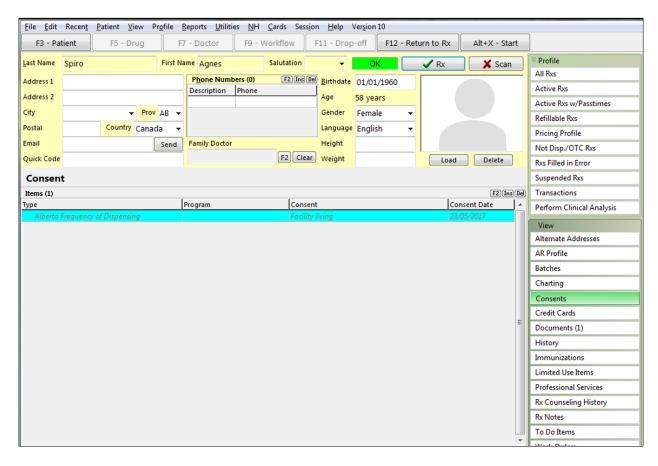
Modifying the Rx in another session and adding applicable FOD Consent Record to the patient card, allows batch processing to proceed. Another way to do this is to add the FOD Consent Record to the patient card in another session and then simply refresh the NH Cycle Batch Form.



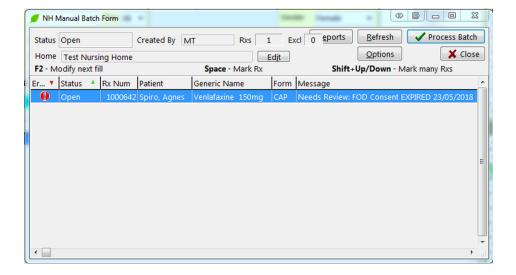


FOD Consent Record has expired

The warning displayed in the Batch form is Needs Review: FOD Consent EXPIRED DD/MM/YYYY



A new FOD consent record has to be added to the patient's consent profile to allow batch processing to proceed.







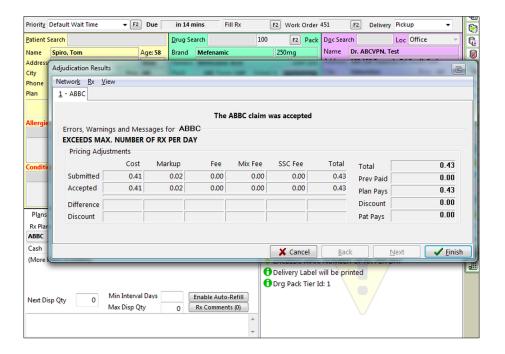
Zero fee behaviour where Rx Days supply = 1

A valid Alberta Frequency of Dispensing Consent record must be active under the patient in order for the automated behavior to execute.

 Rx has been filled at 3 other pharmacies on the same day and the Rx is being filled a fourth time at your pharmacy. Kroll sends the Rx fee which gets rejected by Albert Blue Cross/Alberta Social Services plan. The error message appears RA (EXCEEDS MAX. NUMBER OF RX PER DAY).

NOTE: When the claim rejection happens, the claim is reversed in the background and re-submitted without the Rx Fee, so the user is not presented with the rejected response.

2. On the Adjudication response form, below [Errors, Warnings and Messages for subplan] the text - EXCEEDS MAX. NUMBER OF RX PER DAY is displayed

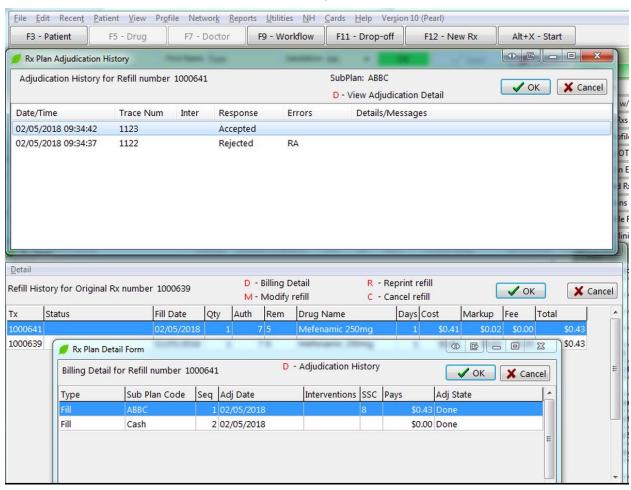






Detailing the Rx transaction record displays the rejected claim record with error code RA and the accepted claim with no error code.

