



Promoting the appropriate use,
and reducing the abuse and misuse, of monitored drugs in Nova Scotia.

Things to know!

Important information for Pharmacies

Pharmacists – The Gate Keepers of Data

The Importance of On-line Claim Submissions on Data Integrity

The integrity of the data collected is an integral part of the Nova Scotia Prescription Monitoring Program (NSPMP). Prescribers, pharmacists and law enforcement rely on the accuracy of the NSPMP data when accessing patient profiles and using this information as part of their evaluation regarding the appropriate use or misuse of monitored drugs.

Pharmacists, Pharmacy Technicians and Assistants play a key role ensuring data is recorded accurately in the NSPMP's database when filling and dispensing a prescription for a monitored drug.

We all have a responsibility to ensure compliance is maintained with the *Nova Scotia Prescription Monitoring Legislation* which requires pharmacies to submit **all prescriptions** for monitored drugs through the NSPMP on-line system. Compliance to the legislation ensures that the NSPMP is able to effectively carry out its mandate, *"to promote the appropriate use of monitored drugs in Nova Scotia and to reduce the abuse or misuse of monitored drugs in the province."*

In order to assist Pharmacies with compliance to the NSPMP legislation, the Program has provided some key reference points on the following pages.

Please take an opportunity to review this information as well as the On-line System Guide which is available on-line at www.nspmp.ca. This guide has many helpful tips and can assist pharmacies in using the the NSPMP on-line system.

As well, our helpful Customer Service Representatives (CSR's) are available to provide assistance between the hours of 8am-5pm, Monday through Friday at the toll free number 1-877-476-7767 or 902-496-7123.

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Contact Information

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Long Term Care Prescriptions

Prescriptions written for patients living in long term care facilities do not have to be written on a duplicate prescription, however, the PMP legislation **does** require that these scripts be submitted on-line.

The following steps outline the process for submitting long term care prescriptions on-line:

- Enter each patient's provincial health card number
- Patient's Name , patient's date of birth, patient's gender
- Enter the prescribers PMP ID (example: NS00000123)
- **In lieu of PMP pad number , enter "LTC"**

Please refer to page 19 of the On-line System Guide

Handling Part-Fills

When entering part-fills please **do not** enter the total quantity and total days supply on prescriptions that will have future part-fills dispensed. Each part-fill is to be entered on-line as it is dispensed.

The first fill of a part-fill is received by NSPMP as "N" (new) and all of the following part-fills are received as "R" (refill/part-fill).

There may be situations when a pharmacy will receive an "R52 – New/refill code error" response code upon entering a part-fill. This response code will be generated when the original duplicate script has not been entered on-line and a pharmacy is attempting to submit the subsequent part-fill.

In order for the PMP system to allow the part-fill to be submitted, the original script must first be entered on-line. The pharmacy can then enter the subsequent part-fills as required.

Please refer to page 7 of the On-line System Guide



Prescriptions Not Entered Into the On-line System

We understand that there may be circumstances which make submitting a claim through the on-line PMP system difficult, such as encountering an error messages. If this situation occurs during the NSPMP business hours of 8am - 5pm Monday through Friday, please contact one of our Customer Service Representatives for assistance toll free at 1-877-476-7767 or 902-496-7123.

Should you experience trouble submitting claims outside of our regular business hours and are required to utilize your software's "back door" functionality in order to dispense a monitored drug, **you are required to forward a copy of the duplicate prescription to the Program** for processing within 30 days. The preferred method of submitting the prescription is via fax to 902-481-3157, however, they can also be mailed to PO Box 2200, Halifax, NS, B3J 3C6.

Please refer to page 7 of the On-line System Guide

Claim Submission Response Codes

Inactivating Prescriptions

There may be situations when a Pharmacist feels it's inappropriate to submit a duplicate prescription on-line due to the potential for diversion, misuse or abuse of the prescribed medication.

There are three intervention codes which can be used in these situations. They are:

- DUCF - For drug utilization only. Falsified or altered prescription.
- DUCM - For drug utilization only. Suspected multi-pharmacy/multi doctor.
- DUCO - For drug utilization only. Potential overuse/abuse.

The reversal code chosen by the pharmacist will change the status of the prescription in the PMP database. When the status is changed to "inactive", the PMP pad number can no longer be used by any pharmacy to submit the claim to the Program. Any attempt to do so will result in a rejection of the claim. An intervention code must be specified as to why the prescription is being inactivated. **Please note: Once a prescription's status is changed to inactive, it CAN only be changed back to active by the PMP Program.**

Please refer to pages 14 & 15 of the On-line System Guide