

Aetna Payer Sheet

**Medicare Part D
Other Payer Patient Responsibility**

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HIGHLIGHTS – Updates, Changes & Reminders

This payer sheet refers to Medicare Part D Other Payer Patient Responsibility (OPPR) Billing. Refer to www.Aetna.com under the Health Care Professionals link for additional payer sheets.

To prevent point of service disruption, the RxGroup must be submitted on all claims and reversals.

The following is a summary of our new requirements. The items highlighted in the payer sheet illustrate the updated processing rules.

- Updated ECL Version to Oct 2018
- Updated Emergency ECL Version to Jan 2019

PART 1: GENERAL INFORMATION

Payer/Processor Name: Aetna

Plan Name/Group Name: All

Effective as of: October 2019

Payer Sheet Version: 1.5.7

NCPDP Version/Release #: D.0

NCPDP ECL Version: **Oct 2018**

NCPDP Emergency ECL Version: **Jan 2019**

- **Pharmacy Help Desk Information**

Inquiries can be directed to the Interactive Voice Response (IVR) system or the Pharmacy Help Desk. (24 hours a day)

The Pharmacy Help Desk numbers are provided below:

| Aetna System | BIN | Help Desk Number |
|--------------|--------|------------------|
| Aetna | 610502 | 1-800-238-6279 |

PART 2: BILLING TRANSACTION / SEGMENTS AND FIELDS

The following table lists the segments available in a Billing Transaction. Pharmacies are required to submit upper case values on B1/B2 transactions. The table also lists values as defined under Version D.Ø. The Transaction Header Segment is mandatory. The segment summaries included below list the mandatory data fields.

M – Mandatory as defined by NCPDP
 R – Required as defined by the Processor
 RW – Situational as defined by Plan

Transaction Header Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|----------------------------------|------------|-----|--|
| 1Ø1-A1 | BIN Number | 610502 | M | |
| 1Ø2-A2 | Version/Release Number | DØ | M | NCPDP vD.Ø |
| 1Ø3-A3 | Transaction Code | B1 | M | Billing Transaction |
| 1Ø4-A4 | Processor Control Number | | M | Use value as printed on ID card, as communicated by Aetna or as stated in Appendix A |
| 1Ø9-A9 | Transaction Count | 1, 2, 3, 4 | M | |
| 2Ø2-B2 | Service Provider ID Qualifier | Ø1 | M | Ø1 – NPI |
| 2Ø1-B1 | Service Provider ID | | M | National Provider ID Number assigned to the dispensing pharmacy |
| 4Ø1-D1 | Date of Service | | M | CCYYMMDD |
| 11Ø-AK | Software Vendor/Certification ID | | M | The Software Vendor/Certification ID is the same for all BINs. Obtain your certification ID from your software vendor. Your Software Vendor/Certification ID is 1Ø bytes and should begin with the letter "D". |

Insurance Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---------------------------------------|-------|-----|---|
| 111-AM | Segment Identification | Ø4 | M | Insurance Segment |
| 3Ø2-C2 | Cardholder ID | | M | |
| 312-CC | Cardholder First Name | | RW | Required when necessary for state/federal/regulatory agency programs when the cardholder has a first name |
| 313-CD | Cardholder Last Name | | RW | Required when necessary for state/federal/regulatory agency programs |
| 3Ø9-C9 | Eligibility Clarification Code | | RW | Submitted when requested by processor |
| 3Ø1-C1 | Group ID | | R | As printed on the ID card or as communicated |
| 3Ø3-C3 | Person Code | | R | As printed on the ID card |
| 3Ø6-C6 | Patient Relationship Code | | R | |
| 997-G2 | CMS Part D Defined Qualified Facility | | RW | Required when necessary for plan benefit administration |

Patient Segment: Required

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------------|--------------------------------|-------|----------|---|
| 111-AM | Segment Identification | Ø1 | M | Patient Segment |
| 3Ø4-C4 | Date of Birth | | R | CCYYMMDD |
| 3Ø5-C5 | Patient Gender Code | | R | |
| 31Ø-CA | Patient First Name | | R | |
| 311-CB | Patient Last Name | | R | |
| 322-CM | Patient Street Address | | RW | Required for some federal programs |
| 323-CN | Patient City Address | | RW | Required for some federal programs |
| 324-CO | Patient State/Province Address | | RW | Required for some federal programs |
| 325-CP | Patient Zip/Postal Zone | | RW | Required for some federal programs |
| 3Ø7-C7 | Place of Service | | RW | Required when necessary for plan benefit administration |
| 335-2C | Pregnancy Indicator | | RW | Required for some federal programs |
| 384-4X | Patient Residence | | R | Required if this field could result in different coverage, pricing, or patient financial responsibility. Required when necessary for plan benefit administration |

