

Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Pharmacy Benefits Eligibility Checking

Last Modified on 01/20/2020 3:01 pm EST

There are Surescripts Pharmacy Benefits requirements for finding a patient match. The Surescripts patient match for Pharmacy Benefits also applies for Medication History since eligibility response information is sent in the medication history request for a particular patient.

There are five key fields that are recommended by Surescripts:

- First Name
- Last Name
- Date of Birth
- Gender
- Zip Code

Message Responses in OP

- **Insufficient Information:** When insufficient identifying information is sent to Surescripts to uniquely identify a patient the following message is returned "Subscriber/Insured Not Found" or "Patient Not Found". If appropriate will also send recommendations for future searches.
- **Multiple Matches:** When there are multiple matches found the following message is returned "Subscriber/Insured Not Found" or "Patient Not Found". If possible you will receive a list of the missing data needed to help identify an exact patient match.
- **Demographic Discrepancy:** When a patient match is found, but there is a discrepancy with the information found in OP, a conflict flag is shown in OP on the Pharmacy Benefits tab and a warning displayed.



Note: Currently there is no method to reconcile or accept demographics from Surescripts.

Insurance

Primary Ins: Secondary Ins:

Patient Responsibility Guarantor

Status	Ranking	Code	Ins Carrier Name
ACTIVE			

Adding New Insurance Record | Address/Employer | Medical Benefits | Pharmacy Benefits

PBM Name	Policy #	Group #	Plan Name	Membership Rtd	Mail LTC S	Conflict
RXHUBPBM		C000000		C000000%11		Y

Last name/suffix: STEINBERG SR
 Prib/first/middle: TIMOTHY ROBERT
 Sex/birth date: M F UI 12/15/1963
 Address: 614 ZACHARY LANE
 UNIT 403
 ALANTA GA 30303
 PBM name: RXHUBPBM
 Policy #:
 Group number: C000000
 Plan name:
 Policy/coverage status:
 Retail: LTC:
 Mail Order: Specialty:
 Verified: 12/13/2019 1:29C
 Verified by:
 WARNING! Payer indicates demographic data conflict. Please confirm.

Surescripts Benefit & Medication History Message Flow:

