NCPDP Online User Guide

Independent Pharmacies

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User Guide Update Log

- February 7, 2009 ☒ Change of Relationship/Payment Center *(see 4.2)*
- February 7, 2009 ☒ Change of Ownership *(see 9.0, 9.1, 9.2)*
- October 20, 2015 ☒ Entire document updated for Website redesign.
- July 1, 2016 ☒ Credentialing and CMS 455 *(see 4.1, 5.0, 5.1, 5.2)*
- February 06, 2018 ☒ General and Professional Insurance (see 4.1, 5.0, 5.1, 5.2, 9.1, 9.2)
- March 20, 2018 ☒ Logo Change
- August 25, 2018 ☒ Removed references to EFIO which is discontinued, and Authorized Official form also discontinued.

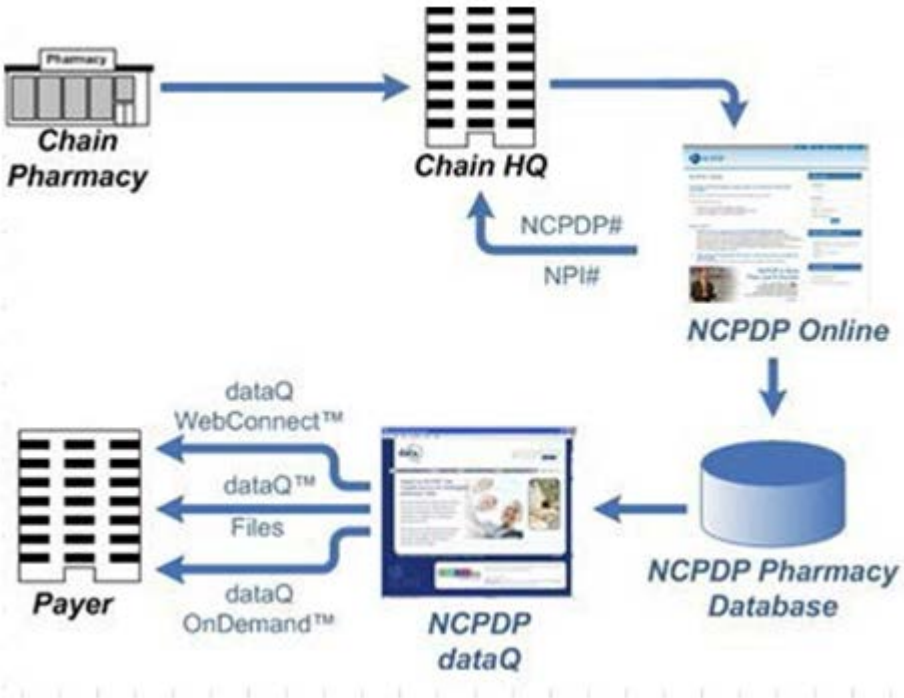
1.0 Introduction

NCPDP has maintained accurate pharmacy information for over 30 years. It is important that you update your pharmacy's information with NCPDP. Doing so is vital to proper reimbursement by many third-party plans. CMS also uses NCPDP pharmacy information to audit Medicare Part D claims data. With the launch of **Online** (accessonline.ncpdp.org) it is now easier than ever to maintain your pharmacy data and make any updates/changes to your pharmacy profile.

NCPDP Online gives you more control over your pharmacy data, is completely paperless and still provides all the validation and verification checks to ensure your pharmacy's information is accurate. But it is important to note that only YOU can keep your pharmacy information up-to-date.

Logging in and updating your pharmacy information with NCPDP will ensure accurate and timely reimbursement of claims.

Data flow through NCPDP Online:



2.0 Log In

As soon as you receive your user name and password you should log in, verify your data is correct and clean up any outdated information. Anytime your pharmacy information changes in the future, you should return to NCPDP Online to make updates.

Initially only the Authorized Official for your pharmacy will have an account and he/she will be set up as an Administrator. If you are not your pharmacy's Authorized Official and you do not have an account on NCPDP Online, and you need one, you should contact your Authorized Official to get an account.

The NCPDP Online web site supports multiple browsers such as Google Chrome, Apple Safari, Mozilla Fire Fox and Microsoft Windows Explorer 9.0 or higher.

There are parts of NCPDP Online that require your Internet browser to accept pop-ups. You should allow pop-ups for accessonline.ncpdp.org, which you can do without allowing pop-ups for other web sites.

The following is a guide to allowing pop-ups for accessonline.ncpdp.org without allowing pop-ups for other web sites.

Microsoft Internet Explorer:

1. Click on "Tools" at the top of your Microsoft Internet Explorer browser
2. Select "Pop-Up Blocker"
3. Select "Pop-Up Blocker Settings"
4. Enter **accessonline.ncpdp.org** in the "Address of Website to Allow" box
5. Click the "Add" button, then click the "Close" button

Google Chrome:

1. In the top-right corner of Chrome, click the Chrome menu.
2. Select **Settings**, scroll to the bottom and click on **Advanced Settings**
3. Click **Show advanced settings**.
4. Under "Privacy," click the **Content settings** button.
5. Under "Pop-ups," click **Manage exceptions**.
6. Enter **accessonline.ncpdp.org** in the "Hostname Pattern" box.
7. Select Allow in the Behavior column.

Safari:

Safari does not allow single web site control over blocking pop-ups windows. Pop-ups are either blocked, or they are not. To allow pop-ups:

1. From the Safari menu, check to see if the Block Pop-Up Windows option is checked. Un-checking this option will allow pop-ups.

2. To block pop-ups once again, check Block Pop-Up Windows in the Safari menu. You can use a keyboard shortcut: [Apple key]-K.

Or you can use this work around:

Command-Shift-K keys can toggle blocking pop-ups on and off as you visit different Sites.

Firefox:

If your preferred browser is Firefox, open Firefox and do the following:
1. In the top-right corner, click the menu ☰, click on options
2. On the left, select the Content tab
3. Click the Exceptions button next to the Block Pop-up Windows item
4. Enter **accessonline.ncpdp.org** in the Address of web site box.
5. Click Allow. The site will show up in the list.
6. Select save changes to finish.

To log in to NCPDP Online:

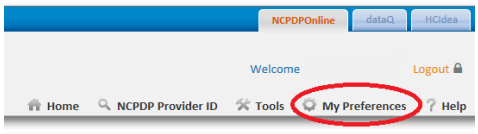
1. Open your Internet browser and go to **accessonline.ncpdp.org**

2. Enter your **User Name** and **Password**, then click **Login**.

If you click the **Remember Me** box, you will automatically be logged in if you are using the same computer the next time you visit the website *(if your Internet Browser is set to allow "cookies")*. When you are finished using NCPDP Online, you should simply close your browser or go to another site, do not "log out".