Claim Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---|----------|-----|--|
| 111-AM | Segment Identification | Ø7 | M | Claim Segment |
| 455-EM | Prescription/Service Reference Number Qualifier | 1 | M | 1 – Rx Billing |
| 4Ø2-D2 | Prescription/Service Reference Number | | M | Rx Number |
| 436-E1 | Product/Service ID Qualifier | Ø3 | M | If billing for a multi-ingredient prescription, Product/Service ID Qualifier (436-E1) is zero (ØØ) |
| 4Ø7-D7 | Product/Service ID | | M | If billing for a multi-ingredient prescription, Product/Service ID (4Ø7-D7) is zero (Ø) |
| 442-E7 | Quantity Dispensed | | R | |
| 4Ø3-D3 | Fill Number | | R | |
| 4Ø5-D5 | Days Supply | | R | |
| 4Ø6-D6 | Compound Code | 1 or 2 | R | 1 – Not a Compound 2 – Compound |
| 4Ø8-D8 | DAW / Product Selection Code | | R | |
| 414-DE | Date Prescription Written | | R | CCYYMMDD |
| 415-DF | Number of Refills Authorized | | R | |
| 419-DJ | Prescription Origin Code | | RW | Required when necessary for plan benefit administration |
| 354-NX | Submission Clarification Code Count | Max of 3 | RW | Required when Submission Clarification Code (42Ø-DK) is used |
| 42Ø-DK | Submission Clarification Code | | RW | Required for specific overrides or when requested by processor Required when the submitter must clarify the type of services being performed as a condition for proper reimbursement by the payer |
| 3Ø8-C8 | Other Coverage Code | | R | Required for Coordination of Benefits Ø3 – Other coverage billed, claim not covered Ø8 – Claim is billing for patient financial responsibility only |
| 429-DT | Special Package Indicator | | RW | Long Term Care brand drug claims should be dispensed as a 14 day or less supply unless drug is on the exception list |
| 418-DI | Level of Service | | RW | Required for specific overrides or when requested by processor |
| 454-EK | Scheduled Prescription ID Number | | RW | Required when requested by processor |
| 461-EU | Prior Authorization Type Code | | RW | Required for specific overrides or when requested by processor |
| 462-EV | Prior Authorization Number Submitted | | RW | Required for specific overrides or when requested by processor |
| 995-E2 | Route of Administration | | RW | Required when Compound Code–2 |
| 996-G1 | Compound Type | | RW | Required when Compound Code–2 |

Claim Segment: Mandatory (Cont.)

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|-----------------------|-------|-----|--|
| 147-U7 | Pharmacy Service Type | | R | <p>Required when necessary for plan benefit administration</p> <p>Required when the submitter must clarify the type of services being performed as a condition for proper reimbursement by the payer</p> |

Pricing Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---------------------------------------|-------|-----|--|
| 111-AM | Segment Identification | 11 | M | Pricing Segment |
| 409-D9 | Ingredient Cost Submitted | | R | |
| 412-DC | Dispensing Fee Submitted | | R | |
| 438-E3 | Incentive Amount Submitted | | RW | Required for Medicare Part D Primary and Secondary Vaccine Administration billing – If populated, then Data Element Professional Service Code (440-E5) must also be transmitted |
| 481-HA | Flat Sales Tax Amount Submitted | | RW | Required when provider is claiming sales tax |
| 482-GE | Percentage Sales Tax Amount Submitted | | RW | <p>Required when provider is claiming sales tax</p> <p>Required when submitting Percentage Sales Tax Rate Submitted (483-HE) and Percentage Sales Tax Basis Submitted (484-JE)</p> |
| 483-HE | Percentage Sales Tax Rate Submitted | | RW | <p>Required when provider is claiming sales tax</p> <p>Required when submitting Percentage Sales Tax Amount Submitted (482-GE) and Percentage Sales Tax Basis Submitted (484-JE)</p> |
| 484-JE | Percentage Sales Tax Basis Submitted | | RW | <p>Required when provider is claiming sales tax</p> <p>Required when submitting Percentage Sales Tax Rate Submitted (483-HE) and Percentage Sales Tax Basis Submitted (484-JE)</p> |
| 426-DQ | Usual and Customary Charge | | R | |
| 430-DU | Gross Amount Due | | R | |
| 423-DN | Basis Of Cost Determination | | R | |

Prescriber Segment: Required

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|--------------------------------------|-------|-----|--|
| 111-AM | Segment Identification | Ø3 | M | Prescriber Segment |
| 466-EZ | Prescriber ID Qualifier | | R | Ø1 – NPI (Required) 17 – Foreign Prescriber Identifier (Required when accepted by plan) |
| 411-DB | Prescriber ID | | R | |
| 367-2N | Prescriber State/Province Address | | R | |

Coordination of Benefits: Required

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|--|-----------|-----|---|
| 111-AM | Segment Identification | Ø5 | M | Coordination of Benefits Segment |
| 337-4C | Coordination of Benefits/Other Payments Count | Max of 9 | M | |
| 338-5C | Other Payer Coverage Type | | M | |
| 339-6C | Other Payer ID Qualifier | | RW | Required when Other Payer ID (34Ø- 7C) is used |
| 34Ø-7C | Other Payer ID | | RW | Required when identification of the Other Payer is necessary for claim/encounter adjudication |
| 443-E8 | Other Payer Date | | RW | Required when identification of the Other Payer Date is necessary for claim/encounter adjudication – CCYYMMDD |
| 471-5E | Other Payer Reject Count | Max of 5 | RW | Required when Other Payer Reject Code (472-6E) is used |
| 472-6E | Other Payer Reject Code | | RW | Required when the other payer has denied the payment for the billing, designated with Other Coverage Code (3Ø8-C8) – 3 |
| 353-NR | Other Payer-Patient Responsibility Amount Count | Max of 25 | RW | Required when Other Payer-Patient Responsibility Amount Qualifier (351- NP) is used |
| 351-NP | Other Patient-Payer Responsibility Amount Qualifier | | RW | Required when Other Payer-Patient Responsibility Amount (352-NQ) is used |
| 352-NQ | Other Payer-Patient Responsibility Amount | | RW | Required when patient financial responsibility only |

