



Division of Medical Assistance Programs

# Information Memorandum Transmittal

Donald Ross, Manager  
DMAP Policy and Planning Section

**Number:** DMAP-IM-12-006

**Authorized Signature**

**Issue Date:** 01/13/2012

**Topic:** Medical Benefits

**Subject:** Pharmacy announcement: Adjusting claims submitted before Jan. 1, 2012

**Applies to:**

- All DHS employees
- Area Agencies on Aging
- Children, Adults and Families
- County DD Program Managers
- County Mental Health Directors
- Seniors and People with Disabilities
- Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists

**Message:**

DMAP will post the following announcement to the [OHP Provider Announcements](#) page and distribute via eSubscribe to OHP Provider Announcements, Pharmacy Program Announcements and Pharmaceutical Services provider guidelines lists.

It tells them that when submitting point of sale reversals for prescriptions billed before Jan. 1, 2012, the prescription number must be in the same format as in the original claim submission; if this isn't possible using point of sale, they will need to request an adjustment via the Provider Web Portal or DMAP 1036 form.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	DMAP Pharmacy Program
<b>E-mail:</b>	<a href="mailto:dmap.rxquestions@state.or.us">dmap.rxquestions@state.or.us</a>

# Fee-for-service pharmacies

## How to adjust point of sale claims submitted before Jan. 1, 2012

As part of NCPDP D.0 implementation, field 402-D2 (Prescription/Service Reference Number) allows up to 12 characters. Some point of sale systems automatically add leading zeros when the prescription number is less than 12 characters (*e.g.*, prescription 123456 translates to 000000123456).

If you need to reverse a claim that you billed DMAP before Jan. 1, 2012, please make sure the prescription number on the reversal matches the prescription number on the original submission.

- If your system adds leading zeros, please remove them before submitting the reversal.
- If you cannot remove the leading zeros in the reversal, you will need to submit a claim adjustment using the Provider Web Portal at <https://www.or-medicaid.gov> or the Individual Adjustment Request ([DMAP 1036](#)).

### Questions?

- **About point of sale:** Contact the Oregon Pharmacy Call Center at 1-888-202-2126.
- **About claim adjustments using the Provider Web Portal or DMAP 1036 form:** Contact the Provider Services Unit at [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us) or call 1-800-336-6016, Monday through Thursday, 8:30 a.m. to 4:30 p.m. and Friday 10 a.m. to 4:30 p.m. (phone lines closed 11:25 a.m. to 12:30 p.m. daily).

### Help us improve future announcements:

[Click here](#) to answer six survey questions about this provider announcement.

