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Inland Empire Health Plan

PHARMACY TIMES

BY IEHP PHARMACEUTICAL SERVICES DEPARTMENT

November 1, 2021

Reporting Opioid Claim Related Safety Edit Errors

Dear IEHP Provider,

IEHP would like to ensure that opioid related error codes are rejecting appropriately in the pharmacy's Point-of-Sale (POS) system. If you are experiencing unusual rejection code errors on opioid claims listed below, please let us know.

Type of POS Edit	Description	NCPDP Rejection Code	Error Message
Prescriptions written for more than 7 days for the treatment of acute pain in opioid naïve patients	<ul style="list-style-type: none">• Opioid prescriptions for an <u>acute</u> event will be limited to a maximum of 7-days supply and will reject at the point of sale.• Patient will be considered opioid-naïve if there have been no opioid prescriptions filled in the last 60 days ⁽²⁾• A Pharmacist will have the ability to override the claim after clinical justification is provided by the Prescriber.• Not applicable for chronic pain (i.e., palliative care, cancer, residents of long-term care facilities).	925	Initial fill days supply exceeds limits
		88	DUR Reject Error



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Prescriptions written for greater than or equal to 90 Morphine Milligram Equivalent (MME)	<ul style="list-style-type: none"> • A rejection will occur at the point-of-sale for when the MME is greater than or equal to 90. • A Pharmacist will have the ability to override the claim after clinical justification is provided by the Prescriber. 	922	Morphine Equivalent Dose Exceeds Limits
		88	DUR Reject Error
Duplicate long-acting opioid agents	<ul style="list-style-type: none"> • A rejection will occur at the point of sale when two or more long-acting opioid agents are filled concurrently • A Pharmacist will have the ability to override the claim after clinical justification is provided by the Prescriber 	88	DUR Reject Error
Concurrent use of an Opioid and Benzodiazepine	<ul style="list-style-type: none"> • An opioid and a benzodiazepine filled concurrently will reject and require review by a Pharmacist. 	88	DUR Reject Error

Pharmacy Action

Review the appropriateness of the POS rejects for one of the following possible actions:

1. Claim is rejecting appropriately, notify member/prescriber.
2. A clinical review is needed by the pharmacist, and if appropriate, pharmacist may input NCPDP's DUR PPS codes for override OR a Coverage Determination request should be submitted.

Note: IEHP will be monitoring the use of the DUR PPS override codes through retrospective reviews. Any inappropriate override will be subject to audits and potential recoupment or exclusion from the IEHP pharmacy network.

IEHP may not have opioid claim history for new enrollees to the plan, especially at the beginning of the contract year. Therefore, pharmacies may experience a claim rejection due to the opioid naïve edit for opioid prescriptions that are more than a 7-day supply. Pharmacists often have existing knowledge of a Member's history or information that a beneficiary is not opioid naïve and may submit an override code to the plan to avoid an interruption in the Member's care.



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IEHP aims to support our pharmacy affiliates by establishing escalation protocols regarding these mandates through our Member/Provider Services department. Together, we can be advocates for our patients and combat the opioid crisis one prescription at a time.

Please report any errors by faxing the Opioid POS Edit Error Reporting form to us at (909)-891-1577, attention: Clinical Pharmacy Team. You may find the form on the IEHP website, here: <https://iehp.org/en/providers/pharmacy-services?target=pharmacy-forms-and-manuals>

If you have any additional questions, please feel free to contact us at (909) 890-2049, between 8:00 AM -5:00 PM Monday through Friday. Thank you for your attention to this matter.

Sincerely,
IEHP Pharmaceutical Services

References: [1] CDC. Multiple cause of death data on CDC WONDER. Atlanta, GA: US Department of Health and Human Services, CDC; 2016. <http://wonder.cdc.gov/mcd.html> [2] The 2019 Rate Announcement and Call Letter, and the Request for Information may be viewed through: <https://www.cms.gov/Medicare/Health-Plans/MedicareAdvtgSpecRateStats/Announcements-and-Documents.html> and selecting "2019 Announcement."