NCPDP Reject Code 88 DUR Reference Guide

June 22, 2022

Effective July 22, 2022, Drug Utilization Review (DUR) National Council for Prescription Drug Programs (NCPDP) **Reject Code 88 – DUR Reject Error** will be reinstated. NCPDP **Reject Code 88** alerts pharmacists when optimal therapy is not reflected in the beneficiary's claim history. This alert may present itself in the form of a rejection or an informational message.

If the alert presents itself in the form of a rejection, pharmacists shall exercise professional judgement and submit an override when an informed decision on therapy has been reached.

Note: Refer to *Appendix A – Reject Code 88 DUR: Service Codes Scenarios* for a list of scenarios for each DUR alert.

The following NCPDP table can be referenced for the field information that will be used to communicate DUR claim information.

DUR NCPDP Fields				
Field #	**NCPDP Field Name**	**Value**	**Payer Usage**	**Payer Situation**
473-7E	DUR/Professional Pharmacy Service (PPS) Code Counter	Maximum of 9 occurrences.	RW	Required if DUR/PPS segment is used.
439-E4	Reason for Service Code		RW	Required when needed to communicate DUR information.
440-E5	Professional Service Code		RW	Required when needed to communicate DUR information.

DUR NCPDP Fields				
Field #	NCPDP Field Name	Value	Payer Usage	Payer Situation
441-E6	Result of Service Code		RW	Required when needed to communicate DUR information.

Next Steps

When the claim triggers NCPDP **Reject Code 88**, reference NCPDP Field 439-E4 Reason for Service Code to determine the reason.

> - If the claim rejects for multiple Reason for Service Codes, each Service Code must be addressed independently. All DUR rejection alerts must be responded to via one claim. Any unresolved alerts will continue to reject. Informational message alerts do not have to be resolved for claim adjudication.
>
> - If you receive duplicate Reason for Service Codes, you are only required to address one Reason for Service Code (e.g., if you receive codes HD and HD, only resolve one code HD).

The pharmacy must return the claim with each of the following three components shown below to resolve the rejection.

1. Reason for Service Codes NCPDP Field 439-E4

The Reason for Service Code consists of alpha characters that reflect the type of potential therapeutic problem identified by the Medi-Cal Rx claims adjudication system and returned on a claims response.

Multiple alerts on a prescription are visible to the pharmacist and are prioritized by therapeutic problem-type according to the following hierarchy:

- DA: Drug-Allergy Conflict
- PG: Drug-Pregnancy Conflict
- MC: Drug-Disease Conflict
- DD: Drug-Drug Interaction
- TD: Therapeutic Duplication
- ER: Overutilization (Early Refill)
- LR: Underutilization (Late Refill)
- AT: Additive Toxicity
- ID: Ingredient Duplication
- PA: Drug-Age Conflict
- HD: High Dose
- LD: Low Dose

2. Professional Service Codes NCPDP Field 440-E5

The Professional Service Code consists of alphanumeric characters that identify the action the pharmacist took to resolve the DUR conflict. Select one of the Professional Service Codes from the following table.

Professional Service Codes	
Code	Description
M0 (M zero)	Prescriber consulted.
P0 (P zero)	Beneficiary consulted.
R0 (R zero)	Pharmacist consulted other source.

3. Result of Service Codes NCPDP Field 441-E6

The Result of Service Codes consists of alphanumeric characters that informs Medi-Cal Rx whether the prescription will be dispensed to determine the payment status of the claim. Select one of the codes from the following table.

Result of Service Codes	
Code	Description
1A	Filled as is; false positive.
1B	Filled prescription as is.
1C	Filled with different dose.
1D	Filled with different directions.
1E	Filled with different drug.
1F	Filled with different quantity.
1G	Filled with prescriber approval.
2A	Prescription not filled.
2B	Prescription not filled; direction clarified.

Contact Information

You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.

You can also submit questions by email to Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com.