



For British Columbia's PharmaNet Users

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**Expanded prescriber ID check during claims processing**

When processing a claim, PharmaNet currently checks the names and ID for most medical prescribers.

As of **September 28, 2010**, PharmaNet will also check **pharmacist** and **non-pharmaceutical supplier** (including medical device distributor) names when these professionals **use their own ID information in the prescriber fields**.

As you know, when submitting a claim to PharmaNet, you must include valid prescriber identification. This includes the prescriber’s:

- **Practitioner ID Reference code** — identifying the licensing body (e.g., the College of Pharmacists of B.C., the College of Physicians and Surgeons of B.C.)
- **Practitioner ID number** (also called a Practitioner ID, Pract ID, Prescriber ID or College ID) — a unique five-digit number that identifies the individual practitioner
- **last name** as it appears in PharmaNet

PharmaNet checks the prescriber’s Practitioner ID and last name. If the last name does not match the Practitioner ID, the claim is rejected with the response “70 No match to Prescriber ID and Name found.”

**Need a prescriber's ID information?**

Submit a Prescriber Identification transaction (TIP) by entering the:

- Practitioner ID Reference Code and the Practitioner ID, **or**
- the last name and first initial, especially when the last name is a common one (e.g., Smith, Singh).

**When to use your own ID for a claim**

In most cases, you enter the prescriber ID for another medical practitioner, such as a physician, surgeon, dentist, or midwife. There are times, however, when you will need to enter your own information in the Prescriber ID fields.

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The use of PharmaNet is not intended as a substitute for professional judgment. Information on PharmaNet is not exhaustive and cannot be relied upon as complete. The absence of a warning about a drug or drug combination is not an indication that the drug or drug combination is safe, appropriate or effective in any given patient. Health care professionals should confirm information obtained from PharmaNet, and ensure no additional relevant information exists, before making patient care decisions.

## **Pharmacists**

Use your own ID whenever:

- you submit a claim for an eligible non-prescription item<sup>1</sup>
- you update a patient's medication profile with a non-eligible, non-prescription item
- you provide an emergency supply of medication
- you enter a claim for a pharmacist-administered vaccine
- as a pharmacist, you renew or adapt a prescription (i.e., submit a claim eligible for a Clinical Services Fee)

## **Non-pharmaceutical suppliers (including Medical Device Distributors)**

Use your own ID only if the claim is for supplies and you do not have up-to-date information on any practitioner responsible for the patient's care.

## **Verifying your prescriber name/business name**



We strongly recommend that you confirm that your last name or business name shown in PharmaNet is correct **before September 28, 2010**, when the expanded prescriber ID/name check goes into effect.

To view your last name or business name as recorded in PharmaNet, submit a Prescriber Identification (TIP) transaction using your Practitioner ID Reference code and Practitioner ID number.

**Note:** Don't have access to the TIP transaction feature? Phone the PharmaNet HelpDesk to confirm your name.

## **Correcting or changing your last name**

If your last name or your business name in PharmaNet is wrong, you must correct it immediately.

### **Pharmacists**

- Contact the College of Pharmacists of BC. Your name change will be updated overnight and will be correct in PharmaNet the next day.  
Note: Changes are processed Monday through Friday only.
- Confirm that your correct name shows in PharmaNet.

### **Non-pharmaceutical suppliers (including Medical Device Distributors)**

- Contact the PharmaNet Help Desk. The name change takes place immediately.
- Confirm that your correct name is in PharmaNet.

## **Updating your information in your local software**

Pharmacy software programs store information, such as your prescriber identification, for automatic inclusion in claim submissions. Update this information if it does not match the information in PharmaNet. If necessary, contact your software vendor for assistance.

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<sup>1</sup> Medical supplies and supplements that are listed in the Plan P, D, and B formularies.

## If a claim is rejected because of a Practitioner ID/Name mismatch

If a claim is rejected because of a Practitioner ID/Name mismatch, use a TIP transaction to obtain the prescriber's identification **as it currently appears in PharmaNet** and resubmit the claim.

If the initial claim was rejected because **your** Prescriber Name was incorrect, report the error immediately. (See "Correcting or changing your last name" above for details.)

**Note:** You must use the incorrect Prescriber Name until it has been corrected on PharmaNet.



Not sure how to carry out a task with your software?

If you require more information on specific procedures for your software, please contact your software vendor.

## Important Information for Pharmacists

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### Ensuring that critical information in the Directions (SIG) field is displayed for every PharmaNet user

The Directions (SIG) field in PharmaNet is 80 characters long. Although your pharmacy system may allow for more characters, **only the first 80 characters are stored with the prescription in the patient's PharmaNet profile**. Therefore, anything more than the maximum 80 characters will not appear for other users accessing the patient's profile on PharmaNet.

Because of this limitation, **it is important that critical information — especially dosage information — is entered at the beginning of the SIG field**. Entering this information after reaching the 80 character maximum will mean that other PharmaNet users will not see it or may see a truncated entry that could lead to dosing errors (e.g., original completed entry was for "dosage 35" but the screen display reads "dosage 3").

In the interest of patient safety, please ensure critical information is entered at the beginning of the SIG field so that it is fully captured in the patient's PharmaNet profile.