

## Rejection Problems and Solutions

Problem	Solution
<p>Related to DUR - SUBMISSION-CLARIF ERROR COUNT=0</p>	<p>Go into the Advance Set up of Insurer and unsuppress field 354:</p> <pre>Select SUPPRESS NCPDP SEGMENT: Narrative// Select SUPPRESS NCPDP FIELD: 367// 354 SUBMISSION CLARIFICATION CODE ...OK? Yes// y (Yes) SUPPRESS NCPDP FIELD: 354// @ SURE YOU WANT TO DELETE THE ENTIRE SUPPRES NCPDP FIELD? y (Yes) Select SUPPRESS NCPDP FIELD:</pre>
<p>R9: Value in gross amount due does not follow pricing formulae</p>	<ol style="list-style-type: none"> <li>1. Go to Advance Setup of Insurer (ADV).</li> <li>2. Change the answer to this field from YES to NO.</li> <li>3. Resubmit the claim by using NEW.</li> </ol> <p>Add Disp. Fee to Ingr. Cost: YES// NO</p>
<p>8S Basis of Cost Determination Value Not Supported</p>	<ol style="list-style-type: none"> <li>1. Go to Advance Set up of Insurer.</li> <li>2. Change the value from 0 (zero) to 07.</li> </ol> <pre>NAME: RX-TESTING INSURER// NCPDP VERSION: 5.1// BIN NUMBER: 009988// PCN NUMBER: RX - Dispensing Fee: GRACE PERIOD: RX - Help Telephone #: MEDICARE PARTD?: N// Maximum RX's Per Claim: 4// Add Disp. Fee to Ingr. Cost: NO// *Contract Required: Total exclusive of Patient Amt:  Select NCPDP FIELD SPECIAL CODE: 104// 423 BASIS OF COST DETERMINATION SPECIAL CODE: S ABSP("X")="07" Select NCPDP FIELD SPECIAL CODE:</pre>
<p>56:Non-Matched Prescriber ID</p>	<ol style="list-style-type: none"> <li>1. Make sure the NPI flag is set to BOTH.</li> <li>2. Resubmit the claim by using NEW.</li> </ol> <p>INSURER NPI FLAG: BOTH//</p>
<p>25 M/I Prescriber ID</p>	<ol style="list-style-type: none"> <li>1. Go to Advance Setup of Insurer.</li> <li>2. Make sure the Insurer NPI Flag is set to BOTH.</li> <li>3. Resubmit the claim by using NEW.</li> </ol> <p>INSURER NPI FLAG: BOTH</p>

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<p>2N M/I Prescriber State/Province Address</p>	<ol style="list-style-type: none"> <li>1. Go to Advance Set up of Insurer.</li> <li>2. Check to see if field 367 is suppressed.</li> <li>3. Resubmit your claim using the option NEW.</li> </ol> <p>If you still receive the same rejection, enter the provider's state into the Provider file.</p> <p>If the provider's state is entered into the provider file:</p> <ol style="list-style-type: none"> <li>1. Check to see if the providers NPI number is entered into the option NPI - Add/Edit NPI values for Providers.</li> <li>2. Resubmit your claim using the option NEW.</li> </ol> <p><a href="https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do">https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do</a></p> <pre>Select SUPPRESS NCPDP SEGMENT: Narrative// Select SUPPRESS NCPDP FIELD: 367// 367 PRESCRIBER STATE     ...OK? Yes// y (Yes) SUPPRESS NCPDP FIELD: 367// @ SURE YOU WANT TO DELETE THE ENTIRE SUPPRESS NCPDP FIELD? y (Yes) Select SUPPRESS NCPDP FIELD:</pre>
<p>EM M/I Prescription/Service Reference Number</p>	<ol style="list-style-type: none"> <li>1. Check to see if field 455 is suppressed             <ol style="list-style-type: none"> <li>a. Go to the ADV option SUPPRESS NCPDP FIELD.</li> <li>b. Select SUPPRESS NCPDP FIELD: Enter ?? to see if 455 is listed. If listed, delete it</li> </ol> </li> </ol> <pre>Select SUPPRESS NCPDP FIELD: 455 Pres/Srv Ref Number Qual     ...OK? Yes// (Yes) SUPPRESS NCPDP FIELD: 455// @ SURE YOU WANT TO DELETE THE ENTIRE SUPPRESS NCPDP FIELD? y (Yes)</pre> <ol style="list-style-type: none"> <li>2. In the NCPDP FIELD SPECIAL CODE field enter 455 code along with special code. The value for Pres/Srv Ref Number Qual field should be set to 1</li> </ol> <pre>Select NCPDP FIELD SPECIAL CODE: 455 NCPDP FIELD SPECIAL CODE: 455// SPECIAL CODE: S ABSP("X")=1</pre>
<p>SYNTAX ERRORS</p>	<p>Invalid entry in the NCPDP FIELD SPECIAL CODE.</p> <ol style="list-style-type: none"> <li>1. Site should send a FileMan Inquiry in the ABSP Insurer file for that Insurer.</li> <li>2. Please e-mail Support@ihs.gov to have a HEAT ticket opened. Programmer will need to fix this issue.</li> </ol>

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<p>&lt;&gt;&lt;SUBSCRIPT&gt;REPAPP+1 5^ABSPOSH6 ^ABSPR(653219 08:09:00 ABSP USER SCREEN</p>	<p>Please e-mail Support@ihs.gov to have a HEAT ticket opened. Programmer will need to fix this issue.</p>
<p>&lt;&gt;&lt;SUBSCRIPT&gt;FIND+41^A BSPOSRZ ^ABSPF(9002313.93 10:01:30 ABSP RPT RJCTN T</p>	<p>Please e-mail Support@ihs.gov to have a HEAT ticket opened. Programmer will need to fix this issue.</p>
<p>INTERNAL ERROR (code 8899) when doing an override on diagnosis codes</p>	<p>Please e-mail Support@ihs.gov to have a HEAT ticket opened. Programmer will need to fix this issue.</p>
<p>Rejection when reversing a claim PB: Invalid transaction count for this transaction code;99:host processing error; packet header reject</p>	<p>This is a known issue, fix will be in next patch</p>