

3 Claims Submission

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3.1. Which Transactions to Submit on PharmaNet

General Policy Description

- Some transactions (claims and/or information) must be submitted on PharmaNet; some transactions may be submitted on PharmaNet at the provider's discretion; other transactions must not be submitted on PharmaNet.
- Manually-submitted claims are entered into PharmaNet by Health Insurance BC.

Overview

- Most transactions for **pharmacy** products or services delivered directly to a patient (e.g., prescription drugs and clinical services) must be submitted on PharmaNet.
- A **pharmacy's** Office-Use Medication transactions must also be submitted on PharmaNet.
- Transactions for **pharmacy** products or services that are not delivered directly to a patient (e.g., stock transfers, returns) should be recorded only on **the pharmacy's** local system.
- **Transactions that must be submitted on PharmaNet include:**
 - all claims for prescription items, including compounded prescriptions and blood glucose test strips
 - claims for the specific nicotine replacement therapy (NRT) products covered under the Smoking Cessation Program
 - claims for Clinical Services (pharmacist adaptation and renewal of prescriptions, pharmacist-administered publicly funded vaccines and Medication Review Services)
 - medications sold to clinics/practitioners for office use ("O'Meds")
 - claims for insulin pump supplies

>> For details, see [Transactions that must be submitted on PharmaNet](#) below.

- **Transactions that should not be submitted on PharmaNet include:**
 - stock transfers **from one pharmacy to another**, including emergency supplies of narcotics and controlled drugs
 - sales of inventory to other pharmacies
 - transfers of inventory **from a pharmacy** to a residential care facility
 - drug returns to wholesalers

>> For details, see [Transactions that should NOT be submitted on PharmaNet](#) below.

- **Transactions that may be submitted on PharmaNet OR submitted manually include:**
 - prostheses and orthoses
 - ostomy supplies for patients
 - insulin pumps

>> For details, see [Transactions that may be submitted on PharmaNet OR submitted manually](#) below.

- **Transactions that must be submitted manually include:**
 - claims for patients using out-of-province (OOP) **sites that are enrolled in PharmaCare** (because these sites cannot connect to PharmaNet)

>> For details, see [Section 4](#)—*Claims by Offline Pharmacies, Suppliers and Patients*.

Policy Details

Transactions that must be submitted on PharmaNet

Claims for prescription medications

- All prescription medications dispensed in B.C. community pharmacies must be entered in PharmaNet, whether or not the product or patient is covered by PharmaCare.
- This ensures that
 - a patient’s current medication history is available to authorized health care practitioners
 - authorized health care practitioners can accurately identify potential drug-to-drug interactions and check for previous adverse effects from specific drugs
- Prescription medications include both compounded prescriptions and medications sold to clinics for office use (see [Office-Use Medications](#) below).

Claims for NRT products covered under the Smoking Cessation Program

- To obtain PharmaCare coverage for nicotine replacement therapies for a patient, pharmacies must enter a claim on PharmaNet at the time of purchase using the pharmacist’s **Pract ID** and the appropriate Product Information Number (PIN).

>> For details, see the procedures included in [Section 5.20](#) — *Smoking Cessation Program Policy*.

Claims for clinical services

- Pharmacy claims for clinical services must be entered into PharmaNet with the appropriate intervention codes and/or PINs.

>> For details, see [Section 8.4](#) — *Clinical Services Fees*.

>> For details, see [Section 8.10](#) — *Payment for Publicly Funded Vaccinations*.

>> For details, see [Section 8.9](#) — *Medication Review Services*.

Office-use Medications (O-Meds)

- All office-use medications sold to clinics/practitioners by a community or hospital out-patient pharmacy must be transmitted on PharmaNet using the pharmacy’s unique ‘O-Med PHN’ and the corresponding keyword designated for that pharmacy.

O-Med PHNs

- A pharmacy that has not been assigned a unique O-Med PHN may obtain one by phoning the PharmaNet Help Desk.

- Keywords associated with the O-Med PHN can be changed using the Patient Keyword Maintenance (TCP) transaction.
- Prescriptions for a practitioner's personal use must be dispensed using the practitioner's own PHN, not the pharmacy's O-Med PHN.

O-Med Medication Histories

- Any questions regarding O-Med medication histories (or any other medication history) on PharmaNet should be directed to the College of Pharmacists of BC.
- A pharmacy may use the last-15-prescriptions option (TRR) to review the PharmaNet medication history for its O-Med number.

If the pharmacy dispenses a large number of O-Meds, the return of a full record (TRP transaction) on PharmaNet may take longer than 5 seconds.

