

Chapter 9: Handling Copay Charges

The copay status of a prescription is determined at the time of entry and re-evaluated every time a fill for that prescription is released. A prescription will be designated as exempt from copay under the following conditions:

- ✓ The drug is marked as a supply item, nutritional supplement or for investigational use.
- ✓ The Rx Patient Status assigned to the prescription is exempt from copayment.
- ✓ The veteran is copay exempt based on income.
- ✓ The medication prescribed is used in the treatment of:
 - A Service Connected (SC) condition
 - Combat Veteran (CV)
 - Vietnam-era herbicide/Agent Orange (AO) exposure
 - Ionizing Radiation (IR) exposure
 - Southwest Asia Conditions
 - Shipboard Hazard and Defense (SHAD)
 - Military Sexual Trauma (MST)
 - Cancer of the Head and/or Neck (HNC)

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription, including no action, automatic copay status reset, or a MailMan message generated detailing missing information required for user follow up.

Once a veteran meets the designated annual copayment cap, subsequent fills for any prescriptions dispensed will not be charged a copay. Any fills for copay-eligible prescriptions entered after the cap is reached are not billed and are identified as potential charges. If editing the Days Supply of an Rx or returning an Rx fill to stock results in the total copayment of the veteran to fall below the annual cap, Integrated Billing (IB) software shall initiate a copay charge for any fill that was identified as a potential charge until the annual cap is once again reached.

A user will be prompted to respond to any medication copay exemption questions that apply to the patient when entering a new prescription. Responses entered for the medication copay exemption questions are stored with the prescription and display as default values when an order is renewed, copied, or edited in such a way that a new order is created.

If none of the copay exemptions listed apply, the order is released as a copay prescription with no questions asked. (See “Patient Prescription Processing-New Order Entry,” for a complete order entry example.)

Example: Entering an Rx for a patient with no applicable medication copay exemptions

```
Do you want to enter a Progress Note? No// <Enter> NO

Rx # 559157          10/23/06
OPPACIENT24,ONE     #30
TAKE ONE TABLET BY MOUTH EVERY DAY

NIACIN (NIASPAN-KOS) 500MG SA TAB
OPPROVIDER,ONE     OPPHARMACIST,ONE
# of Refills: 11
Is this correct? YES//
```

If any medication copay exemptions apply to a patient when entering a new prescription, the applicable questions are displayed for the user to respond “Yes” or “No.” The responses will be used to determine the copay status of the prescription. The prescription fill will not generate a copay charge when released if at least one of the responses is “Yes.” Responses are required.

Example: An order with medication copay exemptions, but no responses entered

```
Rx # 3754648          10/24/06
OPPATIENT24,ONE      #30
APPLY SMALL AMOUNT TO AFFECTED AREA TWICE A DAY

HYDROCORTISONE 1% CREAM
OPPROVIDER,ONE      OPPHARMACIST,ONE
# of Refills: 11
  SC Percent: 30%
  Disabilities: NONE STATED

Was treatment for Service Connected condition? NO <Enter>
Was treatment related to Combat? NO <Enter>
Was treatment related to Agent Orange exposure? NO <Enter>
Was treatment related to service in SW Asia? NO <Enter>
Was treatment related to PROJ 112/SHAD? NO <Enter>
Was treatment related to Military Sexual Trauma? NO <Enter>
Was treatment related to Head and/or Neck Cancer? NO <Enter>
Is this correct? YES// <Enter>
```

All Service Connected and Environmental Indicators that apply will be asked regardless of a previously entered “Yes” response. SC will be asked for SC 0-100%, but copay charges will continue to be formulated in the same manner.)

```
Was treatment for a Service Connected condition? NO <Enter>
Was treatment related to Combat? NO <Enter>
Was treatment related to Agent Orange exposure? N// Y
Is this correct? YES//
```

A dollar sign is displayed next to the copay prescription number if the copay status is billable.

Example: Billable Copay Status

Medication Profile		Oct 24, 2006@15:14:58	Page:	1 of	1
OPPATIENT24,ONE					
PID: 000-34-5678P		Ht (cm): _____ (_____)			
DOB: DEC 2,1921 (85)		Wt (kg): _____ (_____)			
-----ACTIVE-----					
No Copay Copay	1 559163	FOSINOPRIL NA 20MG TAB	30 A>	10-24 10-24	11 30
	2 559157\$	NIACIN (NIASPAN-KOS) 500MG SA TAB	30 A>	10-23 10-23	11 30
Enter ?? for more actions					
PU Patient Record Update		NO New Order			
PI Patient Information		SO Select Order			
Select Action: Quit//					