**DUR/PPS Segment: Situational
Required when DUR/PPS codes are submitted**

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---------------------------|----------|-----|--|
| 111-AM | Segment Identification | Ø8 | M | DUR/PPS Segment |
| 473-7E | DUR / PPS Code Counter | Max of 9 | R | |
| 439-E4 | Reason for Service Code | | RW | Required when billing for Medicare Part D Primary and Secondary Vaccine Administration billing – If populated, Professional Service Code (44Ø-E5) must also be transmitted |
| 44Ø-E5 | Professional Service Code | | RW | Value of MA required for Primary and Secondary Medicare Part D Vaccine Administration billing transactions – MA value must be in first occurrence of DUR/PPS segment |
| 441-E6 | Result of Service Code | | RW | Submitted when requested by processor |
| 474-8E | DUR/PPS Level of Effort | | RW | Required when submitting compound claims |

**Compound Segment: Situational
Required when multi ingredient compound is submitted**

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---|-----------|-----|--|
| 111-AM | Segment Identification | 1Ø | M | Compound Segment |
| 45Ø-EF | Compound Dosage Form Description Code | | M | |
| 451-EG | Compound Dispensing Unit Form Indicator | | M | |
| 447-EC | Compound Ingredient Component Count | | M | |
| 488-RE | Compound Product ID Qualifier | | M | |
| 489-TE | Compound Product ID | | M | |
| 448-ED | Compound Ingredient Quantity | | M | |
| 449-EE | Compound Ingredient Drug Cost | | R | Required when requested by processor |
| 49Ø-UE | Compound Ingredient Basis of Cost Determination | | R | Required when requested by processor |
| 362-2G | Compound Ingredient Modifier Code Count | Max of 1Ø | RW | Required when Compound Ingredient Modifier Code (363-2H) is sent |
| 363-2H | Compound Ingredient Modifier Code | | RW | Required when necessary for state/federal/regulatory agency programs |

Clinical Segment: Situational**Required when requested to submit clinical information to plan**

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------------|---------------------------------|-----------|----------|--|
| 111-AM | Segment Identification | 13 | M | Clinical Segment |
| 491-VE | Diagnosis Code Count | Max of 5 | R | |
| 492-WE | Diagnosis Code Qualifier | Ø2 | R | Ø2 – International Classification of Diseases (ICD10) |
| 424-DO | Diagnosis Code | | R | |

PART 3: REVERSAL TRANSACTION

Transaction Header Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|----------------------------------|--------|-----|--|
| 1Ø1-A1 | BIN Number | 610502 | M | The same value in the request billing |
| 1Ø2-A2 | Version/Release Number | DØ | M | |
| 1Ø3-A3 | Transaction Code | B2 | M | |
| 1Ø4-A4 | Processor Control Number | | M | The same value in the request billing |
| 1Ø9-A9 | Transaction Count | | M | Up to four billing reversal transactions (B2) per transmission |
| 2Ø2-B2 | Service Provider ID Qualifier | Ø1 | M | Ø1 – NPI |
| 2Ø1-B1 | Service Provider ID | | M | NPI – National Provider ID Number assigned to the dispensing pharmacy – The same value in the request billing |
| 4Ø1-D1 | Date of Service | | M | The same value in the request billing – CCYYMMDD |
| 11Ø-AK | Software Vendor/Certification ID | | M | The Software Vendor/Certification ID is the same for all BINs. Obtain your certification ID from your software vendor. Your Software Vendor/Certification ID is 1Ø bytes and should begin with the letter “D”. |

Insurance Segment: Situational

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|------------------------|-------|-----|-------------------------------|
| 111-AM | Segment Identification | Ø4 | M | Insurance Segment |
| 3Ø2-C2 | Cardholder ID | | RW | Required when segment is sent |
| 3Ø1-C1 | Group ID | | RW | Required when segment is sent |

Claim Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---|-------|-----|----------------------------------|
| 111-AM | Segment Identification | Ø7 | M | Claim Segment |
| 455-EM | Prescription/Service Reference Number Qualifier | 1 | M | 1 – Rx Billing |
| 4Ø2-D2 | Prescription/Service Reference Number | | M | Same value as in request billing |
| 436-E1 | Product/Service ID Qualifier | | M | Same value as in request billing |
| 4Ø7-D7 | Product/Service ID | | M | Same value as in request billing |
| 4Ø3-D3 | Fill Number | | R | Same value as in request billing |
| 3Ø8-C8 | Other Coverage Code | | RW | Same value as in request billing |
| 147-U7 | Pharmacy Service Type | | RW | Same value as in request billing |

