RESOURCE AND PATIENT MANAGEMENT SYSTEM

Pharmacy Point of Sale

(ABSP)

Addendum to User Manual

Version 1.0 Patch 56
July 2025

Office of Information Technology
Division of Information Resource Management

Table of Contents

1.0   Introduction

This document provides information for the user pertaining to software enhancements and minor corrections included in Pharmacy Point of Sale (ABSP) v1.0 p56. Please distribute this addendum to your pharmacy billing staff upon installation of the patch.

1.1   Summary of Changes

FID74017–A correction was made to populate the **Other Bill Identifier** field of the 3P Bill file and the A/R Bill file with the complete **Prescription IEN (Internal Entry Number)**. Prior to p6, the Other Bill Identifier field was only populated with the first 7 characters of the Prescription IEN. This caused a problem for Accounts Receivable staff when trying to look up an A/R Bill by entering the Prescription IEN, which is often the only number provided by payers.

FID113735–A change was made to the ABSP Insurer file to prevent SUPPRESS NCPDP FIELD entries 354 and 420 from being automatically populated when a new ABSP insurer is created.

FID119420–A new option called **Asleep Insurer Check** was added to the **ABSP Manager** Menu. This option provides a list of insurers that are asleep and automatically wakes them up. It also allows for poking the queue, if desired.

FID120125–A correction was made to the Corrupt Response/Broken PCC Link Report to allow for sending the report to a printer. Please refer to the ABSP v1.0 p55 addendum for details on this report.

FID122824–A new option called **Unknown Pay Status Claims Report** was added to the **Maintenance Reports** menu to provide a list of prescriptions that have a PAY STATUS of 'Unknown Claim Status' and to allow for reprocessing those prescriptions, if desired. These are APSP prescriptions that didn't create a claim in Pharmacy Point of Sale.

2.0   Patch Details

2.1   Asleep Insurer Check Option

A new option called **Asleep Insurer Check** was added to the **Pharmacy POS Manager Menu** (MGR > ASLP). This option provides a list of all insurers that are asleep, if any, and automatically wakes them up. It also allows for poking the queue, if desired. This eliminates the need for users to go into each ABSP Insurer individually, manually delete the values populated in the RX SLEEP fields and then poke the queue.

When the **ASLP** option is accessed, help-text is displayed along with a message indicating the option is searching for insurers that are asleep. The insurers found to be asleep will be automatically woken up and then a list of these insurers will be displayed with their Internal Entry Number(s) from the ABSP Insurer file. Next, you will be given the opportunity to poke the queue. Keep in mind, if the queue is not poked within the ASLP option, you will need to access the **Statistics & Misc. Options Screen** (MGR > MGR) to poke the queue.

```
                     ************************************
                     * PHARMACY POINT OF SALE V1.0 P56 *
                     *    2021 DEMO HOSPITAL (INST)    *
                     *    Pharmacy POS Manager Menu    *
                     ************************************


   SET    Pharmacy Point of Sale Setup Menu ...
   MGR    Statistics & misc. options screen...
   RPT    Pharmacy electronic claims reports ...
   COMM   Communications - View Dial Out Log File
   BACK   Pharmacy POS background scan ...
   USER   Claims data entry screen...
   REST   Restore deferred claims from Optum outage (p53)
   ZERO   Reset Queue to zero & Poke (p53)
   ASLP   Asleep Insurer Check


Select Pharmacy POS Manager Menu Option: ASLP  Asleep Insurer Check

                     ************************************
                     * PHARMACY POINT OF SALE V1.0 P56 *
                     *    2021 DEMO HOSPITAL (INST)    *
                     *      Asleep Insurer Check       *
                     ************************************



   This option will go thru the ABSP Insurer file and look for asleep
   insurers. It will automatically wake the insurers up, and then you
   will be given the option to POK the queue.



Searching....
The following insurers were asleep but have been woken up:
```

```
         Insurer (IEN)
1.  ANTHEM BCBS (946)
2.  CVS CAREMARK (1262)
3.  D-AETNA (1271)
4.  RX-MEDCO (1401)


Do you want to poke the queue now? YES// YES
Poke the queues?
Are you sure? Y// ES
Poking the pharmacy POS processing queues:
...OK, they've been POKEd.


Enter RETURN to continue or '^' to exit:
```

