

Prime Audit Advisor

Pharmacy review of DUR messaging

Prime's Provider Manual requires all Participating Pharmacies to review drug utilization review (DUR) messaging for appropriate and potential clinical action before dispensing a prescription.

DUR provides an analysis of the medications a member is taking to determine any potential clinical concerns the member or pharmacist needs to be aware of prior to dispensing. The DUR process helps provide Participating Pharmacies a review of member prescription histories filled by the same pharmacy, by other participating retail network pharmacies, and by mail order pharmacies.

The Participating Pharmacy is responsible for ensuring that its system accepts DUR messaging and is responsible for reviewing any claim with a DUR alert from the POS system. Pharmacists should use professional judgment to follow up with member(s) and counsel them regarding the DUR messages, as well as consult with the Prescribing Provider(s) when applicable. Utilizing this important clinical information ensures proper patient safety and appropriate dispensing of prescriptions.

Hard DUR Reject: Hard rejects result in a claim rejection with a reject code and cannot be overridden by the dispensing pharmacist without the use of the Prior Authorization process. The Participating Pharmacy must call the help desk to authorize an override, or to assist with next steps in the Prior Authorization process.

Soft DUR Reject: Soft rejects also result in a reject notification, but the pharmacist can submit specific data to override the reject. If the pharmacist determines the prescription is both safe and necessary for the patient, the pharmacist may enter a code to override the DUR service allowing the claim to continue through the adjudication process. Otherwise, a Prior Authorization may be requested to override the reject. These soft rejects provide pertinent clinical information related to the claim.

Messaging: Information only messages may be sent notifying the pharmacist of a potential drug therapy problem (e.g., drug interactions, duplicate therapy). These do not stop the adjudication process like the hard reject and soft reject responses.

Importance of reviewing and responding to all DUR messaging

- Thorough clinical review of DUR messaging leads to enhanced patient safety and is required for all messaging related to a claim.
- The Participating Pharmacy is expected to document verification of their review on the prescription hard copy. This should include the diagnosis and reason for override, as well any additional documentation that may be applicable.
- Overriding DUR rejects without properly resolving and documenting the resolution may be subject to a full or partial recovery of the amount paid or other remediation.

For additional information please visit Prime's website PrimeTherapeutics.com and navigate to: Resources > Pharmacy + provider > Pharmacy audits

Thank you,

Your Pharmacy Audit & FWA team

If you have any questions, please contact the Pharmacy Audit department at pharmacyaudit@primetherapeutics.com.