PART 4: PAID (OR DUPLICATE OF PAID) RESPONSE

Transaction Header Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|-------------------------------|-------|-----|--|
| 1Ø2-A2 | Version/Release Number | DØ | M | NCPDP vD.Ø |
| 1Ø3-A3 | Transaction Code | | M | Same value as in request billing |
| 1Ø9-A9 | Transaction Count | | M | 1-4 occurrences supported for B1 transaction |
| 5Ø1-F1 | Header Response Status | A | M | |
| 2Ø2-B2 | Service Provider ID Qualifier | | M | Same value as in request billing |
| 2Ø1-B1 | Service Provider ID | | M | Same value as in request billing |
| 4Ø1-D1 | Date of Service | | M | Same value as in request billing – CCYYMMDD |

Response Message Segment: Situational

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|------------------------|-------|-----|--|
| 111-AM | Segment Identification | 2Ø | M | Response Message Segment |
| 5Ø4-F4 | Message | | RW | Required when text is needed for clarification or detail |

Response Insurance Segment: Situational

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|------------------------|-------|-----|---|
| 111-AM | Segment Identification | 25 | M | Response Insurance Segment |
| 3Ø1-C1 | Group ID | | RW | This field may contain the Group ID echoed from the request |

Response Patient Segment: Required

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|------------------------|-------|-----|--|
| 111-AM | Segment Identification | 29 | M | Response Insurance Segment |
| 31Ø-CA | Patient First Name | | RW | Required when needed to clarify eligibility |
| 311-CB | Patient Last Name | | RW | Required when needed to clarify eligibility |
| 3Ø4-C4 | Date of Birth | | RW | Required when needed to clarify eligibility – CCYYMMDD |

Response Status Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---|-----------|-----|---|
| 111-AM | Segment Identification | 21 | M | Response Status Segment |
| 112-AN | Transaction Response Status | | M | P – Paid D – Duplicate of Paid |
| 503-F3 | Authorization Number | | R | Required when needed to identify the transaction |
| 547-5F | Approved Message Code Count | | RW | Required when (548-6F) Approved Message Code is used |
| 548-6F | Approved Message Code | | RW | Required for Medicare Part D transitional fill process – See ECL for codes |
| 130-UF | Additional Message Information Count | Max of 25 | RW | Required when Additional Message Information (526-FQ) is used |
| 132-UH | Additional Message Information Qualifier | | RW | Required when Additional Message Information (526-FQ) is used |
| 526-FQ | Additional Message Information | | RW | Required when additional text is Needed for clarification or detail |
| 131-UG | Additional Message Information Continuity | | RW | Required when Additional Message Information (526-FQ) is used, another populated repetition of Additional Message Information (526-FQ) follows it, and the text of the following message is a continuation of the current |
| 549-7F | Help Desk Phone Number Qualifier | | RW | Required when Help Desk Phone Number (550-8F) is used |
| 550-8F | Help Desk Phone Number | | RW | Required when needed to provide a support telephone number to the receiver |

Response Claim Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---|-------|-----|------------------------|
| 111-AM | Segment Identification | 22 | M | Response Claim Segment |
| 455-EM | Prescription/Service Reference Number Qualifier | 1 | M | 1 – Rx Billing |
| 402-D2 | Prescription/Service Reference Number | | M | Rx Number |

Response Pricing Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---------------------------------------|----------|-----|---|
| 111-AM | Segment Identification | 23 | M | Response Pricing Segment |
| 505-F5 | Patient Pay Amount | | R | This data element will be returned on all paid claims |
| 506-F6 | Ingredient Cost Paid | | R | This data element will be returned on all paid claims |
| 507-F7 | Dispensing Fee Paid | | RW | This data element will be returned on all paid claims |
| 557-AV | Tax Exempt Indicator | | RW | Required when the sender (health plan) and/or patient is tax exempt and exemption applies to this billing |
| 558-AW | Flat Sales Tax Amount Paid | | RW | Required when Flat Sales Tax Amount Submitted (480-HA) is greater than zero (Ø) or if the Flat Sales Tax Amount Paid (558-AW) is used to arrive at the final reimbursement |
| 559-AX | Percentage Sales Tax Amount Paid | | RW | Required when this value is used to arrive at the final reimbursement |
| 560-AY | Percentage Sales Tax Rate Paid | | RW | Required when Percentage Sales Tax Amount Paid (559-AX) is greater than zero (Ø) |
| 561-AZ | Percentage Sales Tax Basis Paid | | RW | Required when Percentage Sales Tax Amount Paid (559-AX) is greater than zero (Ø) |
| 521-FL | Incentive Amount Paid | | RW | Required when Incentive Amount Submitted (438-E3) is greater than zero (Ø) |
| 563-J2 | Other Amount Paid Count | Max of 3 | RW | Required when Other Amount Paid (565-J4) is used |
| 564-J3 | Other Amount Paid Qualifier | | RW | Required when Other Amount Paid (565-J4) is used |
| 565-J4 | Other Amount Paid | | RW | Required when Other Amount Claimed Submitted (480-H9) is greater than zero (Ø) |
| 566-J5 | Other Payer Amount Recognized | | RW | Required when this value is used to arrive at the final reimbursement |
| 509-F9 | Total Amount Paid | | R | |
| 522-FM | Basis of Reimbursement Determination | | RW | Required when Ingredient Cost Paid (506-F6) is greater than zero (Ø) |
| 523-FN | Amount Attributed to Sales Tax | | RW | Required when Patient Pay Amount (505-F5) includes sales tax that is the financial responsibility of the member but is not also included in any of the other fields that add up to Patient Pay Amount |
| 512-FC | Accumulated Deductible Amount | | RW | Returned if known |
| 513-FD | Remaining Deductible Amount | | RW | Returned if known |
| 514-FE | Remaining Benefit Amount | | RW | Returned if known |
| 517-FH | Amount Applied to Periodic Deductible | | RW | Required when Patient Pay Amount (505-F5) includes deductible |
| 518-FI | Amount of Copay | | RW | Required when Patient Pay Amount (505-F5) includes copay as patient financial responsibility |