3.0 Managing Your Preferences

The first thing you should do after logging on to NCPDP Online is update **Your Preferences.** This includes updating your user profile, changing your password and PIN, and setting alert preferences.



3.1 Change Your Profile

Your profile contains your basic contact information.

1. Click the **My Preferences** tab.
2. Make changes to your **Primary Information**. Your email address, phone number and fax number will be validated for correct format.
3. Click the **Update** link to save your profile.

3.2 Change Your Password

To change your password, you will need your current password.

1. Click the **My Preferences** tab.
2. Click the **Change Password** link in the **Actions** box.
3. Enter your **Current Password**, a **New Password** and re-enter the new password in the **Confirm New Password** box.
4. Click the **Update** link to save your new password.

3.3 Change Your PIN

Along with a user name and password, you are also provided with a PIN. The PIN is an additional level of security on the web site. Your PIN will be required when submitting a new NCPDP Provider ID application or updating key information in an existing NCPDP Provider ID pharmacy profile.

Updates to the following fields within an existing NCPDP Provider ID pharmacy profile will require a PIN for authentication:

- Pharmacy DBA Name
- Pharmacy Legal Name

- Store Closing Date
- Federal Tax ID and Documentation
- Relationships and Payment Centers

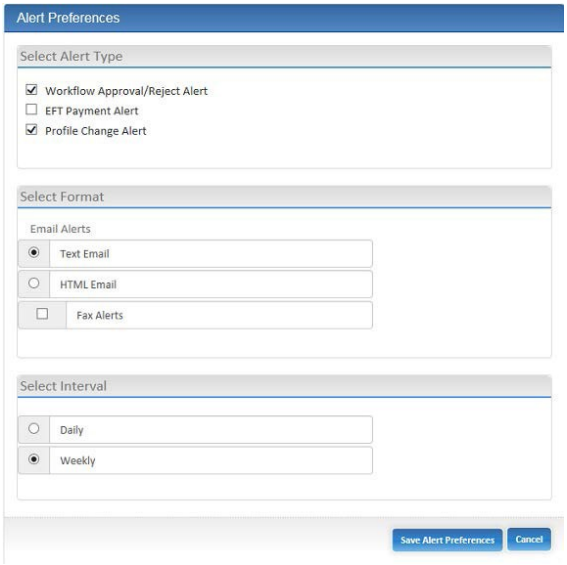
To change your PIN, you will need your current PIN.

1. Click the **My Preferences** tab.
2. Click the **Change PIN** link in the **Actions** box.
3. Enter your **Current PIN**, a **New PIN** and re-enter the new PIN in the **Confirm New PIN** box.
4. Click the **Update** link to save your new PIN.

3.4 Change Your Alert Preferences

Your Alert Preferences define how you want NCPDP Online to alert you when changes are made to your pharmacy data.

1. Click the **My Preferences** tab.
2. Click the **Alert Preferences** link in the **Actions** box.
3. Select one or more types of alerts from the **Select Alert Type** list.
4. Click one or more alert formats from the **Select Format** list. If you select **Fax Alerts**, enter your preferred fax number. If you do not enter a preferred fax number, the fax number in your profile (*see 3.1 Change Your Profile)* will be used. *Note: Some email accounts do not allow HTML email; if you experience issues receiving an HTML email alert, change the alert to Text email.*



5. Choose to receive your alerts **Daily** or **Weekly**. If you choose daily, all changes to your pharmacy data will be compiled and one alert will be sent at approximately 1:00am Eastern for the changes made the day before. If you choose weekly, all changes to your pharmacy data will be compiled, over the course of a week, and one alert will be sent at approximately 1:00am Eastern on Thursdays for the changes made the week before. *Note: If there are no changes to your pharmacy data, you will not receive an alert.*

   There are some alerts that you will receive in real time. These are time sensitive alerts that require your attention immediately.

6. Click the **Update** link to save your alert preferences.

3.5 PIN Recovery

If you have forgotten your PIN, you can request to have it reset and emailed to your e-mail address on record.

1. Click the **My Preferences** tab.

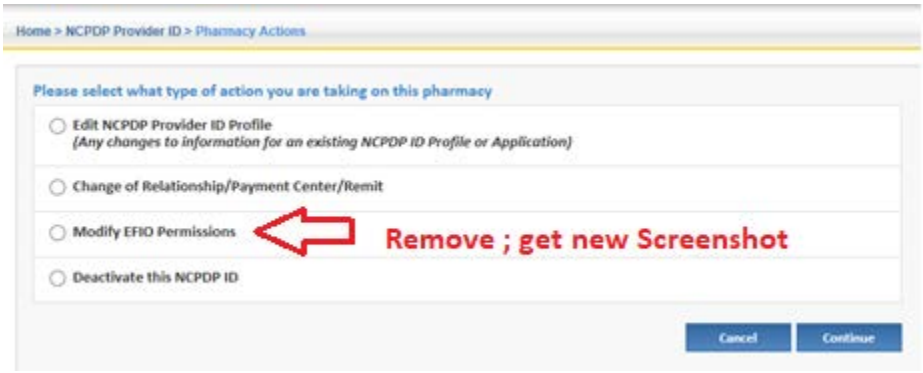
2. Click **PIN Recovery** link in the **Actions** box.

3. You will be asked **Do you wish to reset your PIN and send it to your e-mail address on record?** If you click **OK**, your PIN will be reset and emailed to you.

4.0 Update an Existing NCPDP Provider ID Pharmacy Profile

When you update an existing NCPDP Provider ID pharmacy profile, you will have four options:

- Update NCPDP Provider ID Profile
- Change of Relationship/Payment Center
- Deactivate NCPDP Provider ID *(see 6.0 Deactivate an NCPDP Provider ID Profile)*



4.1 Update an NCPDP Provider ID Profile

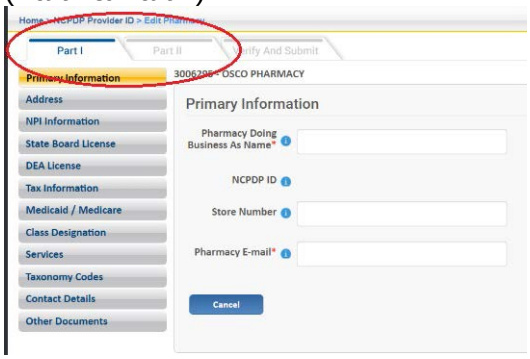
To update your NCPDP Provider ID pharmacy profile:

1. Click the **NCPDP Provider ID** tab.

2. To search for a pharmacy, enter the NCPDP number and click the **Search** button OR click the **Advanced Search** link, enter search criteria and click the **Search** button. From the search results, click the **Edit** icon (looks like a pencil) for the pharmacy you wish to update.