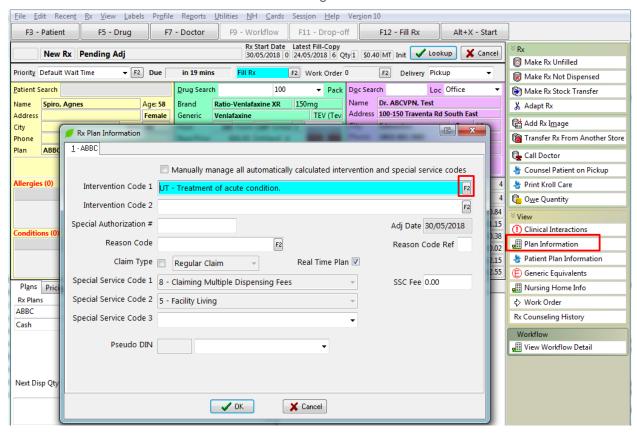
Albert Blue Cross/Alberta Social Services plan allows overriding the Exceed Max. Number of Rx per day by using the intervention code = UT up to 4 times per drug grouping per person per floating year. All other claims submitted with the UT code thereafter will be rejected.







4. In Kroll, the user will have to cancel the Rx, call it up to refill it, access the Rx Plan Information form and then add the UT intervention code before resubmitting the claim.



NOTE: The UT intervention code is not available on claim rejection i.e. you won't be able to add it to a rejected claim on the adjudication response form. You also cannot use UT to override a duplicate claim response

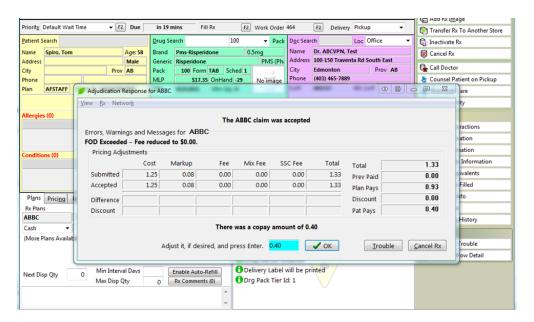




Zero fee behaviour where Rx Days supply = 2 to 27

A valid Alberta Frequency of Dispensing Consent record must be active under the patient in order for the automated behavior to execute.

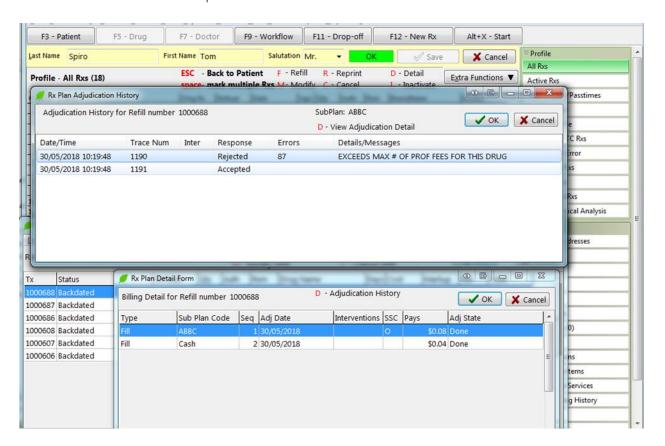
- Rx has been filled twice already in a 27 day period. The Rx is being filled a third time at your pharmacy in the same time period. Kroll sends the Rx fee which gets rejected by Albert Blue Cross/Alberta Social Services plan. The Error code returned = 87 (EXCEEDS MAX # OF PROF FEES FOR THIS DRUG)
- 2. When the claim rejection happens, the claim is reversed in the background and re-submitted without the Rx Fee, so the user is not presented with the rejected response.







3. On the Adjudication response form, below 'Errors, Warnings and Messages for subplan' the text - FOD Exceeded - Fee reduced to \$0.00. Detailing the Rx transaction record displays the rejected claim record with error code 87 and the accepted claim with no error code.



Albert Blue Cross/Alberta Social Services plan allows overriding EXCEEDS MAX # OF PROF FEES FOR THIS DRUG by using the intervention code = UT up to 4 times per drug grouping per person per floating year. All other claims submitted with the UT code thereafter will be rejected.

In Kroll, the user will have to cancel the Rx, call it up to refill it, access the Rx Plan Information form and then add the UT intervention code before resubmitting the claim.