Response Pricing Segment: Mandatory (Cont.)

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---|-------|-----|--|
| 52Ø-FK | Amount Exceeding Periodic Benefit Maximum | | RW | Required when Patient Pay Amount (5Ø5-F5) includes amount exceeding periodic benefit maximum |
| 572-4U | Amount of Coinsurance | | RW | Required when Patient Pay Amount (5Ø5-F5) includes coinsurance as patient financial responsibility |

Response DUR/PPS Segment: Situational

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---------------------------------|-------|-----|---|
| 111-AM | Segment Identification | 24 | M | Response DUR/PPS Segment |
| 567-J6 | DUR / PPS Response Code Counter | | RW | Required when Reason for Service Code (439-E4) is used |
| 439-E4 | Reason for Service Code | | RW | Required when utilization conflict is detected |
| 528-FS | Clinical Significance Code | | RW | Required when needed to supply additional information for the utilization conflict |
| 529-FT | Other Pharmacy Indicator | | RW | Required when needed to supply additional information for the utilization conflict |
| 53Ø-FU | Previous Date of Fill | | RW | Required when needed to supply additional information for the utilization conflict – CCYYMMDD |
| 531-FV | Quantity of Previous Fill | | RW | Required when needed to supply additional information for the utilization conflict |
| 532-FW | Database Indicator | | RW | Required when needed to supply additional information for the utilization conflict |
| 533-FX | Other Prescriber Indicator | | RW | Required when needed to supply additional information for the utilization conflict |
| 544-FY | DUR Free Text Message | | RW | Required when needed to supply additional information for the utilization conflict |
| 57Ø-NS | DUR Additional Text | | RW | Required when needed to supply additional information for the utilization conflict |

Response Coordination of Benefits Segment: Required

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---------------------------------------|----------|-----|---|
| 111-AM | Segment Identification | 28 | M | Response Coordination of Benefits Segment |
| 355-NT | Other Payer ID Count | Max of 3 | M | |
| 338-5C | Other Payer Coverage Type | | M | |
| 339-6C | Other Payer ID Qualifier | | RW | Required when Other Payer ID (34Ø-7C) is used |
| 34Ø-7C | Other Payer ID | | RW | Required when other insurance information is available for coordination of benefits |
| 991-MH | Other Payer Processor Control Number | | RW | Required when other insurance information is available for coordination of benefits |
| 356-NU | Other Payer Cardholder ID | | RW | Required when other insurance information is available for coordination of benefits |
| 992-MJ | Other Payer Group ID | | RW | Required when other insurance information is available for coordination of benefits |
| 142-UV | Other Payer Person Code | | RW | Required when needed to uniquely identify the family members within the Cardholder ID, as assigned by the other payer |
| 127-UB | Other Payer Help Desk Phone Number | | RW | Required when needed to provide a support telephone number of the other payer to the receiver |
| 143-UW | Other Payer Patient Relationship Code | | RW | Required when needed to uniquely identify the family members within the Cardholder ID, as assigned by the other payer |

PART 5: REJECT RESPONSE

Transaction Header Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|-------------------------------|-------|-----|--|
| 102-A2 | Version/Release Number | D0 | M | NCPDP vD.0 |
| 103-A3 | Transaction Code | | M | Billing Transaction Same value as in request billing B1 |
| 109-A9 | Transaction Count | | M | Same value as in request billing |
| 501-F1 | Header Response Status | A | M | |
| 202-B2 | Service Provider ID Qualifier | | M | Same value as in request billing |
| 201-B1 | Service Provider ID | | M | Same value as in request billing |
| 401-D1 | Date of Service | | M | Same value as in request billing – CCYYMMDD |

Response Message Segment: Situational

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|------------------------|-------|-----|--------------------------|
| 111-AM | Segment Identification | 20 | M | Response Message Segment |
| 504-F4 | Message | | R | |

Response Insurance Segment: Situational

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|------------------------|-------|-----|---|
| 111-AM | Segment Identification | 25 | M | Response Insurance Segment |
| 301-C1 | Group ID | | RW | This field may contain the Group ID echoed from the request |

Response Patient Segment: Situational

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|------------------------|-------|-----|--|
| 111-AM | Segment Identification | 29 | M | Response Patient Segment |
| 310-CA | Patient First Name | | RW | Required when needed to clarify eligibility |
| 311-CB | Patient Last Name | | RW | Required when needed to clarify eligibility |
| 304-C4 | Date of Birth | | RW | Required when needed to clarify eligibility – CCYYMMDD |

