

## Processing a COB claim

When filling a script for a patient that has a Primary and Secondary Insurance you will need to do the following to make sure the claim goes through properly.

1. Make sure that the Primary and Secondary Insurances are listed in the Patient's profile. (See setting up Coordination of Benefits Billing)
2. Make sure that the Primary and Secondary Insurances are populated on the Patient's prescription. (See Below)

**Rx Summary: New Rx for DUMMY, ACCOUNT**

**General Information**

Rx Number: 06??????

Patient: DUMMY, ACCOUNT

Prescriber: WHO, DR

Primary: PLAN G

U&C Plan: U&C

Secondary: TEST PLAN

Tertiary:

Drug: XELODA 500 MG TABLET

Generic:

Sig: TAKE 2TS BY MOUTH 2 TIMES A DAY FOR 14 DAYS THEN OFF 7 DAYS AND REPEAT FOR

Rx Notes:

**Quantity Information**

Authorized: 56 Days Supply: 21

Dispensed: 56 Refills Authorized: 3

Remaining: 224 Refills Remaining: 3

**Rx Dates**

Last Filled: / / Written: 03/22/2011

Stop: 03/21/2013 Original Rx: 03/22/2011

Expiration: 03/21/2012

**Other Information**

Auth Number: Status: Active

DAW: Y Special:

**Pricing Information**

Price: 1670.31 Full Part

Acquisition: \$0.00 Secondary: \$0.00

Profit %: 9999.99% Tertiary: \$0.00


Copay: \$0.00 Third Party: \$1,670.31

**Messages**

Primary Errors

No Refills Authorized By Plan  
Price Plan = PLAN G  
Group# = TEST  
Allergies-  
Drug Strength Is 500 MG

**Drug Image**



**Additional Rx Information**

Place of Service:

Type of Service:

Unit Dose:

Rx Origin: 1 - Written

3. Verify that on the Claim Information Screen the Secondary Insurance has the correct other coverage code (See Below)

Rx Summary: New Rx for DUMMY, ACCOUNT

### Claim Information

**Claim Information**

Dispense as Written:  Level of Service: 00 - Not Specified (Default) ▾

Place of Service:  Diagnosis:  ▶▶

Type of Service:  Compound: 1 - Not a Compound ▾

Unit Dose:

Special:

**Pricing Information**

Primary: PLAN G	\$1,670.31
Secondary: TEST PLAN	\$1,670.31
Tertiary:	\$0.00
U & C: U&C	\$1,670.31

**Primary Information**

Authorization:

Authorization Type: 00 - Not Specified (Default) ▾

Submission Clarification: 00 - Not Specified (Default) ▾

Other Coverage: 00 - Not Specified (Default) ▾

Fees: \$0.00

**Secondary Information**

Authorization:

Authorization Type: 00 - Not Specified (Default) ▾

Submission Clarification: 00 - Not Specified (Default) ▾

Other Coverage: 02 - Other Coverage Exists: Paymei ▾

Fees: \$0.00

**Tertiary Information**

Authorization:

Authorization Type: 00 - Not Specified (Default) ▾

Submission Clarification: 00 - Not Specified (Default) ▾

Other Coverage:

Fees: \$0.00

**Intermediate Authorization**

Authorization Number:

Authorization Type:

4. You will also want to verify on the Secondary Insurance Price Plan record that the following fields are populated as well. To pull up the Price Plan Record go to Store Control, Pricing Options, Price Plans and search for your Secondary Insurance.
  - a. Go to the Parameter Information Screen and put a check in Immediate Secondary Adjudication, Send Previous Copay, Send Sec. Amt. as Patient Paid Amt.

**Price Plan: TEST PLAN**

**Plan Parameter Information**

**Transmission Information**

Carrier: POWERLINE

ANSI Bin #: 123456

Processor Control #: 9990899

Software ID:

Third Party Payer ID:

Third Party Qualifying ID:

Prescribing Doctor:

Referring Doctor:

Drug Option:

Pharmacist ID Qualifier:

Patient Id Qualifier:

Gross Amount Due:

Cardholder Option: 1 - Cardholder Name Only

Help Desk #: ( ) -

Miscellaneous Note Pad:

Filing Status:

**Transmission Options**

Delayed Label:

Ignore Zero Copay:

Print Rejects:

Update Zero Fee:

Fee Not Less Than Medicaid:

Immediate Secondary Adjudication:

Print Paid With DUR's:

Print if \$ Paid < Acquisition Cost:

Send Previous Copay:

Force Zero Copay:

Send Sec. Amt. as Patient Paid Amt.:

Default Submission Code for Refill:

Immediate Tertiary Adjudication:

Send Tert. Amt. as Patient Paid Amt.:

Update NY Med Cost from Message:

Auto Update Help Desk #:

- b. Go to Parameter Options and scroll the bottom. Make sure the Detail COB box is checked.

