



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Billing Basics for Pharmacy Point of Sale

Announcement and Agenda

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Office of Information Technology (OIT)
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1.0 General Information

1.1 Purpose of Training

The RPMS Basic Point of Sale Application course is designed to teach the new Point of Sale users the fundamentals of the application including: add/edit insurers, working rejections, processing manual claims, and printing routine reports. The course additionally includes vital information for Point of Sale personnel such as the team approach to the revenue generation cycle and customer service proficiency.

1.2 Prerequisites

None

1.3 Intended Audience

This class will benefit personnel new to the Point of Sale application including the following:

- Pharmacists
- Pharmacy Technicians
- Patient Registration
- Billing Staff
- Business Office Managers
- Health Information Management Supervisors

1.4 Course Material and References

1.4.1 At the IHS FTP Site

The following materials may be downloaded from the RPMS Training FTP site at <ftp://ftp.ihs.gov/pubs/rpms-training/POS-Pharmacy/>

- Course Agenda (this document)
- Basic Insurer Setup presentation
- Payer Implementation Checklist
- Payer Tables
- Patch 42 Area Contacts
- NCPDP Fields
- Emdeon Website

- Patient Registration Page 4 presentation
- User Screen and Override presentation
- Dx Codes Receipt
- DUR Receipt
- Reason for Service Code Values DUR Codes
- Report Menus
- Instructions for Subscribing to POS Listserv
- Troubleshooting
- User Tip Chart
- Info for BO and Patient Registration
- Instructions to Setup Insurer in POS
- Rejection DAW
- Drug Price Table
- How to Correct Duplicate Claims
- Stranded Claims
- Unbillable Drug Name
- Universal Claim Form
- Common Pharmacy Point of Sale
- Rejection Problems and Solutions
- Insurer Asleep Rejection
- FileMan Inquiry
- FTP Website
- Screen Capture
- FM Report

1.4.2 At the IHS RPMS Website

- Pharmacy Point of Sale (ABSP) User Manual
<http://www.ihs.gov/RPMS/PackageDocs/ABSP/absp010u.pdf>
- Pharmacy Point of Sale (ABSP) Patch Addendum Version 1.0 Patch 42
<http://www.ihs.gov/RPMS/PackageDocs/ABSP/absp0100.42o.pdf>

2.0 Learning Objectives

At the completion of this session the participant will be able to:

- Add a new POS insurer in the Point of Sale application.
- Edit an existing POS insurer in the Point of Sale application.
- Process a manual POS claim in the Point of Sale application.
- Edit rejected POS claim and resubmit through the Point of Sale application.
- Explain how the Point of Sale application works with other RPMS applications.
- Print necessary reports.

3.0 Detailed Agenda

3.1 Day One

Topic	Duration
Welcome: <ul style="list-style-type: none"> • Introductions • Review Agenda and Training Materials • Objectives 	15 min.
Pre-Test	15 min.
Pharmacy Point of Sale Overview <ul style="list-style-type: none"> • RPMS Manual • Pharmacy Point of Sale addendums 	30 min.
Basics of Pharmacy Point of Sale <ul style="list-style-type: none"> • Overview of the Pharmacy Point of Sale Billing Business Workflow • Overview of the Keys that are needed to access Pharmacy Point of Sale and Patient Registration • D.0 Introduction and Overview • Add/Edit insurance in Patient Registration Table Maintenance • Add/Edit Group Numbers in Patient Registration Table Maintenance • Set up of Insurance in Pharmacy Point of Sale 	30 min.
Break	15 min.
D.0 Insurer Set-up <ul style="list-style-type: none"> • Overview of D.0 Insurer Setup • D.0 Payer Implementation Workbook • Structure-Hands-On 	45 min.
Lunch	60 min.
Adding a New Insurance – Demo and Hands-On	30 min.
D.0 Payer Implementation Workbook – Demo and Hands-On	30 min.
Insurance set up in Point of Sale – Demo Hands	30 min.
Break	15 min.
Adding Insurance to Patient Registration Page 4 <ul style="list-style-type: none"> • Add/Edit Insurance 	75 min.
Overview/Questions	15 min.
Adjourn	15 min.

3.2 Day Two

Topic	Duration
Day Two Overview <ul style="list-style-type: none">• Review from Day One• Questions• Day Two Objectives	15 min.
Point of Sale User Screen and Overrides	15 min
Report Menus	45 min
Break	15 min.
Overview Point of Sale – Handouts	45 min.
Lunch	60 min.
Common Point of Sale Rejections	30 min.
Site Specific Rejections/Issues – one-on-one time/class discussion	60 min.
Questions/Review	15 min.
Post Test, Evaluation, and Adjourn	15 min.