3. Choose **EDIT NCPDP Provider ID Profile** and click the **OK** button.

   When you update your NCPDP Provider ID pharmacy profile, it is separated into 2 tabs (Part I & Part II).



Under Part 1 the following sections which can be accessed by clicking the appropriate tab on the left of the page:

- Primary Information
- Address (Physical Location and Mailing Address)
- NPI Information
- State Board License
- DEA License
- Tax Information
- Medicaid/Medicare
- Class Designation
- Services
- Taxonomy Codes
- Contact Details (Authorized Official and Profile Manager)

Under Part II the following sections can be accessed by clicking the appropriate tab on the left of the page (Note: Part II does not apply to Non-Pharmacy Dispensing Sites (NPDS) and will not be shown):

- Additional Pharmacy Detail
- Ownership & Control
- Owner & Control Entities
- Owner Relationship Detail
- Other Pharmacies Owned
- Insurance
- Pharmacist-in-Charge
- Pharmacy Licenses/Certifications/Accreditations
- Sanctions Exclusions Actions
- Practice Settings
- Immunizations
- Clinical Services
- Compounding

Some parts of your profile will require a document upload. Documents required for your NCPDP Provider ID pharmacy profile under Part I include:

- State pharmacy license
- DEA license
- Federal Tax ID (EIN) document
- NPI confirmation

Documents required for your NCPDP Provider ID pharmacy profile under Part II include:

- Federal Tax ID (EIN) documentation for any company that owns or has part ownership in the pharmacy
- Copy of the pharmacy's General and Professional Liability Insurance document(s)
- Pharmacist(s) State Board license(s)
- Pharmacist in Charge (PIC) State board License

Additional documents in Part II that may be required if applicable to your pharmacy include:

- Copy of Inspection Report if pharmacy has any disciplinary action recoded by state board of pharmacy in past 10 years
- Copy of most recent site visit by the State Board of Pharmacy
- Supporting document to contest a mistaken sanction
- Federal Anti-Kickback Statue Compliance Policy & Procedures document.
- Any Pharmacy Accreditation document(s)
- Immunization certification, if pharmacy provides vaccinations and/or immunizations.
- Pharmacist in Charge (PIC) - NPI Confirmation Letter
- Pharmacist in Charge (PIC) - Controlled substance License

Required only if the pharmacy does sterile compounding or complex non-sterile compounding:

- Compounding Accreditation Certificate
- Compound Marketing Material
- Sales force listing of contractors (1099) or employees
- If pharmacy has preprinted prescription, then Copy of Pre-printed Prescriptions
- If have process to check for allergies, then copy of the Policy & Procedures
- If provide samples or medications to Physician or prescriber offices, then copy of Policy and Procedures
- Policy and Procedures for USP 795 compliance if have them
- Policy and Procedures for USP 797 compliance if have them
- Standard Operating Procedures (SOP) for compounding a gel, cream or ointment if pharmacy does compound of a gel, cream or ointment
- Policy and Procedure if pharmacy provides compounds to be dispensed or sold to other parties
- If pharmacy has MSDS sheets and is accessing them then Policy and Procedures for that
- Policy and Procedure for submitting Usual and Customary (U & C) price, if pharmacy does that
- If pharmacy is engaged in anticipatory compounding, then Policy and Procedures for that

If you have the document electronically, simply upload it in the appropriate section of your pharmacy profile by clicking the **Select Files or Choose Files** button and selecting the file from your computer.

If you do not have the document electronically, click the associated **Click Here** link.

A fax coversheet will be presented for you to print. Print the coversheet and fax it with the document to the toll-free number indicated on the cover sheet. Your document will be converted to an electronic file (Adobe pdf file) and associated with your pharmacy profile.

It is important you use the coversheet generated when you fax. It contains important information for NCPDP to properly match the document with your profile. If you have more than one document to send to NCPDP, you may batch all documents under one coversheet.

4. If you are updating your pharmacy profile and you are not ready to submit changes to NCPDP, you can save your changes by clicking the **Pend Changes** link in the **Actions** box and/or at the bottom of the profile page. You can access your pended changes by going to the **NCPDP Provider ID** tab and then clicking on the **My Pended Pharmacies** link in the **Queue** box.

5. When you have completed your changes and you are ready to submit them to NCPDP, click the **Submit to NCPDP** link in the **Actions** box or at the bottom of the profile page. Depending on the data you changed, you may be required to enter your PIN. Changes to the following data require a PIN to submit to NCPDP: Pharmacy DBA Name, Pharmacy Legal Name, Store Open / Close Date, Physical Address, NPI Number and confirmation document, Federal Tax ID and documentation, State Tax ID, Class Designation, Taxonomy Code(s), and Authorized Official.

When submitting a change to your NCPDP Provider ID pharmacy profile, the following fields will be validated:

- Date fields are valid dates
- Expiration dates in future
- Combination of class designation and dispenser type/taxonomy codes are correct
- NPI number is valid
- DEA registration number is valid

The following fields will be checked against other NCPDP Provider ID pharmacy profiles for duplicates*:

- Pharmacy license number
- DEA license number
- NPI number

**Note: NCPDP Online will allow some duplicates and not others. You will be prompted with more information and advised on how to proceed when a duplicate is found.*

Once NCPDP verifies the changes to your NCPDP Provider ID pharmacy profile, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. If your changes are verified, but rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.

4.2 Change of Relationship/Payment Center/Remit and Reconciliation

You can add, update or deactivate a relationship, payment center or Remit and Reconciliation code associated with your pharmacy if the pharmacy added the code to the profile. If the code was added by your Pharmacy Services Administration Organization (typically referred to as a PSAO), your PSAO must make these changes on your behalf. If this is the case, you must APPROVE any changes made by your PSAO *(see 7.0 Provide 3rd Party Access to Your NCPDP Provider ID Pharmacy Profile)*.

