

Pharmacy Pay for Performance Program

# DUR OVERRIDE

## QUICK REFERENCE GUIDE

Keep this chart next to your computer or in your pocket. It will help you know what to do if you get a DUR alert.



**I have a DUR error. What should I do?**

**STEP 1** Review the DUR error code and perform appropriate intervention.

**START** → Review DUR alert, the patient's profile (age, gender, medical history) and the patient's medication profile. → Perform an intervention to investigate the error or to alleviate the error.

Depending on the error code, choose one of these four intervention options:


Educate patients.	Search literature for clarification on side effects or interactions (including package insert).
Consult other source (e.g., CURES report, pharmacy history, medical charts, etc.).	Contact prescriber's office for additional information.

**STEP 2** Document the intervention by inputting the Professional Service Code (PSC).

- Educate patients = PE
- Consultation provided = PO
- RPH consulted other sources = RO
- Literature search review = SW
- Prescriber consulted = MO

**STEP 3** Document the outcome of the intervention.

- Filled the prescription as is (alert is a false positive) = 1A
- Filled prescription as is = 1B
- Changed the medication's dose and filled the new prescription = 1C
- Changed the direction and filled the new prescription = 1D
- Changed the quantity and filled the new prescription = 1F
- Prescriber approved the prescription as is. Filled with prescriber's approval = 1G
- Prescribed with acknowledgements = 4A



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Inland Empire Health Plan

## What To Do When Encountering DUR Alerts

DUR Alerts Categories:	Intervention	Intervention Result	PSC and RSC Codes	Outcome and Payment
1 Drug to Drug Interactions, Severity Level 1	Review other sources such as chart notes, CUREs, prescription history to determine clinical appropriateness.	Continue to dispense.	RO + any RSC Code	<b>DUR Intervention Payment</b>
		Do not dispense and consult with Physician to modify the medication.	No code is necessary	<b>DUR Bonus Payment</b>
2 High Dose Exceeding First DataBank (FDB) Maximum Recommended Dose	Review and consult patients, then determine the clinical appropriateness.	Continue to dispense.	PO + any RSC Code	<b>No payment</b>
		Do not dispense and consult with Physician to modify the medication.	No code is necessary	<b>DUR Bonus Payment</b>
3 Therapeutic and Ingredient Duplication	Research literature to determine clinical appropriateness.	Continue to dispense.	SW + any RSC Code	<b>DUR Intervention Payment</b>
		Do not dispense and consult with Physician to modify the medication.	No code is necessary	<b>DUR Bonus Payment</b>
4 High-Risk Medications for the Elderly	Review alerts with the Physician to determine clinical appropriateness.	Continue to dispense.	MO + any RSC Code	<b>DUR Intervention Payment</b>
		Do not dispense and modify to another medication.	No code is necessary	<b>DUR Bonus Payment</b>

For more information on **drug interactions** (when addressing patients at the Pharmacy), see "What You Should Know about Drug Interactions" on [www.iehp.org](http://www.iehp.org).

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