



# POS Office Hours

## How to Find Patient Insurance Information in RPMS Using Pharmacy Electronic Claims Reports (Cardfinder not needed)

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# Learning Objectives

1. Demonstrate how to use insurance eligibility check functions in RPMS to find private pharmacy insurance and Medicare part D information



## RPMS Pharmacy Benefits Eligibility Check Functionality

- Must have pharmacy benefits eligibility check as part of your contract with Change Healthcare in order to use these functions in RPMS
  - If you error message “ERX05 CALL(866-379-6389) RE:(1154451730)” this may indicate that you do not have this service as part of your contract with change healthcare
- If you do not have this service as part of your contract, you will want to coordinate with whoever handles contracts at your facility
  - May have to do a contract modification
  - Contracting personnel will be the experts on how to handle this



## RPMS Pharmacy Benefits Eligibility Check Functionality (2)

- Reach out to [nathan.ludvigson@changehealthcare.com](mailto:nathan.ludvigson@changehealthcare.com) for questions regarding information/estimates for adding this service to your current change healthcare contract or for questions regarding problems with this function
  - He can let you know there's a problem on their end or a problem on your end



## Possible Error Message if Service is not Part of Your Contract

```
Send report to device: HOME//  VIRTUAL

On:          JUN 12, 2023@11:12:12
Patient Name: ████████████████████
Medicare ID: ████████████████████
Status:      R
Authorization #:
Result:      ERX05 CALL (866-379-6389) RE: (1154451730)
```



## Where To Find These Functions

- Pharmacy point of sale menu > Pharmacy electronic claims reports > Private Insurance Eligibility Check or Medicare Part D Eligibility Check
  - ABSP > RPT > PRIV or ELIG



# Pharmacy Point of Sale Menu - Private Insurance Eligibility Check - Medicare Part D Eligibility check

```
*****  
* PHARMACY POINT OF SALE V1.0 P52 *  
* TWELVE CLANS UNITY HOSPITAL *  
* Pharmacy electronic claims reports *  
*****  
  
CLA Claim results and status ...  
SITE Claims result and status by site ...  
MNT Maintenance Reports ...  
ADMN Administration reports ...  
SET Setup (Configuration) reports ...  
SURV Surveys of RPMS database ...  
ELIG Medicare Part D Eligibility Check  
PRIV Private Ins Eligibility Check  
OTH Other reports ...
```



## What Data You'll Need (1)

- Service date
- Patients name, DOB or Chart Number
  - Chart Number works best
  - No duplicates
- If your RPMS is set up to have multiple pharmacies/clinics, you will need to select the appropriate pharmacy/clinic you are working at
  - If you only have one division it should default to that
  - You can always press “??” to see what options are available at this prompt



## What Data You'll Need (2)

- For Private Eligibility Check to work, the patient has to have insurance entered on page 4 of the patient's file in the patient registration package
  - This seems counterintuitive b/c we are searching for insurance
  - Make a Demo or Dummy insurer to use for the purpose of submitting private insurance eligibility checks and set it to terminate in a few days



# Private Insurance Eligibility Check

```
*****  
* PHARMACY POINT OF SALE V1.0 P52 *  
* TWELVE CLANS UNITY HOSPITAL *  
* Pharmacy electronic claims reports *  
*****
```

Accept the default current date of JUN 12, 2023 or  
Enter a date between MAR 14, 2023 and SEP 10, 2023

Enter Service Date: JUN 12,2023// (JUN 12, 2023)

Generate eligibility chk (Private Insurance) for which patient?



## Result if Patient Doesn't Have Insurance on File

```
Generate eligibility chk (Private Insurance) for which patient?  
DEMO,API C          <D>  M 12-13-1995          WTR 999915  
  
>>> Active Patient Record Flag(s):  
    <HEARING IMPAIRED>          CATEGORY II  
    <INFECTIOUS DISEASE>        CATEGORY II  
    <RECORD DISCLOSURE RESTRICTIONS>  CATEGORY II  
  
Do you wish to view active patient record flag details? Yes// n (No)  
That individual does not have a Private Insurance Eligible entry.
```

