# A Guide to Pharmacy Rejections

Created to provide you with the tools and information needed to address pharmacy callbacks or faxbacks

## START HERE

**CALL THE PHARMACY** (or take the call from the pharmacy)

As a member of the office staff, you often have to handle pharmacy conversations. Start here to help patients access the medication they are prescribed.

## FIND OUT

What is the issue with the prescription?

## COVERAGE

### FIND OUT

Did you run the patient's insurance?

**NO**

#### FIND OUT

Can you run the patient's insurance?

#### FIND OUT

What is the rejection code? *(see page 2)*

Example rejection code **75: Prior authorization required**

**Complete prior authorization**

Example rejection code **70: Product/service not covered**

**Call patient health plan**

**YES**

#### FIND OUT

What is the rejection code? *(see page 2)*

Example rejection code **70: Product/service not covered**

**Call patient health plan**

## COST

### FIND OUT

Did you run the patient's insurance?

**NO**

#### FIND OUT

Can you run the patient's insurance?

#### FIND OUT

- Is this the patient's copay or cash price? If cash price, what is the copay?
- Is this for a 30- or 90-day supply?
- Was a brand coupon applied? (commercial patients only)

#### IF THE COST IS STILL HIGH, VERIFY THE CAUSE

- Did the patient meet their deductible?
- Does the patient have coinsurance?

**Ask the pharmacy or contact the manufacturer to learn about other patient support options**

**YES**

#### FIND OUT

What is the patient's copay?

#### FIND OUT

- Is this the patient's copay or cash price? If cash price, what is the copay?
- Is this for a 30- or 90-day supply?
- Was a brand coupon applied? (commercial patients only)

#### IF THE COST IS STILL HIGH, VERIFY THE CAUSE

- Did the patient meet their deductible?
- Does the patient have coinsurance?

**Ask the pharmacy or contact the manufacturer to learn about other patient support options**

## AVAILABILITY

### FIND OUT

- What is the correct NDC number for this Rx?
- Is there a quantity limit?
- Is the patient refilling too soon?
- Does a 90-day Rx have to be filled only via mail order or by a specific retailer?

#### FIND OUT

Is the product out of stock or unavailable per the pharmacy system?

**Clarify why this matters—pharmacy may assume unavailability if their wholesaler does not default-display a product (e.g., McKesson or Cardinal not auto-listing SKUs)**

**NO**

#### FIND OUT

What is the rejection code? *(see page 2)*

Other rejection code

**Address rejection reason** *(see page 2)*

Example rejection code **79: Refill too soon**

**Prompt pharmacy to call the patient's plan for an override, if necessary**

**YES**

**Have the pharmacy check with the primary and secondary wholesalers for availability**

# Common Rejection Codes

The codes below can help you determine which steps to take so the patient can get their medication.

## Coverage

| CODE | REASON/MESSAGE | DESCRIPTION |
|---|---|---|
| **65** | Patient not covered | This patient may not have Rx benefits. The patient should call their plan. |
| **68/69** | Filed after coverage terminated or expired | The patient's benefits have expired or are no longer active. The patient should call their plan. |
| **70** | Product/service not covered | NDC or prescribed product is not covered under the patient's plan. Alternative would be required unless plan confirms ability of prior authorization or medical exception. |
| **MR** | Product not on formulary | |
| **75** | Prior authorization required | A prior authorization must be submitted for the plan to cover the medication prescribed. |

## Availability

| CODE | REASON/MESSAGE | DESCRIPTION |
|---|---|---|
| **76** | Plan limitations exceeded | The prescription's days' supply or quantity limit must be addressed before the plan can cover the medication. |
| **79** | Refill too soon | The patient is not yet due for a refill according to the data on which a previous prescription was filled. If the patient is out of medication, the pharmacy should call the patient's plan for an override. |
| **88** | DUR reject error | DUR is a comprehensive review of medication usage addressed by the pharmacist. Possibilities may include duplicate therapy, overuse, drug-drug interaction, drug-age interaction, drug-gender interaction, and drug-pregnancy interaction. |

DUR=drug utilization review; NDC=national drug code; SKU=stock keeping unit.

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