



# NCPDP Reject Code 88 DUR Reference Guide

June 22, 2022; Updated December 11, 2024

On July 22, 2022, [Drug Use Review \(DUR\) Reject Code 88 – DUR Reject Error](#) was reinstated. Reject Code 88 alerts pharmacists when optimal therapy is not reflected in the member'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 denied claim, pharmacists must 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.

Refer to the following table containing NCPDP field information 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. |
| 441-E6           | Result of Service Code                               |                           | RW          | Required when needed to communicate DUR information. |

## Next Steps

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

- » If the claim rejects for multiple reasons 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 there are duplicate reason for service codes, only one reason for service code must be addressed. For example, if the claim rejects for Reason for Service Codes HD and HD, only one Reason for Service Code HD must be resolved.

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

### 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
- **TP:** Payer/Processor Question

## Professional Service Codes NCPDP Field 440-E5

The professional service code consists of alphanumeric characters that identify the action the pharmacist has taken 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)                | Patient consulted.                 |
| R0 (R zero)                | Pharmacist consulted other source. |

## Result of Service Codes NCPDP Field 441-E6

The result of service code consists of alphanumeric characters that inform Medi-Cal Rx whether the prescription will be dispensed to determine the payment status of the claim. Select one of the result of service 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.

For other questions, email Medi-Cal Rx Education & Outreach at [MediCalRxEducationOutreach@primetherapeutics.com](mailto:MediCalRxEducationOutreach@primetherapeutics.com).