Response Status Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---|-----------|-----|---|
| 111-AM | Segment Identification | 21 | M | Response Status Segment |
| 112-AN | Transaction Response Status | | M | R – Reject |
| 503-F3 | Authorization Number | | RW | Required when needed to identify the transaction |
| 510-FA | Reject Count | Max of 5 | R | |
| 511-FB | Reject Code | | R | |
| 546-4F | Reject Field Occurrence Indicator | | RW | Required when a repeating field is in error, to identify repeating field occurrence |
| 130-UF | Additional Message Information Count | Max of 25 | RW | Required when Additional Message Information (526-FQ) is used |
| 132-UH | Additional Message Information Qualifier | | RW | Required when Additional Message Information (526-FQ) is used |
| 526-FQ | Additional Message Information | | RW | Required when additional text is needed for clarification or detail |
| 131-UG | Additional Message Information Continuity | | RW | Required when Additional Message Information (526-FQ) is used, another populated repetition of Additional Message Information (526-FQ) follows it, and the text of the following message is a continuation of the current |
| 549-7F | Help Desk Phone Number Qualifier | | RW | Required when Help Desk Phone Number (550-8F) is used |
| 550-8F | Help Desk Phone Number | | RW | Required when needed to provide a support telephone number to the receiver |

Response Claim Segment: Mandatory

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---|-------|-----|------------------------|
| 111-AM | Segment Identification | 22 | M | Response Claim Segment |
| 455-EM | Prescription/Service Reference Number Qualifier | 1 | M | 1 – Rx Billing |
| 402-D2 | Prescription/Service Reference Number | | M | Rx Number |

Response DUR/PPS Segment: Situational

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---------------------------------|----------|-----|---|
| 111-AM | Segment Identification | 24 | M | Response DUR/PPS Segment |
| 567-J6 | DUR / PPS Response Code Counter | Max of 9 | RW | Required when Reason for Service Code (439-E4) is used |
| 439-E4 | Reason for Service Code | | RW | Required when utilization conflict is detected |
| 528-FS | Clinical Significance Code | | RW | Required when needed to supply additional information for the utilization conflict |
| 529-FT | Other Pharmacy Indicator | | RW | Required when needed to supply additional information for the utilization conflict |
| 530-FU | Previous Date of Fill | | RW | Required when needed to supply additional information for the utilization conflict – CCYYMMDD |
| 531-FV | Quantity of Previous Fill | | RW | Required when needed to supply additional information for the utilization conflict |
| 532-FW | Database Indicator | | RW | Required when needed to supply additional information for the utilization conflict |
| 533-FX | Other Prescriber Indicator | | RW | Required when needed to supply additional information for the utilization conflict |
| 544-FY | DUR Free Text Message | | RW | Required when needed to supply additional information for the utilization conflict |
| 570-NS | DUR Additional Text | | RW | Required when Reason for Service Code (439-E4) is used |

Response Coordination of Benefits Segment: Required

| Field # | NCPDP Field Name | Value | Req | Comment |
|---------|---------------------------------------|----------|-----|--|
| 111-AM | Segment Identification | 28 | M | Response Coordination of Benefits Segment |
| 355-NT | Other Payer ID Count | Max of 3 | M | |
| 338-5C | Other Payer Coverage Type | | M | |
| 339-6C | Other Payer ID Qualifier | | RW | Required when Other Payer ID (34Ø-7C) is used |
| 34Ø-7C | Other Payer ID | | RW | Required when other insurance information is available for coordination of benefits |
| 991-MH | Other Payer Processor Control Number | | RW | Required when other insurance information is available for coordination of benefits |
| 356-NU | Other Payer Cardholder ID | | RW | Required when other insurance information is available for coordination of benefits |
| 992-MJ | Other Payer Group ID | | RW | Required when other insurance information is available for coordination of benefits |
| 142-UV | Other payer Person Code | | RW | Required when needed to uniquely identify the family members within the Cardholder ID, as assigned by the other payer |
| 127-UB | Other Payer Help Desk Phone Number | | RW | Required when needed to provide a support telephone number of the other payer to the receiver |
| 143-UW | Other Payer Patient Relationship Code | | RW | Required when needed to uniquely identify the relationship of the patient to the cardholder ID, as assigned by the other payer |

APPENDIX A: BIN / PCN COMBINATIONS

- **RxBIN and RxPCN Values**

Other RxPCNs may be required as communicated or printed on card.

| BIN | Processor Control Number |
|--------|--------------------------|
| 610502 | MEDDAET PARTBAET |

APPENDIX B: MEDICARE PART D

- **Medicare Part D – Patient Residence**

To ensure proper reimbursement, it is important that Provider submit accurate Patient Residence and Pharmacy Service Type values on Medicare Part D claims based on the pharmacy's Medicare Part D network participation. Patient Residence and Pharmacy Service Type fields must be submitted to identify Home Infusion, Long-Term Care, Assisted Living Facility and Retail Claims.