There are five types of relationships – (1) Chain, (2) Franchise, (3) Purchasing Buying Group, (4) Third Party Contracting Group and (5) Third Party Reconciliation Entity. You can have multiple relationships, but NCPDP Online will perform some basic validation checks (e.g. you cannot associate a chain and franchise relationship with the same pharmacy profile or you can only have multiple third-party contracting group relationships if you have multiple taxonomy codes such as long term care and community/retail pharmacy).

1. Click the **NCPDP Provider ID** tab.
2. Under Manage Pharmacies on the left, click the My Pharmacies link.
3. Click the **Edit** Icon for the pharmacy you wish to change a relationship, payment center or remit and reconciliation code.
4. Choose **Change of Relationship/Payment Center/Remit** and click the **Continue** button.

A list of your active relationships and payment centers are provided. You can **Add Relationship, Add Payment Center**, **Add Remit and Reconciliation**, **Update**, or **Deactivate** a relationship/payment center or remit and reconciliation. In all cases, you will be required to enter your PIN for authentication before changes will be submitted to NCPDP for verification. Once NCPDP verifies, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. If your changes are verified, but rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.

To add a relationship:

1. Click the **Add Relationship** button to add a relationship.
2. Choose the relationship type from the **Select Relationship Type** list. The screen is refreshed and a list of relationships, based on relationship type, is presented. Choose a relationship from the **Select Relationship** list. *(Note: If you do not see any choices appear in the drop down, that means that your NCPDP User Account is not linked to any relationships of the type you chose to add.)*

If adding a payment center with this relationship, click the **Add** button and choose a

payment center from the **Select Payment Center** list. The payment center will be "linked" to the relationship, which means they will both have the same effective date and will be updated or deactivated together in the future. *(Note: If you do not see any choices appear in the drop down, that means that your NCPDP User Account is not linked to any payment center codes.)*

If adding a remit and reconciliation code with this relationship, click the **Add** button and choose a remit and reconciliation from the **Select Remit and Reconciliation** list. The remit and reconciliation code will be "linked" to the relationship, which means they will both have the same effective date and will be updated or deactivated together in the future. *(Note: If you do not see any choices appear in the drop down, that means that your NCPDP User Account is not linked to any remit and reconciliation codes.)*

To avoid any remittance delay, please be sure to deactivate any old payment centers when you add a new one to insure your payments are delivered to the proper location.

3. Enter the effective date of the relationship in the **Select Relationship ID Effective Date** box.

4. If this is your primary relationship, click the check box for **Is Primary**. You are allowed to identify one relationship as your primary relationship. A purchasing buying group or third-party reconciliation entity cannot be designated as Primary.

5. Click the **Submit** button to submit to NCPDP for verification.

To add a stand-alone payment center:

1. Click the **Add Payment Center** button to add a payment separate from a specific relationship (e.g. not "linked to a relationship).

2. Choose a payment center from the **Select Payment Center** list. *(Note: If you do not see any choices appear in the drop down, that means that your NCPDP User Account is not linked to any payment center codes.).* To avoid any remittance delay, please be sure to deactivate any old payment centers when you add a new one to insure your payments are delivered to the proper location.

3. Enter the effective date of the payment center in the **Select Relationship ID Effective Date** box.

4. Click the **Submit** button to submit to NCPDP for verification.

To add a stand-alone remit and reconciliation

1. Click the **Add Remit and Reconciliation** button to add a remit and reconciliation.

2. Enter your 4 Digit PIN. Click **OK**.

3. Choose a Remit and Reconciliation from the **Select Reconciliation** list. *(Note: If you*

do not see any choices appear in the drop down, that means that your NCPDP User Account is not linked to any remit and reconciliation codes.) To avoid any remittance delay, please be sure to deactivate any old Remit and Reconciliation when you add a new one to insure your paperwork is delivered to the proper location.

4. Enter the effective date of the Remit and Reconciliation in the **Select Relationship Start Date** box.

5. Click the **Submit** button to submit to NCPDP for verification.

To update an existing relationship, payment center or remit and reconciliation code:

1. Click the **Update** link for the relationship, payment center or remit and reconciliation you wish to update. (*Note: you can only update relationships added to the profile by the pharmacy)*. For relationships, you can only add a payment center or remit and reconciliation code if one is not already associated, attach an affiliation agreement if one is not attached and set the relationship as "primary." When adding a Payment Center or Remit and Reconciliation code to an existing relationship on a profile, the current relationship must be termed, and a new Relationship Start Date must be entered. The current relationship will be termed one day prior to the new Relationship Start Date. For payment centers and remit and reconciliations you can only update the Start date.

2. If updating a relationship and adding a payment center, click the **Add** button and choose a payment center from the **Select Payment Center** list. The payment center will be "linked" to the relationship, which means they will both have the same effective date and will be

   updated or deactivated together in the future. *(Note: If you do not see any choices appear in the drop down, that means that your NCPDP User Account is not linked to any payment center codes.)*

   If updating a relationship and adding a remit and reconciliation, click the **Add** button and choose a remit and reconciliation from the **Select Remit and Reconciliation** list. The remit and reconciliation code will be "linked" to the relationship, which means they will both have the same effective date and will be updated or deactivated together in the future*. (Note: If you do not see any choices appear in the drop down, that means that your NCPDP User Account is not linked to any remit and reconciliation codes.)*

   To avoid any remittance delay, please be sure to deactivate any old payment centers when you add a new one to insure your payments are delivered to the proper location.

3. If you have an electronic copy of your affiliation agreement, click the **Browse** button and select the file from your computer. If you have a print copy of your affiliation agreement, click the **click here** link to print a fax coversheet and fax the affiliation agreement to the toll- f r e e number provided. The agreement will be converted to an electronic file (Adobe pdf) and attached to your pharmacy profile.

   If you do not have a copy of your affiliation agreement, you can still proceed.

4. If updating a relationship and this is your primary relationship, click the check box

for **Is Primary**. You are allowed to identify one relationship as your primary

relationship. A purchasing buying group, third party reconciliation entity or payment center cannot be designated as Primary.

5. Click the **Submit** button to submit to NCPDP for verification.

To deactivate a relationship or payment center or remit and reconciliation:

1. Click the **Deactivate** icon for the relationship, payment center or remit and reconciliation you wish to deactivate. *(Note: You can only delete relationships that were created by the pharmacy. Third party relationships must be removed by the third party.)*

2. You can choose to simply deactivate a relationship, payment center or remit and reconciliation. For relationships and payments centers you can choose to deactivate and replace with a new relationship or payment center.