Figure 2-1: ASLP example when asleep insurers are found and the user chooses to poke the queue

If there are no insurers that are asleep, a message will be displayed.

```
                *********************************
                * PHARMACY POINT OF SALE V1.0 P56 *
                *    2021 DEMO HOSPITAL (INST)    *
                *       Asleep Insurer Check      *
                *********************************


   This option will go thru the ABSP Insurer file and look for asleep
   insurers. It will automatically wake the insurers up, and then you
   will be given the option to POK the queue.


Enter RETURN to continue or '^' to exit:

Searching....

There are no asleep insurers right now.

Enter RETURN to continue or '^' to exit:
```

Figure 2-2: ASLP message displayed when no insurers are asleep

2.2   Unknown Pay Status Claims Report

A new option called **Unknown Pay Status Claims Report** was added to the **Maintenance Reports** menu to provide a list of prescriptions that have a PAY STATUS of 'Unknown Claim Status' and to allow for reprocessing those prescriptions, if desired. These are pharmacy prescriptions that did not create a claim in Pharmacy Point of Sale.

When a prescription is filled or refilled in the **Outpatient Pharmacy Patient Prescription Processing** option (PSO1 > RX > PRXP), a label is printed. This is the point where a claim is created in Pharmacy Point of Sale (POS) for billing. Sometimes, due to system limitations, the claim entry isn't created in POS. This can happen when multiple labels are being printed at the same time or when there's a delay in the response from Optum. Patch 56 adds a message within the **PRXP** option to indicate the POS claim wasn't created.

```
Fill Priority: // ??

Choose from:
S       RUSH
W       WAITING
T       TELEPHONE
R       REFILL BY MAIL
N       NOT WAITING

Fill Priority: // WAITING

Print/Queue/Cpro/Med sheet/pWh/Hold/SUspend/Refill/CAncel///'^'=Exit: P// rint Label
       DEMO,PATIENT            123456
       TAKE TWO (2) TABLETS BY MOUTH
       EVERY 4 HOURS AS NEEDED FOR
       ALLERGY SYMPTOMS. -MAY CAUSE
       DROWSINESS-        Fill 1 of 11
       CHLORPHENIRAMINE 4MG TAB
       Rx 10001320 GC  #360 TAB
       PROVIDER,M.        4-29-25

ABSP Pharmacy Point Of Sale claim did NOT generate

Select PATIENT NAME:
```

Figure 2-3: New message displayed in the PRXP option when a claim entry isn't created in Pharmacy Point of Sale

Prior to p56, there wasn't a way to easily identify these 'missing' claims or to submit them in bulk. Once identified, the **Send New Claims** option in the **Claims Data Entry Screen** had to be used to submit each 'missing' prescription individually.

The **Unknown Pay Status Claims Report (UNKC)** option provides a way to identify 'missing' claims and submit them in batches. When the UNKC option is accessed, help-text is displayed. Please read through all of the help-text before entering a date range.

After the help-text is displayed, you will be prompted to enter a starting fill date and an ending fill date. The starting fill date can go as far back as one year prior, or T-365 days.

```
Select Maintenance Reports Option:  Unknown Pay Status Claims Report

  This option is an effort to create a Pharmacy Point of Sale claim for
  prescriptions within a selected date range that have a PAY STATUS of
```

```
    'Unknown Claim Status'.

This option will do two things:
1. Based on the selected date range (maximum of T-365 thru Today), report all
   prescriptions that have a PAY STATUS of 'Unknown Claim Status'. The user
   will be able to print the report to either a printer or create a delimited
   file.

2. You will be prompted if you want to continue to the second step, creating
   Pharmacy Point of Sale claims for the reported prescriptions. If you
   continue, the above identified prescriptions will be reprocessed and attempt
   to create Pharmacy Point of Sale claims.


NOTE: The second step of this option should be run during NON-PEAK HOURS.
      Running it during peak hours may slow down the system and could cause
      new entries to fall onto this report.

   Step #2 can only be run once a day, to minimize the effect on daily
   operations as much as possible, since it could slow the system down for
   the person filling prescriptions and printing labels.

Enter RETURN to continue or '^' to exit:

 ============ Entry of PRESCRIPTION FILL DATE Range =============

Enter STARTING FILL DATE for the Report:  (5/2/2024 - 5/2/2025): 4/1/25  (APR 01
, 2025)

Enter ENDING FILL DATE for the Report:  T  (MAY 02, 2025)

Searching...
```