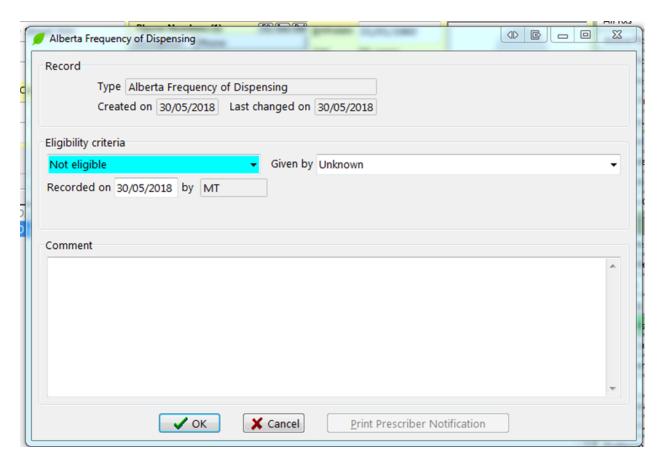
NOTE: In a COB claim scenario where no Rx Fee is submitted to Alberta Blue Cross/Alberta Social Services plan where error codes RA/87 are returned, no Rx fee is sent to subsequent plans. Cost and markup differences are passed on to subsequent plans as applicable.





Printing Prescriber Notification report

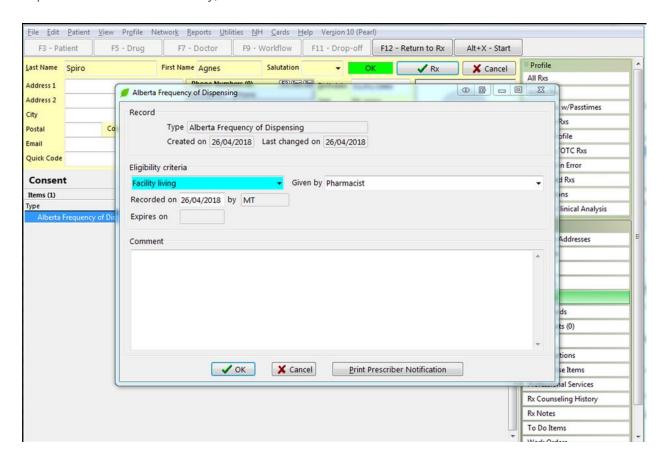
1. If Eligibility criteria is to Not eligible, the button is read-only and not actionable.







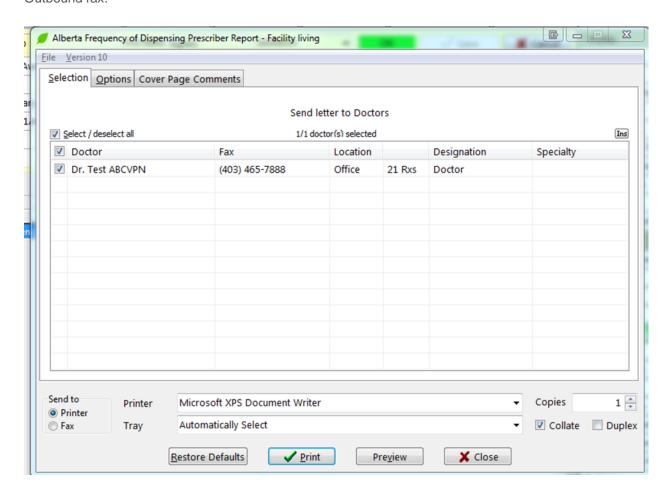
2. If Eligibility criteria is set to Facility Living, Physical Impairment/Sensory Impairment, Mental/Cognitive Impairment or Medication Safety, the 'Print Prescriber Notification' button is enabled.







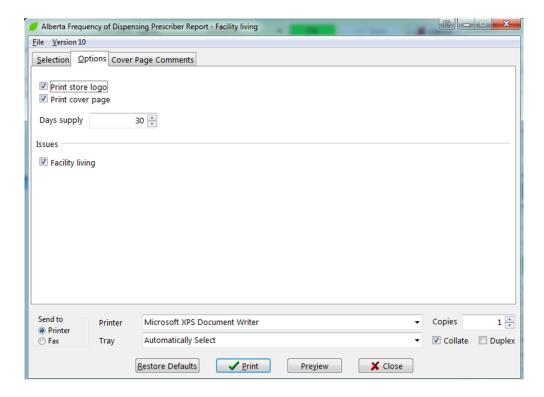
3. Clicking on the 'Print Prescriber Notification' button, displays the Albert Frequency of Dispensing Prescriber Report parameter. There are radio buttons to send the report to printer/fax. For fax to work the fax module has to be in use and the doctor card has to have a fax number. Output is displayed in Outbound fax.