   If you choose to deactivate and replace a relationship or payment center with a new relationship or payment center, click the **Deactivate and replace with a new relationship** radio button. Otherwise, click the **Deactivate relationship** radio button.

3. Enter an **Effective Date** for the deactivation.

4. Click the **Submit** button. You will be asked to enter your PIN for verification. If you chose to replace with a new relationship, you will be able to enter the new relationship now exactly the same way you add a new relationship or payment center *(see **Add** above)*.

5.0 Create a New NCPDP Provider ID Pharmacy Profile

You have two options when creating a new NCPDP Provider ID pharmacy profile. You can create an NCPDP Provider ID for a new location or create an additional NCPDP Provider ID for an existing location.

You will be required to provide the following documentation:

Part I:

- State Pharmacy License
- Pharmacy DEA Registration
- Pharmacy DEA Registration
- Federal Tax ID documentation
- NPI Confirmation document

Part II:

- Federal Tax Id document for any company disclosed that has a 5% or more ownership or control interest in this pharmacy or subcontractor in which the pharmacy owns a 5% or more interest
- Copy of General and Professional Liability Insurance document(s)
- Pharmacists State Board License(s)
- Pharmacist in Charge (PIC) State Board License(s)

If your pharmacy does sterile compounding or complex non-sterile compounding:

- Compounding Accreditation Certificate.
- Compound Marketing Material
- Sales force listing of contractors 1099) or employees
- If pharmacy has preprinted prescription, then Copy of Pre- printed Prescriptions.
- If have process to check for allergies, then copy of the Policy & Procedures
- If provide samples or medications to Physician or prescriber offices, then copy of Policy and Procedures.
- Policy and Procedures for USP 795 compliance if have them
- Policy and Procedures for USP 797 compliance if have them
- Standard Operating Procedures (SOP) for compounding a gel, cream or ointment if you have them.
- Policy and Procedure if pharmacy provides compounds to be dispensed or sold to other parties.
- If pharmacy has MSDS sheets and is accessing them then Policy and Procedures for that.
- Policy and Procedure for submitting Usual and Customary (U & C) price, if pharmacy does so.
- If pharmacy engages in anticipatory compounding, then Policy and Procedures for that

You may be creating a new NCPDP Provider ID prior to receiving some of the above documentation. For example, if you do not yet have your pharmacy license you can use the site visit/inspection report
documentation. NCPDP will apply a temporary expiration date to any missing or substitute

documentation. You will be alerted to update your documentation after the new NCPDP Provider ID is created.

The following documents should be uploaded when applicable to the new pharmacy:

- Copy of Inspection Report if pharmacy has any disciplinary action recoded by state board of pharmacy in past 10 years.
- Copy of most recent site visit by the State Board of Pharmacy.
- Supporting document to contest a mistaken sanction.
- Federal Anti-Kickback Statue Compliance Policy & Procedures document.
- Any Pharmacy Accreditation document(s).
- Immunization certification, if the pharmacy provides vaccinations and/or immunizations.
- Pharmacist in Charge (PIC) NPI Confirmation Letter
- Pharmacist in Charge (PIC) Controlled substance License(s)

5.1 New NCPDP Provider ID for New Location

To create a new NCPDP Provider ID for a pharmacy at a new location, you will need to submit an application for a new NCPDP number:

1. Click the **NCPDP Provider ID** tab.
2. Click the **NCPDP Application** link in the **Applications** box.
3. Select Apply for New NCPDP Number. Click Next.
4. Answer yes or no to "Are you the Authorized official…?". Click Next.
5. Enter PIN when prompted. Click Next.
6. Select I am applying for a pharmacy at a new location. Click Next.
7. Select Independent for Class Designation. Click Next.
8. Fill out the Primary Information such as DBA and Legal name, store numbers, etc. when asked.
9. Answer yes or no to the question "Would you like to add a Relationship to this profile?
    a. If yes, select **Yes**, click **NEXT**. You will then add the relationship on the following page. (In most cases independent pharmacies will answer "No")
    b. If no, select **No**, click **NEXT**.
10. Answer yes or no to the question "Would you like to add a Payment Center Code to this profile?
    a. If yes, select **Yes**, click **NEXT**. You will then add the Payment Center on the following page.
    b. If no, select **No**, click **NEXT**.
11. Answer yes or no to the question "Would you like to add a Remit and Reconciliation Code to this profile
    a. If yes, select **Yes**, click **NEXT**. You will then add the Remit and Reconciliation Code on the following page.
    b. If no, select **No**, click **NEXT**.
12. Fill in your Physical and Mailing Address information when asked.
13. Answer yes or no to "Do you have an NPI number?'
    a. If Yes, fill in the number and upload the NPI document.
    b. If No, you cannot proceed. You must have an NPI number to complete the

application. Click **Pend** or **Save & Exit**.

14. Answer the question about your pharmacy being required to have a state license. If yes fill in your state board license information and upload the license if you have it.
15. Answer the question about your pharmacy being required to have a DEA license. If yes fill in your DEA license information and upload the license if you have it. If No, provide an explanation as to why not.
16. Fill in Your Federal Tax Id number and upload the supporting document if available.
17. State tax ID information is optional, Click **NEXT**.
18. Fill in your Medicaid / Medicare info if available.
19. Select "Independent" as your class designation.
20. Select Languages as applicable, Click **NEXT.**
21. Select Hours of Operation as applicable, Click **NEXT.**
22. Select Other Services as applicable, Click **NEXT.**
23. Fill out the Taxonomy Code page. Select all taxonomy codes that apply, then choose one Primary Taxonomy code and rank your selections using the Provider Types (primary, secondary, tertiary). Click **NEXT.**
24. Fill in the Authorized Official Contact details. Click **Next.**
25. Fill in the Profile Manager information. Click **Next**.
26. Under the Part II tab fill out the information for additional pharmacy details, Click **Next**.
27. Select ownership type and answer the questions in the ownership and control section, click **Next**.
28. To add owners and control entities, click the **Add Entity** button.
29. Indicate if the entity you are adding is an individual (person) or a company (partnership, llc, Inc.), click **Next.**
30. Fill in the information for the person or company. (If company you will need to add information for at least one officer or director of the company, to do this click next after filling in the company's information.) Click **Next**
31. If you have more individuals or companies to enter, select yes and continue entering until you have entered all the entities you need to enter. When you have no more entities to enter, select No, and click **Next**
32. Depending on whether any of the owner entities were indicated to have relationships with other owner entities, you will need to fill in what those relationships are. When done filling in relationships click **Next**.
33. Depending on whether any of the owners were indicated to have ownership or controlling interest in other pharmacies, you will need to identify the other pharmacies owned by entering the pharmacies NCPDP# (or chain code in the case of multiple pharmacies represented by a NCPDP chain code).
    When done filling in all the other pharmacies owned, click **Next**
34. Fill in the insurance information and upload your General and Professional Liability insurance document then click **Next**
35. Fill out the Pharmacists in Charge information and click **Next**.
36. Upload any additional Pharmacy licenses / certifications and accreditations for the pharmacy. Click **Next**.
37. Fill out all the information regarding sanctions, exclusions or actions against the pharmacy. Click **Next**
38. Fill out the % of Rx volume (by script count) your pharmacy does for each Practice Setting you have indicated with a check in the box. Click **Next**.
39. If the pharmacy provides vaccinations / immunizations, when asked, select Yes, click **Next**.
    a. Enter the Mass Immunization provider number and CIP information.
    b. Click **Next** and indicate the immunizations provided.