\*Need to add Demo/Dummy insurer to page 4 of patient's file



## Result if Patient Does Not Have Private Insurance

```
Send report to device: HOME//  VIRTUAL

On:                JUN 12, 2023@18:06:41
Patient Name:      DEMO,API C
Member Number:     1265
Status:            R
Authorization #:
Result:            ERX108 Patient not found
```





## Result if a Search Has Been Performed in the Past (2)

```
PRIVATE INSURANCE INFORMATION
Insurance Level : 0
BIN            : 004336
PCN           : MEDDADV
GROUP         : ██████████
CARDHOLDER ID : ██████████
PERSON CODE   :
PHONE NUMBER  : ██████████
CONTRACT ID   : ████████
RX BENEFIT PLAN : 158
EFFECTIVE DATE : JAN 01, 2022
TERMINATION DATE:
LOW-INCOME COST : N
FORMULARY ID  :
```



## Result if a Search Has Been Performed in the Past (3)

```
Would you like to send a new eligibility check? N// y  YES
```

```
Transmitting eligibility check, please stand by.....
```

```
Send report to device: HOME//  VIRTUAL
```



## Result if a Search Has Been Performed in the Past (4)

### PRIVATE INSURANCE INFORMATION

Insurance Level : 0  
BIN : 004336  
PCN : MEDDADV  
GROUP : ██████████  
CARDHOLDER ID : ██████████  
PERSON CODE : ██████████  
PHONE NUMBER : ██████████  
CONTRACT ID : ██████████  
RX BENEFIT PLAN : 158  
EFFECTIVE DATE : JAN 01, 2022  
TERMINATION DATE :  
LOW-INCOME COST : N  
FORMULARY ID :

### OTHER COVERAGE INFORMATION

Secondary Coverage  
None  
Tertiary Coverage  
None



## Result If New Search

Accept the default current date of JUN 12, 2023 or  
Enter a date between MAR 14, 2023 and SEP 10, 2023

Enter Service Date: JUN 12,2023// (JUN 12, 2023)

Generate eligibility chk (Private Insurance) for which patient? XXXXXXXXXX



## Result If New Search (1)

```
Please specify the pharmacy: WINNEBAGO HO// 8083 WIN TRIBAL HLTH PROG 8083  
WINNEBAGO TRIBAL HLTH PROGRAM
```

```
Transmitting eligibility check, please stand by.....
```

```
Send report to device: HOME// VIRTUAL
```

```
On: JUN 12, 2023@17:37:15
```

```
Patient Name: [REDACTED]
```

```
Member Number: [REDACTED]
```

```
Status: A
```

```
Authorization #:
```

```
PATIENT INFORMATION
```

```
LAST NAME : [REDACTED]
```

```
FIRST NAME : [REDACTED]
```

```
DOB : [REDACTED]
```



## Result if New Search (2)

### PRIVATE INSURANCE INFORMATION

Insurance Level : 0  
BIN : 610014  
PCN :  
GROUP : ██████████  
CARDHOLDER ID : ██████████  
PERSON CODE : ██████  
PHONE NUMBER : ██████████  
CONTRACT ID :  
RX BENEFIT PLAN :  
EFFECTIVE DATE :  
TERMINATION DATE:  
LOW-INCOME COST :  
FORMULARY ID :

### OTHER COVERAGE INFORMATION

Secondary Coverage  
None  
Tertiary Coverage  
None



## Medicare Part D Eligibility Check

- Works similar to Private Insurance Eligibility Check
- Will require same info and will display same info
  - Except does not require insurance entry in patient file
- Will only display Medicare part D insurance info
  - Private insurance eligibility check seems to pick up Medicare Part D insurance info if a patient has it
  - Might only need to do this if a patient has Medicare (or you think patient should have Medicare) and their Medicare Part D info doesn't show up when you perform private insurance eligibility check



## Important!

- Medicaid information may not show up in this search
  - If you are unsure if your state's Medicaid shares info with Change Healthcare it would be wise to continue to use your state's Medicaid eligibility database to search for patient's Medicaid insurance info
- Some of the info resulted may be erroneous
  - Doesn't happen often, but sometime does
  - Wrong PCN, Wrong Group, etc
  - May have to call the insurance to get the correct info



## Live Demonstration

- Live Demonstration with Demo Patient!
  - Search without insurance on file
  - Put Demo insurance on file
  - Search with insurance on file