Figure 2-4: UNKC help-text and date range prompts

Next, you will be prompted to select a report type, or TYPE of LISTING. There are two: **Simple Output** and **Delimited Output**. The **Simple Output** is intended to be displayed to your RPMS screen or sent to a printer and provides the information shown in the example below.

```
     Select one of the following:

        1          Simple Output
        2          Delimited Output

Select TYPE of LISTING: 1  Simple Output
Output DEVICE: HOME//   Virtual

Printing...
WARNING: Confidential Patient Information, Privacy Act Applies

Unknown Pay Status Claims Report                 MAY 2,2025@14:22:18  Page 1
-------------------------------------------------
Patient: DEMO,PATIENT
Chart Number: 123456
RX Number:10203045
RX IEN: 10000008
Drug: NAPROXEN 500MG TAB
```

```
Fill Date: APR 22, 2025
Error Message: UNKNOWN CLAIM STATUS
-------------------------------------------------
Patient: PATIENT,TEST
Chart Number: 234567
RX Number:10203056
RX IEN: 10000010
Drug: CHLORPHENIRAMINE 4MG TAB
Fill Date: APR 29, 2025
Error Message: UNKNOWN CLAIM STATUS
-------------------------------------------------

TOTAL Prescriptions found: 2

E N D    O F    R E P O R T
```

Figure 2-5: UNKC Simple Output example displayed to the user's RPMS screen

The **Delimited Output** is intended to be exported to your site's Host File Server and formatted to Excel. At the 'Path' prompt, type your site's directory path and <enter>. At the 'Filename' prompt, type a name for the report and <enter>. Access your site's directory, find your file, and open it with Excel. The data in the file will be delimited with a carat (^).

> **Note**:   The 'Path' shown in the example below is just an example. Your site's directory path will be different.

```
     Select one of the following:

          1          Simple Output
          2          Delimited Output

Select TYPE of LISTING: 2  Delimited Output
Path: G:\PUB\
Filename: UNKC RPT 20250502
```

Figure 2-6: UNKC Delimited Output exported to site's Host File Server

Once the Delimited Output file has been imported into Excel and formatted, it will look similar to the example below.

	A	B	C	D	E	F	G
1	WARNING: Confidential Patient Information, Privacy Act Applies						
2							
3	Unknown Pay Status Claims Report		MAY 02,2025@14:23:19				
4							
5	Patient	Chart Number	RX#	RXIEN	Drug	Fill Date	Error Message
6	DEMO,PATIENT	123456	10203045	10000008	NAPROXEN 500MG TAB	4/22/2025	UNKNOWN CLAIM STATUS
7	PATIENT,TEST	234567	10203056	10000010	CHLORPHENIRAMINE 4MG TAB	4/29/2025	UNKNOWN CLAIM STATUS
8							
9	E N D O F R E P O R T						

Figure 2-7: Delimited Output after being imported to Excel

After the report has been run, a message will be displayed indicating that you will be given the opportunity to process the 'missing' claims. To process the claims and have the entries created in Pharmacy Point of Sale, type **Yes** at the prompt and <enter>. Another message will be displayed when the process is complete.

> **Note**: Be careful running the processing piece during peak hours. If the processing piece is run for a large number of prescriptions during peak hours, the process could fail. Start with a small number of prescriptions, verify the POS claims were created, and then continue processing the backlog in small batches.

```
  It is now going to create Pharmacy Point of Sale claims for all prescriptions
  identified on this report. It could take a few minutes, depending on how many
  were identified. You will not have the option to exit until it is complete.


ARE YOU SURE YOU WANT TO CONTINUE WITH THIS PROCESS (YES/NO)? YES

Ok, processing claims...

Done.
```

Figure 2-8: UNKC claims processing example

A message will be displayed if the processing piece is unable to create one or more entries. Try running the processing piece another time during non-peak hours.

```
  It is now going to create Pharmacy Point of Sale claims for all prescriptions
  identified on this report. It could take a few minutes, depending on how many
  were identified. You will not have the option to exit until it is complete.


ARE YOU SURE YOU WANT TO CONTINUE WITH THIS PROCESS (YES/NO)? YES

Ok, processing claims...

ABSP Pharmacy Point Of Sale claim did NOT generate

Done.
```