    If the pharmacy does not provide immunizations, select no when asked then click **Next**.
40. If the pharmacy provides Clinical Services, select Yes when asked.
    a. Click **Next**.

b. Indicate the services provided.
c. Click **Next**.

If the pharmacy does not provide clinical services, select No when asked and click **Next**.

41. If the pharmacy has indicated in Part I, that it does sterile or complex non-sterile compounding you will be required to fill out the compounding section, when complete click **Next.**
42. Check the Acknowledgement Box, Click **Next**
43. Select a payment method when prompted and click **Submit**.

a. If you chose **Check** or **Money Order** in the **Payment** box, you must click the **click here and print this form** link to open a fax coversheet page. Print this page and send along with your payment to NCPDP. This will ensure your payment is applied to the correct NCPDP Provider ID application.
b. If you chose Credit Card, you will follow the instructions on the screen to submit a credit card payment. NCPDP utilizes one of the largest secure 3rd party only payment processors (Verisign Payment Services acquired by PayPal). This means NCPDP does not have access to your credit card information and does not store your credit card information in the NCPDP Online database. NCPDP ONLY receives a confirmation if your credit card payment is accepted.

Once NCPDP verifies your new pharmacy profile, a new NCPDP Provider ID will be generated and you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. You can then associate any relationships with the new NCPDP Provider ID *(see 4.2 Change of Relationship/Payment Center)*.

If rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.

5.2 Additional NCPDP Provider ID for Existing Location

There may be times when you require an additional NCPDP Provider ID for an existing pharmacy location. If your pharmacy requires a second NPI number, you should apply for a second NCPDP Provider ID. An example would be a retail pharmacy that also provides long-term care (LTC) products/services. You must have a different taxonomy code and dispenser type for the additional NCPDP Provider ID. This may require you to update your current NCPDP Provider ID and remove the taxonomy code and dispenser type for which you wish to set up a second NCPDP Provider ID.

To create a new NCPDP Provider ID for a pharmacy at a new location, you will need to submit an application for a new NCPDP number:

1. Click the **NCPDP Provider ID** tab.
2. Click the **NCPDP Application link** in the **Applications** box.
3. Select Apply for New NCPDP Number.
4. Answer yes or no to “Are you the Authorized official…?”
5. Enter PIN when prompted.
6. Select “I am applying for additional number for an already existing location due to billing requirements”
7. Select Independent for Class Designation.
8. Fill out the Primary Information such as DBA and Legal name, store numbers, etc. when asked.

9. Answer yes or no to the question "Would you like to add a Relationship to this profile?
    a. If yes, select **Yes**, click **Next**. You will then add the relationship on the following page. (In most cases independent pharmacies will answer "No")
    b. If no, select **No**, click **Next**.
10. Answer yes or no to the question "Would you like to add a Payment Center Code to this profile?
    a. If yes, select **Yes**, click **Next**. You will then add the Payment Center on the following page.
    b. If no, select **No**, click **Next**.
11. Answer yes or no to the question "Would you like to add a Remit and Reconciliation Code to this profile?
    a. If yes, select **Yes**, click **Next**. You will then add the Remit and Reconciliation Code on the following page.
    b. If no, select **No**, click **Next**.
12. Fill in your Physical and Mailing Address information when asked.
13. Answer yes or no to "Do you have an NPI number?'
    a. If Yes, fill in the number and upload the NPI document. Click **Next.**
    b. If No, Click **Pend** or **Save & Exit**. You cannot proceed without an NPI number.
14. Answer the question about your pharmacy being required to have a state license. If yes fill in your state board license information and upload the license if you have it.
15. Answer the question about your pharmacy being required to have a DEA license. If yes fill in your DEA license information and upload the license if you have it. If No, provide an explanation as to why not.
16. Fill in Your Federal Tax Id number and upload the supporting document if available.
17. State tax ID information is optional, Click **Next**.
18. Fill in your Medicaid / Medicare info if available.
19. Select "Independent" as your class designation.
20. Select Languages as applicable, Click **Next.**
21. Select Hours of Operation as applicable, Click **Next.**
22. Select Other Services as applicable, Click **Next.**
23. Fill out Taxonomy Code page. Select all taxonomy codes that apply, then choose one Primary Taxonomy code and rank your selections using the Provider Types (primary, secondary, tertiary). **Click Next.**
24. Fill in the contact Authorized Official information.
25. Fill in the Profile Manager information. Click **Next.**
26. Fill out the Part II information for additional pharmacy detail, Click **Next**.
27. Select ownership type and answer the questions in the ownership and control section, click **Next**.
28. To add owner and control entities, click the **Add Entity** button.
29. Indicate if the entity you are adding is an individual (person) or a company (partnership, llc, Inc.), click **Next.**
30. Fill in the information for the person or company. (If company will need to add in information for at least one officer or director of the company, to do this, click next after filling in the company's information.) Click **Next**
31. If you have more people or companies to enter, select yes and continue entering until you have entered all the entities you need to enter. When you have no more entities to enter, select No, and click **Next**
32. Depending on whether any of the owner entities were indicated to have relationships with other owner entities, you will need to fill in what those relationships are. When done filling in relationships click **Next**.
33. Depending on whether any of the owners were indicated to have ownership or controlling interests in other pharmacies, you will need to identify the other pharmacies owned by entering the pharmacies NCPDP# (or chain code in the case of multiple pharmacies represented by a NCPDP chain code). When done filling in all the other pharmacies

owned, click **Next**

34. Fill in the insurance information and upload your General and Professional Liability insurance document then click **Next.**
35. Fill out the Pharmacists in Charge page and click **Next**.
36. Upload any additional Pharmacy licenses / certifications and accreditations for the pharmacy. Click **Next**.
37. Fill out all the information regarding sanctions, exclusions or actions against the pharmacy. Click **Next.**
38. Fill out the % of Rx volume your pharmacy does for each Practice setting, indicated by a check in the box. Click **Next**.
39. If the pharmacy provides vaccinations / immunizations, select Yes.
    a. Click **Next**.
    b. Enter the Mass Immunization provider number and CIP information and click **Next**.
    c. Indicate the immunizations provided and click **Next**.

