



For British Columbia's PharmaNet Users

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Handling Prescription Reversals When Changing or Upgrading Pharmacy Software

When vendors install new software or upgrade an existing product, they perform a “software conversion.” In this conversion, existing data files from the old software are transferred to the new system.

Effect on Prescription Reversals

After a pharmacy software conversion, prescriptions filled using the old software cannot be reversed with the new software.

The Fix: Reverse Prescriptions BEFORE a Software Conversion

Just before the vendor performs the conversion, reverse every prescription that has not yet been picked up, including those you expect the patient to pick up. By reversing all prescriptions not picked up, you avoid problems (if, for example, a patient picking up a prescription presents a new insurance card or requests a different quantity of medication).

After the conversion is complete, re-submit each prescription claim using your new software.

Note: It is important to reverse and reprocess prescription claims. Doing so ensures that the patient’s PharmaNet profile remains accurate, which is essential for physicians and pharmacists who use the medication history to confirm medications.

Talk to Your Vendor About Reversals Before the Conversion

When arranging a software conversion with your vendor, discuss:

- what you need to do to prepare for the conversion
- whether the vendor has allowed time for pre-conversion reversals

Your software vendor knows of the need for reversals and will likely have protocols in place.

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.

If a Prescription Is Missed

If a prescription processed before a software conversion has to be reversed after conversion, contact the College of Pharmacists of BC. College staff will need to effect a manual reversal.

The College of Pharmacists of BC and the Ministry of Health Services appreciate your help in reducing the volume of manual reversals required and ensuring PharmaNet profiles are as accurate as possible.

Holiday Hours for Help Desk



The PharmaNet Help Desk will be closed from:

- 10:15 p.m. December 24 *until*
- 10:15 p.m. December 25

If you experience connection problems during this time, please call (250) 361-5790.

The Interactive Voice Response (IVR) system will be available via the Help Desk phone numbers.

Year-End Change Window

To allow for annual routine maintenance activities the:

- **Health Insurance BC (HIBC) representatives** will be unable to view or make changes to existing Fair PharmaCare records from 8 a.m. December 31 until 8 a.m. January 1.
- **HIBC representatives** will be able to register callers for Fair PharmaCare until noon December 31. Full phone registration services for Fair PharmaCare will resume no later than 8 a.m. on January 1.
- **Fair PharmaCare Registration website** will be unavailable starting at noon December 31. We anticipate service will resume before 8 a.m. on January 1.

2010 Pharmacy Payment Schedule

Following is the payment schedule for 2010. Payment periods run Tuesday through Monday. The payment date may vary if a statutory holiday is included in the payment period.

PharmaCare Pharmacy Remittance – Payment Periods 2010

START DATE (12 a.m. Tuesday)	END DATE (Monday)	SCHEDULED PAYMENT DATE
22-Dec-09	28-Dec-09	05-Jan-10
29-Dec-09	04-Jan-10	11-Jan-10
05-Jan-10	11-Jan-10	18-Jan-10
12-Jan-10	18-Jan-10	25-Jan-10
19-Jan-10	25-Jan-10	01-Feb-10
26-Jan-10	01-Feb-10	08-Feb-10
02-Feb-10	08-Feb-10	15-Feb-10
09-Feb-10	15-Feb-10	22-Feb-10
16-Feb-10	22-Feb-10	01-Mar-10
23-Feb-10	01-Mar-10	08-Mar-10
02-Mar-10	08-Mar-10	15-Mar-10
09-Mar-10	15-Mar-10	22-Mar-10
16-Mar-10	22-Mar-10	29-Mar-10
23-Mar-10	29-Mar-10	07-Apr-10
30-Mar-10	05-Apr-10	12-Apr-10
06-Apr-10	12-Apr-10	19-Apr-10
13-Apr-10	19-Apr-10	26-Apr-10
20-Apr-10	26-Apr-10	03-May-10
27-Apr-10	03-May-10	10-May-10
04-May-10	10-May-10	17-May-10
11-May-10	17-May-10	25-May-10
18-May-10	24-May-10	31-May-10
25-May-10	31-May-10	07-Jun-10
01-Jun-10	07-Jun-10	14-Jun-10

START DATE (12 a.m. Tuesday)	END DATE (Monday)	SCHEDULED PAYMENT DATE
08-Jun-10	14-Jun-10	21-Jun-10
15-Jun-10	21-Jun-10	28-Jun-10
22-Jun-10	28-Jun-10	06-Jul-10
29-Jun-10	05-Jul-10	12-Jul-10
06-Jul-10	12-Jul-10	19-Jul-10
13-Jul-10	19-Jul-10	26-Jul-10
20-Jul-10	26-Jul-10	03-Aug-10
27-Jul-10	02-Aug-10	09-Aug-10
03-Aug-10	09-Aug-10	16-Aug-10
10-Aug-10	16-Aug-10	23-Aug-10
17-Aug-10	23-Aug-10	30-Aug-10
24-Aug-10	30-Aug-10	07-Sep-10
31-Aug-10	06-Sep-10	13-Sep-10
07-Sep-10	13-Sep-10	20-Sep-10
14-Sep-10	20-Sep-10	27-Sep-10
21-Sep-10	27-Sep-10	04-Oct-10
28-Sep-10	04-Oct-10	12-Oct-10
05-Oct-10	11-Oct-10	18-Oct-10
12-Oct-10	18-Oct-10	25-Oct-10
19-Oct-10	25-Oct-10	01-Nov-10
26-Oct-10	01-Nov-10	08-Nov-10
02-Nov-10	08-Nov-10	16-Nov-10
09-Nov-10	15-Nov-10	22-Nov-10
16-Nov-10	22-Nov-10	29-Nov-10
23-Nov-10	29-Nov-10	06-Dec-10
30-Nov-10	06-Dec-10	13-Dec-10
07-Dec-10	13-Dec-10	20-Dec-10
14-Dec-10	20-Dec-10	29-Dec-10