

MEDAVIE BLUE CROSS – WCB PROGRAM SYSTEM ADJUDICATION MESSAGES TO PHARMACIES

When filling prescriptions for injured workers, pharmacists enter information into Medavie Blue Cross's adjudication system for automated payment of covered medications. The following chart shows selected response codes and related messages that may be displayed to pharmacists. New messages may appear after May 11th, 2015.

Warning messages that do not reject the transaction:

Response code and pharmacist message	Meaning & recommended action
CM (new) - Patient Is Nearing Quantity Limit	With current prescription fill, the 75% threshold for the covered quantity has been reached. Patient should be advised that subsequent refills or prescription renewals may not be covered by WCB.
CN (new) - Patient Has Reached Quantity Limit	With current prescription fill, 100% of the covered quantity has been reached. Patient should be advised that subsequent refills or prescription renewals require an approved SA in the system prior to coverage (refer to prescriber).
D8 - Reduced to Generic	WCB will cover the generic drug only. If patient/prescriber wants brand, the prescriber must complete and submit an Exemption Request form to MBC.
EC (new) - Limited use drug - approaching time limit YYYY-MM-DD	Message will display for opioid prescriptions with automatic coverage time limitations (12 or 24 weeks based on nature of injury), when 4 weeks or less are remaining. Patient should be advised that WCB coverage will only be available for that prescription until the date specified in message.

Messages that reject the transaction:

Response code and pharmacist message	Meaning & recommended action
C8 - NO RECORD OF THIS BENEFICIARY	No record of patient having a WCB claim. You can call WCB at 1-800-870-3331 to verify claim status.
C9 - PATIENT NOT COVERED FOR DRUGS	Patient does not have an open/active WCB claim in MBC system. You can call WCB toll-free to verify customer claim status.
CD - DRUG IS A NON-BENEFIT	Message will display for medications that are excluded from the patient's WCB formulary. This includes medications that are non-benefit or SA status, as well as medications that exceed time or quantity limitations. Patient should be advised that prescriber must be contacted for alternative medication or to complete and submit an SA request to MBC for consideration.
CO (new) - PATIENT OVER QUANTITY LIMIT	The medication has a maximum quantity limit that is covered by WCB unless an approved Special Authorization is in the system. Patient should be advised that the prescriber must be contacted for alternative medication <u>or</u> to complete and submit an SA request to MBC for consideration. If quantity limit is based on pill count, the remaining number of pills eligible for coverage (if any) will be displayed.
30 - CARRIER ID ERROR	System error. Contact Medavie Blue Cross to resolve.
32 - CLIENT ID# ERROR	Validation error. Verify name and WCB claim number (can call WCB toll-free to verify against system record if required).