    . If the pharmacy does not provide immunizations, select No and click **Next**.
40. If the pharmacy provides Clinical Services, select Yes.
    a. click **Next**
    b. Indicate the services provided,
    c. Click **Next**.

    If the pharmacy does not provide clinical services, select No and click **Next**.
41. If the pharmacy has indicated in Part I, that it does sterile or complex non-sterile compounding you will be required to fill out the compounding page, when completed, click **Next.**
42. Check the Acknowledgement Box, Click **Next**
43. Select a payment method when prompted and click **Submit**.

    a. If you chose **Check** or **Money Order** in the **Payment** box, you must click the **click here and print this form** link to open a fax coversheet page. Print this page and send along with your payment to NCPDP. This will ensure your payment is applied to the correct NCPDP Provider ID application.
    b. If you chose **Credit Card**, you will follow the instructions on the screen to submit a credit card payment. NCPDP utilizes one of the largest, secure 3rd party only payment processors (Verisign Payment Services acquired by PayPal). This means NCPDP does not have access to your credit card information and does not store your credit card information in the NCPDP Online database. NCPDP ONLY receives a confirmation if your credit card payment is accepted.

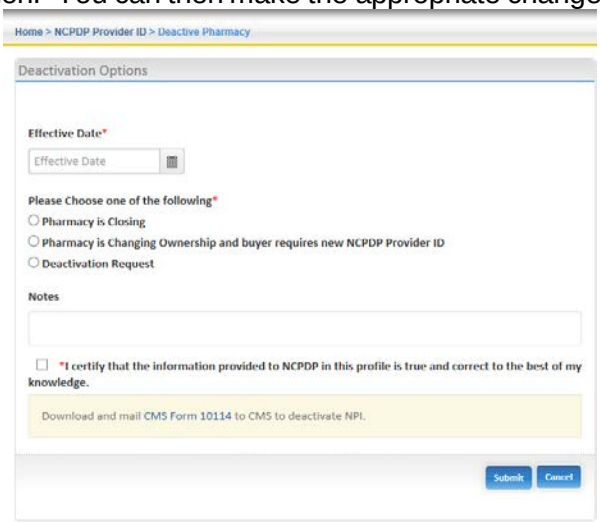
Once NCPDP verifies your new pharmacy profile, a new NCPDP Provider ID will be generated and you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. You can then associate any relationships with the new NCPDP Provider ID *(see 4.2 Change of Relationship/Payment Center)*.

If rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.

6.0 Deactivate an NCPDP Provider ID Pharmacy Profile

Deactivate an NCPDP Provider ID if you are closing your pharmacy, changing ownership and the buyer requires a new NCPDP Provider ID, or you simply no longer require the NCPDP Provider ID.

1. Click the **NCPDP Provider ID** tab.
2. Click My Pharmacies under the manage Pharmacies box on the left.
3. Click the Edit icon for the pharmacy you wish to update.
4. Select **Deactivate NCPDP Provider ID** and click the **OK** button.
5. Enter the **Effective Date**.
6. Choose the reason for deactivating your NCPDP Provider ID.
7. Enter any notes you feel NCPDP may require when verifying your deactivation request.
8. Check the box to certify the information is true and correct.
9. A link is provided to download **CMS Form 10114**. Federal Law requires that you complete the form and mail it to CMS to deactivate the NPI that is associated with this NCPDP Provider ID. This can only be done by mail.
10. Click the **Submit** button to submit to NCPDP for verification. Once NCPDP verifies your deactivation, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. If rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.



7.0 Provide 3rd Party Access to Your NCPDP Provider ID Pharmacy Profile

A 3rd party group (such as a PSAO or buying group) can request access to your NCPDP Provider ID pharmacy profiles. You can provide that 3rd party access to your NCPDP Provider ID pharmacy profiles.

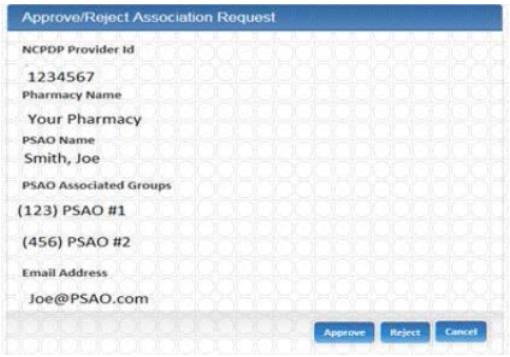
If a 3rd party has access to and makes a change to your NCPDP Provider ID pharmacy profile, you must APPROVE those changes before they are submitted to NCPDP *(see 8.0 Approve Changes to Your NCPDP Provider ID Pharmacy Profile)*. If the following fields are changed by a 3rd party, your approval is required:

- Pharmacy DBA Name
- Authorized Official
- Taxonomy Code(s)
- Physical Address

You will be alerted if a 3rd party (such as a PSAO or buying group) requests access to your NCPDP Provider ID pharmacy profile. You should be expecting this request and, in most cases, would have already signed an affiliation agreement with this 3rd party.

If you do not know why you are receiving the request, or you do not work with or intend to work with this 3rd party, you should REJECT the request.

1. Click the **NCPDP Provider ID** tab.
2. Click the **Waiting for Approvals** link under Queue in the left of the page.
3. Click the pharmacy name (link) of the pharmacy you wish to approve/reject.
4. The approve/reject box will be titled **Approve/Reject Association Request**. A link to an attached affiliation agreement (if available) will be provided, as well as the name of the authorized official from the 3rd party that is making the request.



