

British Columbia Medication Review Services

April 1

2011

The objective of the British Columbia Medication Review Services program is to increase communication between patient and pharmacist to promote safe and effective medication use and improve health outcomes. The following documentation explains the protocol for billing Medication Review Services through Kroll.



Kroll Helpdesk Information

Head Office – Toronto

220 Duncan Mills Road, Suite 201
Toronto, Ontario
M3B 3J5
Tel: 416-383-1010
Toll Free: 1-800-263-5876
Fax: 416-383-0001
supportON@kroll.ca

Western Canada – Edmonton

42nd Avenue NW, Suite 313
Edmonton, Alberta
T6E 5Y4
support@kroll.ca

Eastern Canada – Dartmouth

33 Ochterloney Street, Suite 260
Dartmouth, Nova Scotia
B2Y 4P5
supportNS@kroll.ca

Medication Review Services

As per the **March 25, 2011 Edition 11-004 BCPharmaCare Newsletter**, Medication Review Services include the following:

- Medication Review – Standard (MR-S)
- Medication Review – Pharmacist Consultation (MR-PC)
- Medication Review – Follow-Up (MR-F)

All three types of review must be:

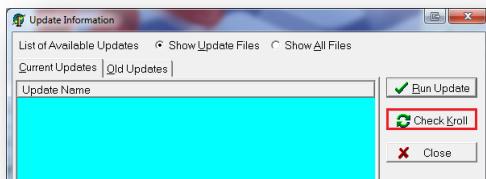
- Provided as an in-person appointment with a pharmacist (and not by telephone or any other electronic means);
- Respectful of the patient’s right to privacy; and
- Properly documented.

For comprehensive information about this program, see the **Medication Review Services – Guidelines for Pharmacists**, which will be available beginning **April 1st, 2011** on the PharmaCare website at www.health.gov.bc.ca/pharmacare/suppliers.html .

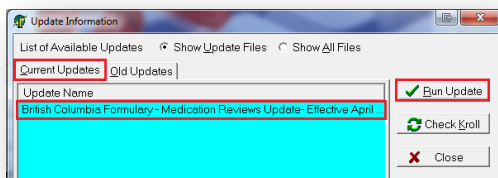
Adding BC Medication Review PINs into Kroll

In order to add the new BC Medication Review PINs into the Kroll system, the **British Columbia Formulary – Medication Reviews Update – Effective April 01, 2011** must be run as follows:

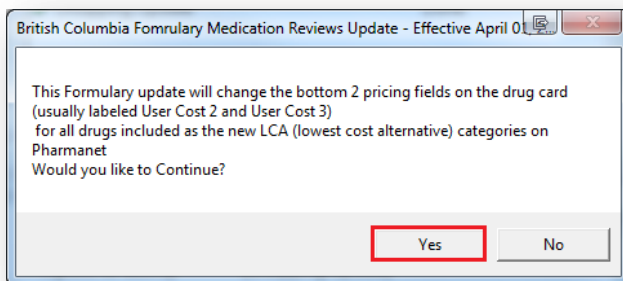
1. From the main computer terminal go to **File → List Program Updates** and click on **Check Kroll**.



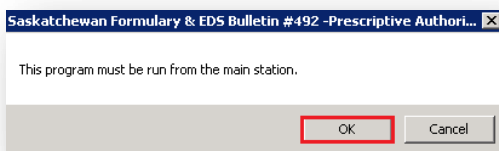
2. Place a checkmark next to the entry for **British Columbia Formulary – Medication Reviews Update – Effective April 01, 2011** and click **Download**.
3. Highlight the downloaded **British Columbia Formulary – Medication Reviews Update – Effective April 01, 2011** after it has been downloaded and click **Run Update**.



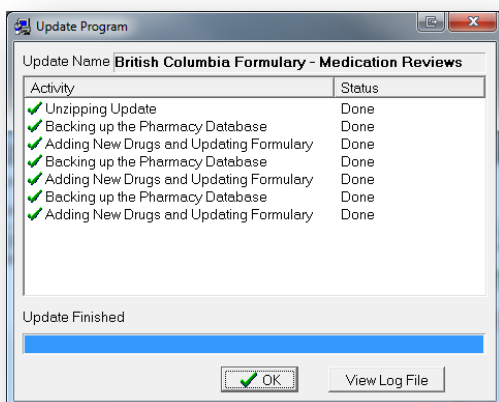
4. Answer **Yes** to the following prompt:



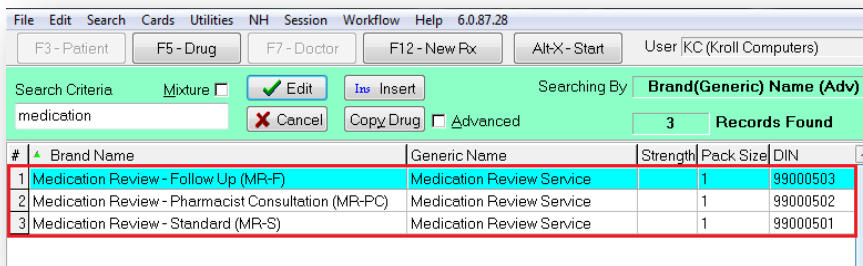
5. Verify that you are running the update from the **main computer station** by clicking **OK**.