Figure 2-9: Message displayed if one or more claims could not be created

The example below shows the complete process as one screenshot when missing claims are found, the user selects Simple Output displayed to the RPMS screen and then chooses to process claims.

```
Select Maintenance Reports <TEST ACCOUNT> Option:  Unknown Pay Status Claims Rep
ort

  This option is an effort to create a Pharmacy Point of Sale claim for
  prescriptions within a selected date range that have a PAY STATUS of
```

```
    'Unknown Claim Status'.

This option will do two things:
1. Based on the selected date range (maximum of T-365 thru Today), report all
   prescriptions that have a PAY STATUS of 'Unknown Claim Status'. The user
   will be able to print the report to either a printer or create a delimited
   file.

2. You will be prompted if you want to continue to the second step, creating
   Pharmacy Point of Sale claims for the reported prescriptions. If you
   continue, the above identified prescriptions will be reprocessed and attempt
   to create Pharmacy Point of Sale claims.


NOTE: The second step of this option should be run during NON-PEAK HOURS.
      Running it during peak hours may slow down the system and could cause
      new entries to fall onto this report.

  Step #2 can only be run once a day, to minimize the effect on daily
  operations as much as possible, since it could slow the system down for
  the person filling prescriptions and printing labels.

Enter RETURN to continue or '^' to exit:

 ============ Entry of PRESCRIPTION FILL DATE Range =============

Enter STARTING FILL DATE for the Report:  (5/2/2024 - 5/2/2025): 4/1/25  (APR 01
, 2025)

Enter ENDING FILL DATE for the Report:  T  (MAY 02, 2025)

Searching...

     Select one of the following:

         1          Simple Output
         2          Delimited Output

Select TYPE of LISTING: 1  Simple Output
Output DEVICE: HOME//   Virtual

Printing...
WARNING: Confidential Patient Information, Privacy Act Applies

Unknown Pay Status Claims Report                    MAY 2,2025@14:22:18  Page 1
--------------------------------------------------
Patient: DEMO,PATIENT
Chart Number: 123456
RX Number:10203045
RX IEN: 10000008
Drug: NAPROXEN 500MG TAB
Fill Date: APR 22, 2025
Error Message: UNKNOWN CLAIM STATUS
--------------------------------------------------
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Chart Number: 234567
RX Number:10203056
RX IEN: 10000010
Drug: CHLORPHENIRAMINE 4MG TAB
Fill Date: APR 29, 2025
Error Message: UNKNOWN CLAIM STATUS
--------------------------------------------------
```

```
TOTAL Prescriptions found: 2

E N D    O F    R E P O R T

Enter RETURN to continue or '^' to exit:

  It is now going to create Pharmacy Point of Sale claims for all prescriptions
  identified on this report. It could take a few minutes, depending on how many
  were identified. You will not have the option to exit until it is complete.


ARE YOU SURE YOU WANT TO CONTINUE WITH THIS PROCESS (YES/NO)? Y  YES

Ok, processing claims...

Done.
```

Figure 2-10: Complete UNKC process when missing claims are found, the user selects Simple Output and then chooses to process claims

Acronym List

Acronym	Term Meaning
3P	Third Party
ABSP	Acronym assigned to the Pharmacy Point of Sale application
APSP	Acronym assigned to the IHS Pharmacy/Modifications application
ASLP	Acronym assigned to the Asleep Insurer Check option
A/R	Accounts Receivable
FID	Feature Identification – a number assigned to a software change request
HTTP	HyperText Transfer Protocol – a type of internet communication
IEN	Internal Entry Number – a unique number assigned to an individual data file in RPMS
IHS	Indian Health Service
IT	Information Technology
POS	Informal abbreviation for the Pharmacy Point of Sale application
PSO	Acronym assigned to the Outpatient Pharmacy application
RPMS	Resource and Patient Management System
RX	Common abbreviation for 'prescription'
UNKC	Acronym for the Unknown Pay Status Claims Report option

Contact Information

If you have any questions or comments regarding this distribution, please contact the IHS IT Service Desk.

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