Aetna will accept the following values:

| Retail Claim Type | Patient Residence (Field 384-4X) | Pharmacy Service Type (Field 147-U7) |
|--------------------------|---|---|
| Retail | Ø1 | Ø1 |

| Assisted Living Facility Claim Type | Patient Residence (Field 384-4X) | Pharmacy Service Type (Field 147-U7) |
|--|---|---|
| Assisted Living Facility (Retail) | Ø4 | Ø5 |
| Home Infusion | Ø4 | Ø3 |

| Home Infusion Claim Type | Patient Residence (Field 384-4X) | Pharmacy Service Type (Field 147-U7) |
|---------------------------------|---|---|
| Home Infusion | Ø1 | Ø3 |
| Long-Term Care Home Infusion | Ø4 | Ø3 |

| Long Term Care Claim Type | Patient Residence (Field 384-4X) | Pharmacy Service Type (Field 147-U7) |
|--|---|---|
| Long-Term Care | Ø3 | Ø5 |
| Long-Term Care Institutional | Ø3 | Ø4 |
| Long-Term Care Home Infusion | Ø1 | Ø3 |
| Long-Term Care ICF/IID* | Ø9 | Ø5 |
| *ICF/IID is exempt from short cycle dispensing | | |

- **Medicare Part D – Prescriber NPI Requirements**

Prescriber Identification Requirements

Effective January 1, 2013, identification of the Prescriber requires a valid and active National Provider Identifier (NPI). Per CMS, all Medicare Part D claims, including controlled substance prescriptions, must be submitted with the Prescriber’s valid and active NPI. It is not acceptable, at any time, to utilize an invalid or inactive NPI which does not represent a Prescriber. For pharmacies, it is imperative that the NPI of the Prescriber is checked and verified instead of simply selecting the first number that appears during the Prescriber search.

Claims Submission

There must be a valid and active individual NPI number submitted with each claim. Otherwise, a claim will reject for Invalid Prescriber. An accurate Submission Clarification Code (NCPDP Field # 420-DK) may be submitted to allow a rejected claim to pay.

- **Claims submitted and reimbursed by Aetna without a valid and active NPI will result in audit review and chargeback**
- Provider must maintain the DEA number on the original hard copy for all controlled substances prescriptions in accordance with State and Federal laws
- For unresolved rejects, Aetna is required by CMS to contact pharmacies within 24 hours of the reject
- The requirement also applies to foreign Prescribers
- Upon submission of an SCC code, the pharmacy is CONFIRMING the validity of that Prescriber to prescribe the drug
- If calling to request a Prior Authorization, the pharmacy understands that the Prescriber Identifier is considered invalid and will be subject to retrospective audit and possible chargeback

PHARMACY STEPS:

In the event a claim rejects for prescriber ID, please review the following steps:

- **Verify the ID submitted is a Type 1 NPI.**
- **For controlled drugs, confirm the Prescriber has a valid DEA and is authorized to prescribe that particular class of drugs**

Please note: Only certain SCC codes will be allowed to override each reject code, please see below to help determine valid SCC codes for each reject.

| Reject Code | Field # | Code Value | Description |
|-------------|--------------------------------------|------------|--|
| A2,42, 56 | 42Ø-DK Submission Clarification Code | 42 | The Prescriber ID submitted has been validated, is active |
| 43, 44 | 42Ø-DK Submission Clarification Code | 43, 45 | For the Prescriber ID submitted, associated prescriber DEA Renewed, or In Progress, DEA Authorized Prescriptive Rights. For the Prescriber ID submitted, associated DEA is a valid Hospital DEA with Suffix |
| 46 | 42Ø-DK Submission Clarification Code | 46 | For the Prescriber ID submitted and associated prescriber DEA, the DEA has authorized prescriptive rights for this drug DEA Class |
| 619 | 42Ø-DK Submission Clarification Code | 42, 49 | The Prescriber ID submitted has been validated, is active. Prescriber does not currently have an active Type 1 NPI. |

- **Medicare Part D – Use of Prescription Origin Code**

Effective January 1, 2010 all Medicare Part D claims with a 2010 date of service, will require the Prescription Origin Code and Fill number on all Original Dispensing.

Blank and “Ø” (Not Specified) Prescription Origin Code values will no longer be valid values for original fill Medicare Part D claims submitted in standard format with dates of service beginning January 1, 2010 .

A. Please submit one of the following data elements within Prescription Origin code (419-DJ):

| NCPDP Field | Segment & Field Name | Required for Original Fill Medicare Part D transactions. |
|-------------|---|---|
| 419-DJ | Claim Segment Prescription Origin Code | 1 – Written 2 – Telephone 3 – Electronic 4 – Facsimile 5 – Pharmacy |
| 403-D3 | Claim Segment Fill Number | Ø – Original dispensing 1 to 99 – Refill Number |

- **Medicare Part D – Vaccine Processing**

Dispensing and Administering the Vaccine

If Provider dispenses the vaccine medication and administers the vaccine to the enrollee, submit both drug cost and vaccine administration information on a single claim. The following fields are required in order for the claim to adjudicate and reimburse Provider appropriately for vaccine administration:

| NCPDP Field # | Segment & Field Name | Required Vaccine Administration Information for Processing |
|---------------|---|--|
| 440-E5 | DUR/PPS Segment Professional Service Code Field | MA (Medication Administration) |
| 438-E3 | Pricing Segment Incentive Amount Submitted Field | ≥ \$0.01 (Submit Administration Fee) |

Dispensing the Vaccine Only

If Provider dispenses the vaccine medication only, submit the drug cost electronically according to current claims submission protocol.