6. Wait for the update to complete.



7. Once the update completes, there should be **3 new Medication Review** DINs added to the Kroll drug database.



- Note that all 5 price fields on the “drug” card will show \$0.00. As well, the **Drug Price Group** will be set to **BC Fee for Service** which attaches a pricing strategy that sets the prescription cost to \$0.00.

The screenshot shows a software interface for entering medication review services. Key fields include:

- Name:** Medication Review - Pharmacist
- Description:** \$70.00 Fee
- PDIN:** 99000502
- Sched:** 1 (Schedule 1 [F])
- Strength:** Oral/Written Not Specified
- Form:** (blank)
- Route:** Not Set
- Price Group:** BC Fee for Ser
- Pack Size:** 1
- Purchase:** \$0.00
- Vendor X:** \$0.00
- Vendor Y:** \$0.00
- User Cost 1:** \$0.00
- User Cost 2:** \$0.00
- User Cost 3:** \$0.00
- Price Group:** BC Fee for Ser

Sending Claims for Medication Review Services

Eligible patients are British Columbia residents with a Personal Health Number (PHN), who require at least one medication that is entered in PharmaNet, and give informed consent to receive the service.

Claims for Medication Review Services must be submitted electronically through PharmaNet on the date of the Medication Review using the appropriate PIN code:

PIN	Description	Payment Amount
99000501	Medication Review Standard (MR-S)	\$60.00
99000502	Medication Review Pharmacist Consultation (MR-PC)	\$70.00
99000503	Medication Review Follow-Up (MR-F)	\$15.00

To submit a claim for Medication Review Services:

- In the Days Supply field, enter 1
- In the Dispense Quantity field, enter 1
- In the Drug Cost field, enter 0
- IN the DIN/PIN field, enter the appropriate PIN indication in the above table.

***** IMPORTANT *** The response code returned by PharmaNet will be CD “patient not entitled to drug claimed”. These claims are adjudicated on a monthly basis; therefore, the real-time adjudication message of “patient not entitled to drug claimed” DOES NOT APPLY AND SHOULD BE IGNORED. You do not need to reverse these claims or resubmit. If you entered the data in the requested fields, the claims will be processed for payment.**

NOTE: Medication Review Services for April will be included with the June 6th, 2011 payment.

When sending the Medication Review Service to PharmaNet from Kroll, proceed as follows:

1. **Patient:** Search for and enter the name of the patient receiving the service.
2. **Drug:** Search and enter one of the three Medication Review Service PINs.
3. **Doctor:** Enter the Pharmacist performing the Medication Review Service. A doctor card must be created for the pharmacist if it does not already exist in the Kroll system.
4. **SIG:** Free Form
5. **Disp Qty:** 1
6. **Days:** 1
7. **Prod Sel:** 3-Pharmacists Choice
8. **Plan:** PharmaNet

The screenshot shows a pharmacy software interface with the following details:

- Buttons:** F3 - Patient, F5 - Drug, F7 - Doctor, F12 - Fill Rx, Alt-X - Start, User: KC (Kroll Computers)
- Search Status:** 0 New Rx, Pending Adj, First Fill: 31/03/11, Last Fill Information: 0 Qty, \$0.00 Init, [LookUp] [Cancel]
- Patient Search:** Name: Kroll, Patient, Age: 10, Address: 220 Duncan Mill Road, City: Toronto, Prov: ON, Phone: Home (800) 263-5876, Plan: PI, Client ID: 4641361
- Drug Search:** Brand: Medication Review - Stand, Generic: Medication Review Service, Pack: 1 Form, Sched: 1, Vendor X: \$0.00, OnHand: 0, DIN: 99000501, Min Qty: 0
- Doctor Search:** Name: Dr. Kroll, Pharmacist, Address: 220 Duncan Mill Road, Toronto, Phone: (416) 383-1010, Lic#: 99999, OCP License #12345
- Prescription Details:** Sig: MEDICATION REVIEW SERVICE STANDARD, Disp Qty: 1, Days: 1, Prod Sel: 3 - Pharmacist, Labels: 1 [F2], Total: \$0.00
- Plans Section:** Rx Plans: PI (Not Adjud.), Cash (Unknown), Deduct: \$0.00

9. Press **F12-Fill Rx** to send the claim to PharmaNet. Remember that PharmaNet will return a CD “patient not entitled to drug claimed” message, but will send a separate cheque for reimbursement on a monthly basis.