

ODB Expanded Services Billing

April 1

2011

Effective April 1st, 2011, expanded pharmacy services will be implemented in Ontario. The reimbursement amount paid to a community pharmacy for a pharmaceutical opinion is \$15.00 per prescription and is claimed through the ODB Health Network System and is available to ODB recipients only.



Kroll Helpdesk Information

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Description of Services

The first stage of expanded services is a clinical intervention at the time of dispensing that occurs in situations when a pharmacist has identified a concern with a new or repeat prescription. Based on consultation with the prescriber, the prescription may not be dispensed, may be dispensed as prescribed or a prescription may be adjusted.

To be eligible for a professional intervention fee, the pharmacist must document and make a recommendation to the prescriber regarding the medication.

For complete program details please refer to the Ministry website at <http://health.gov.on.ca/en/pro/programs/drugs/expandedservices>.

Reasons for a Clinical Intervention

1. Therapeutic Duplication; drug may not be necessary
2. Requires drug; patient needs additional drug therapy
3. Sub-optimal response to a drug; drug is not working as well as needed
4. Dosage too low
5. Adverse drug reaction; possibly related to an allergy or a conflict with another medication or food
6. Dangerously high dose; patient may, either accidentally or on purpose, be taking too much of the medication
7. Non-compliance; patient is refusing to take the drug, or not taking it properly
8. Prescription has been confirmed false or has been altered

Outcomes

There are three possible outcomes to the pharmaceutical opinion and a Product Identification Number (PIN) has been assigned to each outcome for billing purposes to ODB:

1. **Not filled as prescribed:** PIN 93899991 (\$15.00 Reimbursement)
2. **No change to prescription; filled as prescribed:** PIN 93899992 (\$15.00 Reimbursement)
3. **Change to prescription:** PIN 93899993 (\$15.00 Reimbursement)

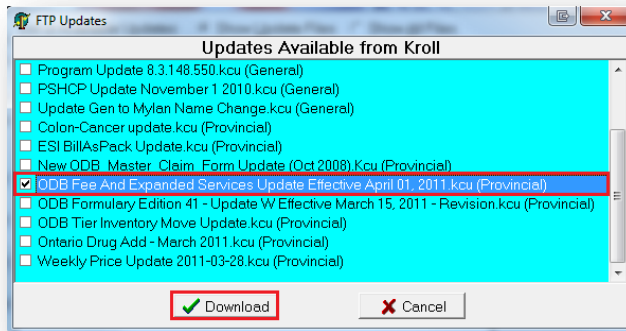
Documentation Requirements

- Must be on a patient's electronic profile or on the prescription hardcopy record. All documentation must be in a readily retrievable format.
- At minimum, documentation must include: outcome; details that describe the drug related issue; recommendation to the prescriber; action plan/discussion with the patient; date of transaction; pharmacist's signature; date and name of prescriber contacted; other comments required to substantiate the decision.

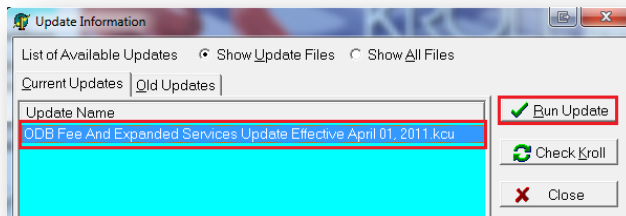
Running the Update to Add Expanded Services PINs

In order to add the three new expanded services PINs into the Kroll database, the **ODB Fee And Expanded Services Update Effective April 01, 2011.kcu** update must be run as follows:

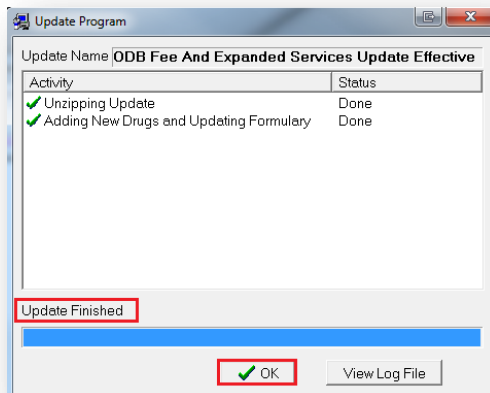
1. Go to **File** → **List Program Updates** from the Kroll Start Screen (ALT+X).
2. Click on **Check Kroll** to access all updates posted on the Kroll Server.
3. Place a checkmark next to **ODB Fee And Expanded Services Update Effective April 01, 2011.kcu** and click **Download**.



4. Once the update is downloaded into the **Current Updates** tab, highlight the update and click **Run Update**.



5. Wait for the Update to finish and click on **OK**, or press **Enter** to exit from the current screen.



Billing the Expanded Service in Kroll

Creating a Pharmacist-Prescriber in Kroll

The prescriber (i.e. F7-Doctor) of an expanded service is the authorizing pharmacist. As such, an F7-Doctor card will have to be created for the authorizing pharmacist if one does not already exist in the database. Add an F7-Doctor card for the pharmacist as follows:

1. Perform an F7-Doctor search for the pharmacist authorizing the expanded service.
2. If there is no existing record, click or press **Ins-Insert** to add the pharmacist.