Vaccine Administration Only

Aetna will reject on-line claim submissions for vaccine administration only. Therefore, if Provider dispenses the vaccine medication and administers the vaccine to the enrollee, submit both elements on a single claim transaction electronically to Aetna.

Vaccine Drug Coverage

Please rely on Aetna’s on-line system response to determine Medicare Part D vaccine drug coverage for Medicare Part D plans adjudicating through Aetna. As a reminder—pharmacists are required to be certified and/or trained to administer Medicare Part D vaccines. Please check with individual state boards of pharmacy to determine if pharmacists can administer vaccines in your respective state(s).

| Submitting a Primary Claim | |
|--------------------------------------|--|
| Dispensing and administering vaccine | Professional Service Code Field – MA Incentive Amount Submitted Field – “Submit Administration Fee (≥ \$Ø.Ø1)” |
| Dispensing vaccine only | Submit drug cost using usual claim submission protocol |

| Submitting U&C Appropriately | |
|--|---|
| U&C to submit when dispensing and administering vaccine medication | Your U&C drug cost + Administration Fee |

| Submitting Secondary Claims for Vaccine Administration (COB) |
|--|
| <p>When submitting secondary/tertiary claims when dispensing and administering vaccine medication:</p> <ul style="list-style-type: none"> • you are required to submit “MA” in the Professional Service Code Field in order for the appropriate reimbursement to occur • If the pharmacy receives an M5 reject <<Requires Manual Claim>> on a secondary claim: <ul style="list-style-type: none"> DO NOT tell the enrollee the drug is not covered DO NOT submit a UCF on behalf of the enrollee DO collect the patient pay amount from Eligible Person as indicated on the previous claim response DO tell the Eligible Person to submit a paper claim to his/her supplemental insurance |

APPENDIX C: COORDINATION OF BENEFITS (COB)

- **Medicare Part D – Submission Requirements for COB**

For all other primary Medicare Part D plan sponsors that have not implemented Single Transaction Coordination of Benefits (ST COB), the following coordination of benefits information is essential when submitting claims for Medicare Part D Eligible Person:

- If Medicare Part D is the primary coverage, the standard BIN/RXPCN combinations should be used (refer to the Aetna plan sponsor grid distributed annually in December)
- For supplemental coverage **after** the primary Medicare Part D claim is processed, please use the following BIN/RXPCN combinations:

| BIN | Processor Control Number (PCN) | Other Coverage Code |
|--------|--------------------------------|---------------------|
| 610502 | MEDDAET | Ø3, Ø8 |
| 610502 | PARTBAET | Ø3, Ø8 |

Note: Claims submitted with the above BIN/PCN combinations must be routed through the TrOOP Facilitator (Relay Health)—do not use lines that are directly connected to Aetna.

Aetna will respond back to the pharmacy in the message text fields indicating any other coverage that may apply to Medicare Part D members. Please ensure that pharmacy employees can easily read this information so that supplemental claims can be submitted according to the message instructions.

Only one Medicare Part D claim transaction is allowed per transmission.

- **Single Transaction COB (STCOB)**

Medicare Part D Single Transaction Coordination of Benefits

Aetna has the ability to utilize a Single Transaction Coordination of Benefits (ST COB) process whereby the pharmacy provider sends one transaction to Aetna and, the claim adjudicates against both primary and secondary plans before returning one final response to the pharmacy provider with the message “Single Transaction COB Processed Used”. This type of COB is for certain Medicare Part D Plan Sponsors whose plan design resides predominantly on BIN 610502, and whose benefit is comprised of a group of Eligible Person’s that have a Med D Plan where the primary and secondary benefit are coordinated for the Eligible Person.

APPENDIX D: COMPOUND BILLING

- **Route of Administration Transition**

This appendix was added to assist in transition from the NCPDP code values formerly found in Compound Route of Administration (452-EH) in the Compound Segment to the Route of Administration (995-E2) in the Claim Segment, which only uses Systematized Nomenclature of Medicine Clinical Terms® (SNOMED CT) available at <http://www.snomed.org/>.

| High level SNOMED Value | High Level Description of Route of Administration (995-E2) |
|-------------------------|--|
| 112239003 | by inhalation |
| 47056001 | by irrigation |
| 372454008 | gastroenteral route |
| 421503006 | hemodialysis route |
| 424494006 | infusion route |
| 424109004 | injection route |
| 78421000 | intramuscular route |
| 72607000 | intrathecal route |
| 47625008 | intravenous route |
| 46713006 | nasal route |
| 54485002 | ophthalmic route |
| 26643006 | oral route |
| 372473007 | oromucosal route |
| 10547007 | otic route |
| 37161004 | per rectum route |
| 16857009 | per vagina |
| 421032001 | peritoneal dialysis route |
| 34206005 | subcutaneous route |
| 37839007 | sublingual route |
| 6064005 | topical route |
| 45890007 | transdermal route |
| 372449004 | dental route |
| 58100008 | intra-arterial route |
| 404817000 | intravenous piggyback route |
| 404816009 | intravenous push route |