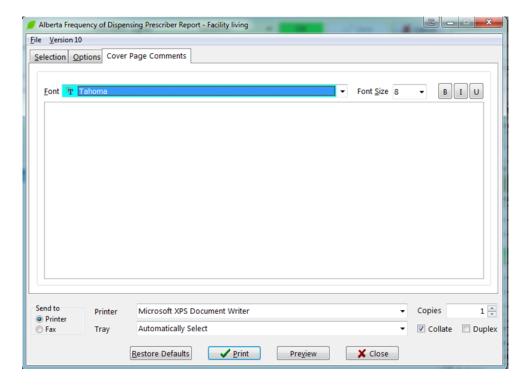




Options tab



Cover Page Comments tab.







Example Notification for Frequency of Dispensing Change report



Notification for Frequency of Dispensing Change

TEST ACCOUNT EDI TESTING, 100-2051 Vandyke Place, Richmond BC V6V 1X6 Phone: (604) 270-9745 Fax: (780) 438-1590

To: Dr. Test ABCVPN

100-150 Traventa Rd South East Edmonton AB

T6A 1A7

Phone: (403) 465-7889 Fax: (403) 465-7888

Date: 30-May-2018

Regarding Facility living for patient Agnes Spiro

Patient: 01-Jan-1960 Health Care Number: N/A

Patient Address: 100 Awesome Creek

Calgary AB A7A 1A4

A/A 1A4 (403) 864-6467

Dear Dr. Test ABCVPN;

During the course of our interactions with the above named patient and/or discussions with their caregiver, I have come to the conclusion that Agnes Spiro will be enrolled in the frequent dispensing program for the following reason:

· Facility living

As a mechanism to manage this situation, I will be dispensing Agnes Spiro's prescriptions in 30 days supply and will be closely monitoring their fill frequency to ensure that the medications are being consumed correctly. Any issues identified will be addressed and shared with yourself.

If there are any questions, please do not hesitate to contact me at (604) 270-9745.

Regards;

Pharmacist: Kroll Pharmacist

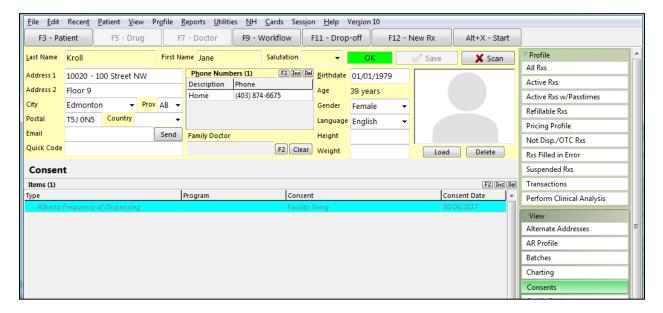




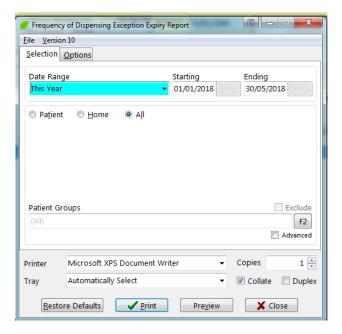
AB Frequency of Dispensing Exception Expiry Report

This is available to help track consent records that have expired.

NOTE: If the patient has an expired FOD consent record and a new one is added with criteria set to Not eligible, a record for the expired record is displayed on the report.



Selection tab

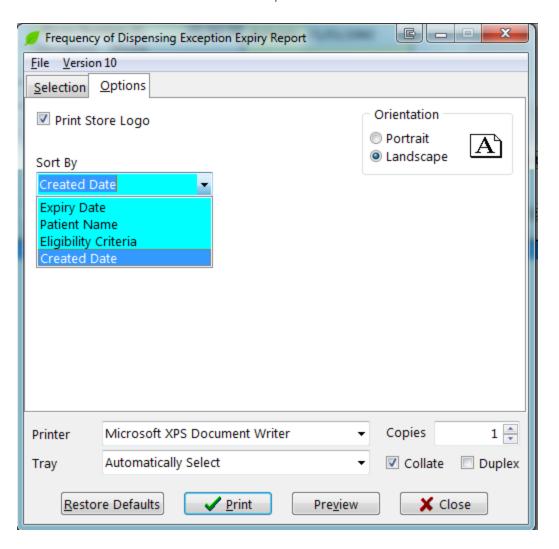






Options tab

- Sort by option avalable as a filter
- Orientation can be Portrait/Landscape







Alberta Frequency of Dispensing Exception Expiry report

