

## The Use of Electronic Endorsements To Support AMS

With the introduction of Selective Automation of the Pharmacy Payment Process for AMS it is essential that Community Pharmacists pay particular attention to supplying electronic endorsements along with each electronic claim, where necessary. Some electronic endorsements will force the claim to be processed manually by a keyer (a member of PSD Prescription processing staff) rather than automatically by ePay, as claims with more complex endorsements can not yet be processed automatically by ePay

If electronic endorsements are not present and the ePay Automation Engine finds sufficient information in the electronic claim message to determine the priceable item then the paper prescription will not be seen by a keyer and any endorsements on paper will be ignored. **It is therefore important that any endorsements that would affect what should be reimbursed, or the fees and allowances claimed, are included within the electronic message, as well as detailed on the paper.**

### Electronic Endorsing Using The PMR System

All PMR systems support all the endorsements that a community pharmacist would normally write on the paper prescription form. Consult your system user guide or supplier if in doubt how to apply endorsements electronically.

### Electronic Endorsements that force the electronic claim to be processed by keyer

The following endorsements will force the claim to be passed to a keyer, where it will then be processed from the paper prescription form. If these electronic endorsements are not present in the electronic claim, and the rest of the claim contains sufficient information for the claim to be automatically processed, then the priceable item will be determined from the electronic message and the paper will not be seen by a keyer. (for example, if an Out of Pocket expenses (XP) endorsement is required and is only noted on the paper, the absence of an electronic OXP endorsement would mean that the claim would not be passed to a keyer for processing and the expenses would not be paid). Conversely, if ePay determines that the claim should be passed to keyer then the endorsements on the paper prescription are what will be seen by the keyer to assist them in determining the priceable item, not the electronically supplied ones.

Over time ePay will be enhanced to process some of the electronic endorsements automatically. Introduction of these further automation steps will be discussed and agreed with CPS ahead of their introduction.

<b><i>Electronic Endorsements that force an electronic claim to be processed from paper by keyer (Must be included in the electronic message AND on paper to ensure correct payment)</i></b>		
<b>Endorsement Description</b>	<b>Paper Code</b>	<b>Electronic Code</b>
Additional Item	ADD	ADD
Broken Bulk Claim	BB	BBC
Extemporaneous Dispensing Fee	EXT	EXT
Instalment Dispensing		IRX
Limited Life		LLP
Measured and Fitted	F	MAF
Made To Measure	M	MTM
Prescriber Contacted	PC	PCO
Prescriber not contacted (patient medical record)	PMR	PMR
Out of Pocket Expenses	XP	OXP
Short Supply	SHS	SHS
Special Price Endorsement	SP	SPE
Urgent Dispensing Fee	URG	URG

## Processing of Electronic Claims

The electronic claim messages received from Community Pharmacies contain medicine codes that are used to represent what was prescribed and dispensed.

The electronic message describing what was dispensed (and hence the reimbursement value) will describe:

- The pack that was used for the supply
- Quantity dispensed
- Unit of measure i.e. tablets, capsules , mls etc

The information derived from the medicine code in the message will take precedence over what would be supplied in Packsize, Manufacturer and Brand endorsements. If the medicine code does not provide the above then the prescription is forwarded to a keyer for processing from paper, and the keyer will make use of any paper based endorsements.

**The Quantity dispensed field in the electronic message will take precedence over any QSP (Quantity Supplied) electronic endorsement.**

### Electronic Endorsements that do not force the claim to a keyer

As explained above, the detail provided by QSP, Pack size, Brand and Manufacturer endorsements is provided by the Quantity dispensed field and medicine code in the electronic message. The NC, ND, NPC and ORD electronic endorsements are passed on automatically to PSD's Pricing system and do not require further keyer intervention.

<b><i>Electronic Endorsements that do not force an electronic claim to be processed from paper by keyer</i></b>		
<b>Endorsement Description</b>	<b>Paper Code</b>	<b>Electronic Code</b>
Brand		BRD
Item Not Collected	NC	INC
Item Not Dispensed	ND	IND
Manufacturer		MAN
No Patient Charge	NPC	NPC
Order Number	ORD	ORD
Pack Size		PSZ
Quantity Supplied	Q	QSP

### Summary

**All endorsements that affect item reimbursement or additional fees should be supplied electronically and on paper**