Dispensing O-Meds

- When transmitting claims to PharmaNet for O-Meds, pharmacists should use:
 - their O-Med PHN and keyword
 - the current dispensing date
 - the Intervention Code UA (to eliminate the DUPLICATE message if dispensing the same DIN on the same day)
- PharmaNet returns an error message for O-Med transactions because claims for O-Meds are not adjudicated by PharmaCare.
- PharmaNet does return Drug Use Evaluation messages for O-Med transactions.

Reversing O-Med transactions

- To reverse an O-Med transaction, use the O-Med PHN, the keyword, and the Intervention Code RE.
 >> For more information, see [Section 3.16 Products—Claims Reversals](#).

Claims for insulin pump supplies

- Only **providers** may submit claims for insulin pump supplies (infusion sets/kits and reservoirs/cartridges). Patients cannot submit manual claims for insulin pump supplies.

>> For coverage details, see [Section 5.18 — Insulin Pump Supplies](#).

>> For detailed procedures, see the [PharmaCare Claims For Insulin Pump Vendors Quick Reference Guide](#).

Transactions that should not be submitted on PharmaNet

Stock transfers from pharmacies

- Stock transfers include the sale of drug inventories to other pharmacies, including emergency supplies of narcotics and controlled drugs, the transfer or sale of drugs to residential care facilities and returns of stock to drug wholesalers.

- Stock transfer functions are unique to each pharmacy's local software. Please direct any questions to your pharmacy software vendor rather than to the PharmaNet Help Desk.
- Stock-transfer transactions must **not** be transmitted on PharmaNet. The record of such transactions must be captured on the local pharmacy system **only**.
- A pharmacy must not use its Office-Use Medication (O-Med) PHN and must not assign a PHN through PharmaNet for the purpose of stock transfers.

Sales of inventory to other pharmacies

- The sale of drug inventory between pharmacies is a local system function only and should not be transmitted on PharmaNet. The local system software must record the sale of emergency quantities of all drug inventories.

Transfer of inventory from a pharmacy to a residential care facility

- The transfer of inventory to a residential care facility for future use within the facility is a local system function only. At the time the stock transfer occurs, transmission on PharmaNet must **not** occur.
- The facility's pharmacist should transmit the patient and prescription information on PharmaNet only when medication is actually dispensed to a patient in a residential care facility.

Pharmacy stock returns to wholesalers

- The return of drug inventory to the wholesaler is a local system function only and should not be transmitted on PharmaNet.

Transactions that may be submitted on PharmaNet or submitted manually

Claims for prostheses and orthoses

- Claims for prostheses and orthoses may be made by **device** providers such as prosthetists, orthotists, ocularists, anaplastologists, mastectomy fitters and/or their companies or businesses **if they are enrolled in the appropriate sub-class¹**.

>> For more information, see the [Prosthetic & Orthotic Program – General Statement of Policy](#) or the [Prosthetic and Orthotic Program – Detailed Policy and Procedural Requirements](#).

Claims for ostomy supplies

- **Pharmacy and device providers enrolled in the appropriate sub-class¹** may submit claims for ostomy supplies.

>> For details, see [Section 5.21 – Ostomy Supplies](#)

Claims for insulin pumps for children

- **Device providers enrolled in the appropriate sub-class¹** may submit claims for insulin pumps for eligible patients.

¹ See [Section 1](#) for enrollment definitions.

>> For details, see [Section 5.17 – Insulin Pumps](#)

Additional information that can be added to a patient's PharmaNet medication history

Over-the-Counter (OTC) and No-Public-Access (NPA) Medications

- At the discretion of a pharmacist or medical practitioner, over-the-counter (OTC) and no-public-access (NPA) medications may be added to a patient's medication history.
- Pharmacists must use their College licence numbers in the **Pract ID** field and "P1" in the **Pract ID Ref** field.
- As with prescription drugs, entering over-the-counter and no-public access medications on a patient's medication history allows monitoring of medications and use of the DUE (Drug-Use Evaluation) function.

Procedures

Procedures for all users

Submitting transactions on PharmaNet

- If you have access to PharmaNet, enter the transaction in your local system and then submit it on PharmaNet.

Submitting a manual claim for a product or service

- If you are enrolled as a PharmaCare provider but do not have access to PharmaNet,
 - [submit a manual claim](#) for the product or service, or
 - provide the patient with sufficient information and documentation (i.e., receipts, etc.) so that they may submit a manual claim to PharmaCare.

>> For details, see [Section 4 - Offline \(Manual\) Claims](#)

Procedures for pharmacies

Entering OTC and NPA medications on PharmaNet

1. In the **Pract ID** field, enter your pharmacy's **College of Pharmacists of BC licence number**
2. In the **Pract ID Ref** field, enter **P1**.