Search interface showing search criteria: [Last, First] [.Code] OR [Phone] kroll, pharmacist. Buttons: Edit, Ins-Insert (highlighted), Cancel, Advanced. Searching By: Last Name, First Name (Adv). Results: 0 No Records Found.

#	Last Name	First Name	City	Prov	Phone

3. Fill out the **full address** and **phone number** of the pharmacy for which the authorizing pharmacist works.

Pharmacist Card Form: Last Name: Kroll, First Name: Pharmacist, Salutation: Dr., QuickCode: [Green].

Addresses (1)

Location
Office

Address 1: 220 Duncan Mill Road
 Address 2: [Empty]
 City: Toronto, Prov: ON, Postal: M3B 3J5, Country: Canada, Phone: (416) 383-1010, Fax: [Empty]

Phones (1)

Description	Phone
Office	(416) 383-1010

Comments (0)

Topic	Comment

4. In the **Comments** section of the doctor card, optionally enter a **General** comment with the license number of the authorizing pharmacist. Check the option to **Print On Hardcopy** and click **Save** to save the comment.

Comments dialog box: Topic: General, Show On Rx: [Unchecked], Print On Hardcopy: [Checked], Alert: [Unchecked]. Comment: OCP License #12345.

5. Set the provider **Designation** to **Pharmacist**.
6. Enter the **Primary License Number** as **99999**.
7. Check the **Override** flag and set the **Ref ID** to **99**.

Preferences | **Extra Info** | Communications

Designation: Pharmacist

Primary License Number: License 99999

Alternate License Number: License

Prov: ON (Ontario)

Override Ref ID 99

8. Click **Save** or press **Enter** from the F7-Doctor Card to save changes.

Filling the Expanded Service Prescription

1. Press **F12-New Rx** from the Kroll Start Screen (ALT+X).
2. Using an F3-Patient Search, enter the ODB patient receiving the expanded service.

NOTE: Stage 1 of expanded services will only reimburse patients covered under ODB.

0 | **New Rx** | Pending Adj | First Fill 08/04/2011

Patient Search

Name: **Kroll, Patient** Age: **10**

Address: **220 Duncan Mill Road**

City: **Toronto** Prov: **ON**

Phone: **Office (800) 263-5876**

Plan: **ODB** Client ID: **123456789**

Allergies: **Sulfa (Sulfonamide A)**

Conditions:

Rx Plans: **ODB**

Cash

- Using an F5-Drug Search, search for “ODB Expanded Services” to call up the three pharmaceutical opinion drug cards. Insert the appropriate ODB Expanded Service into the F12-Filling Screen.

Search Criteria		Mixture <input type="checkbox"/>	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Ins Insert	Searching By	Brand(Generic) Name (Adv)
odb expanded		<input checked="" type="checkbox"/> Cancel	<input type="checkbox"/> Copy Drug	<input type="checkbox"/> Advanced	3	Records Found
#	Brand Name	Generic Name	Strength	Pack Size	DIN	
1	Change To Rx - Subsequently Filled	ODB Expanded Services		1	93899993	
2	No Changes to Rx - Filled as Prescribed	ODB Expanded Services		1	93899992	
3	Rx Not Filled As Prescribed	ODB Expanded Services		1	93899991	

- Using an F7-Doctor Search, enter the pharmacist authorizing the expanded service.
- Dispense Quantity = 1
- Days = 1
- The F12-Filling Screen will look similar to the following after filling out all the necessary fields:

NOTE: A “PS” intervention code will automatically be sent to ODB. As well, the prescription will be billed as a “Fee for Service” prescription.

The screenshot shows the F12-Filling Screen with the following details:

- Patient Search:** Name: Kroll, Patient, Age: 10, Address: 220 Duncan Mill Road, City: Toronto, Prov: ON, Phone: Office (800) 263-5876, Plan: ODB, Client ID: 123456789.
- Drug Search:** Brand: Rx Not Filled As Prescribed, Generic: ODB Expanded Services, Pack: 1 Form, Sched: 1, User Cost 2: \$15.00, OnHand: 0, DIN: 93899991, Min Qty: 0.
- Dgc Search:** Name: Dr. Kroll, Pharmacist, Address: 220 Duncan Mill Road, Toronto, Phone: (416) 383-1010, Lic#: 99999, OCP License #12345.
- Prescription Details:** Init: KC, Auth Qty: 1, 1, Disp Qty: 1, Refills(+), Rem Qty: 1, 1, Days: 1, G.P. %: 100, Prod Sel: None, Cost: \$0.00, O/W: , Markup: \$0.00, Labels: 1 F2, Fee: \$15.00, Total: \$15.00.
- Plans:** ODB, Not Adj., Inter: PS, Cash, Unknown, Deduct: \$0.00.
- Warnings:** ODB Drug Plan Intervention: PS. This is a Fee for Service Prescription.

- Click F12-Fill Rx or press F12 on the keyboard to adjudicate the Rx to ODB for reimbursement.