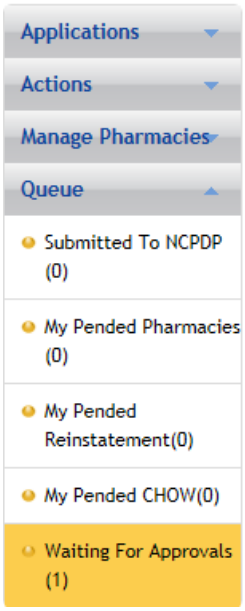
5. Click the **Approve** button to accept and provide this 3rd party access to your NCPDP Provider ID pharmacy profile.
6. Click the **Reject** button to not allow this 3rd party access to your NCPDP Provider ID pharmacy profile.

8.0 Approve Changes to Your NCPDP Provider ID Pharmacy Profile

If you are a user with an **Independent Approver** or **Independent Admin** role *(see 11.1 Manage Users)*, you are responsible for approving and rejecting proposed changes to your NCPDP Provider ID pharmacy profile. You must approve these changes prior to submission to NCPDP.

Changes can be submitted by a user within your organization that has an **Independent Edit** role *(see Manage Users)* or by a 3rd party that you provide permission to view and edit your NCPDP Provider ID pharmacy Profile *(see 7.0 Provide a 3rd Party Access to Your NCPDP Provider ID Pharmacy Profile)*.

To review and approve/reject proposed changes to your NCPDP Provider ID pharmacy profile:



1. Click the **NCPDP Provider ID** tab.
2. Click the **Waiting for Approvals** link in the **Pharmacies Queue** box. A count of the number of NCPDP Provider ID pharmacy profiles with changes waiting for approval is displayed in parentheses.
3. Click the pharmacy name (link) of the pharmacy for which you wish to approve/reject proposed changes.
4. Click the **Pending Approvals** link or **Click Here** link at the top of the pharmacy profile. A count of the number of changes to this pharmacy profile is displayed in parentheses.
5. You can elect to **Approve All** or **Reject All by** clicking on the corresponding radio button. If you choose to approve or reject each proposed change individually, click the radio button that corresponds with the appropriate **Approve** or **Reject** for each change. For each change, the section where the change can be found is indicated, as well as the data field description, original value of the data field and the new value of the data field.
6. Click the **Submit** link to approve/reject changes. Approved changes are submitted to NCPDP for verification.

9.0 Change of Ownership

You can initiate a change of ownership if you will become the owner of the pharmacy involved in the transaction. There are two options regarding the NCPDP Provider ID for the pharmacy:

7.1.1 You will obtain a new NCPDP Provider ID (and NPI number) for the pharmacy you are purchasing.

7.1.2 You will keep the pharmacy's existing NCPDP Provider ID and NPI number.

9.1 Obtain a New NCPDP Provider ID

To initiate a change of ownership where you will obtain a new NCPDP Provider ID:

1. Click the **NCPDP Provider ID** tab.
2. Click the **NCPDP Application link** in the **Applications** box.
3. Select Report **a Change in Ownership**.
4. Are you the Authorized official? Answer Yes or No.
5. Enter Your 4-digit PIN number.
6. Enter the seller's **NCPDP Provider ID** of the pharmacy involved in this transaction.
7. Choose to apply for new NCPDP number.
8. Enter the **Effective Date** of the ownership change.
9. Choose the type of ownership change (Standard Asset Purchase, Stock Purchase, Stock Transfer, Member Interest or Inheritance Change in Distribution of Partner Shares).
10. Fill in the primary information such as Legal name, DBA (Doing Business AS) name, pharmacy email.
11. If you have the **Bill of Sale** document electronically, upload it by clicking the **Browse** button and selecting the file from your computer.

    If you do not have the **Bill of Sale** electronically, click the associated **click here** link. A fax coversheet will be presented for you to print. Print the coversheet and fax it with the bill of sale to the toll-free number indicated. Your bill of sale will be converted to an electronic file (Adobe pdf file) and attached to this change of ownership request.
12. Download and sign the **Termination Form signature page**. If you can scan the document and load electronically, click the **Browse** button and select the file from your computer. If you only have the print copy of your signed Termination Form signature page, click the

    click here link to print a fax coversheet and fax the Termination Form signature page to the toll-free number provided. The Termination Form signature page will be converted

to

an electronic file (Adobe pdf) and attached to this change of ownership request.

13. Complete the remainder of the NCPDP Provider ID pharmacy profile for the ownership change (Part I and Part II). Required fields are highlighted with a RED *.

Some parts of your profile will require a document upload. Documents required include:

Part I:

- State Pharmacy License
- Pharmacy DEA Registration
- Pharmacy DEA Registration
- Federal Tax ID documentation
- NPI Confirmation document

Part II:

- Federal Tax Id document for any company disclosed that has a 5% or more ownership or control interest in this pharmacy or subcontractor in which the pharmacy owns a 5% or more interest
- Copy of General and Professional Liability Insurance document(s)
- Pharmacists State Board License(s)
- Pharmacist in Charge (PIC) State Board License(s)

You may be creating a new NCPDP Provider ID prior to receiving some of the above documentation. For example, if you do not yet have your pharmacy license you can use the site visit/inspection report documentation. NCPDP will apply a temporary expiration date to any missing or substitute documentation. You will be alerted to update your documentation after the new NCPDP Provider ID is created.

The following documents should be uploaded when applicable to the new pharmacy:

- Copy of Inspection Report if pharmacy has any disciplinary action recoded by state board of pharmacy in past 10 years.
- Copy of most recent site visit by the State Board of Pharmacy.
- Supporting document to contest a mistaken sanction.
- Federal Anti-Kickback Statue Compliance Policy & Procedures document.
- Any Pharmacy Accreditation document(s).
- Immunization certification.
- Compounding Accreditation Certificate.
- Compound Marketing Material
- Sales force listing of contractors 1099) or employees (W2)
- If pharmacy has preprinted prescription, then Copy of Pre- printed Prescriptions.
- If have process to check for allergies, then copy of the Policy & Procedures
- If provide samples or medications to Physician or prescriber offices, then copy of Policy and Procedures.
- Policy and Procedures for USP 795 compliance if have them
- Policy and Procedures for USP 797 compliance if have them
- Standard Operating Procedures (SOP) for compounding a gel, cream or ointment if

you have them.

- Policy and Procedure if pharmacy provides compounds to be dispensed or sold to other parties.
- If pharmacy has MSDS sheets and is accessing them then Policy and Procedures for that.
- Policy and Procedure for submitting Usual and Customary (U & C) price, if pharmacy does so.
- If pharmacy engaged in anticipatory compounding, then Policy and Procedures.
- Pharmacist in Charge (PIC) NPI Confirmation Letter
- Pharmacist in Charge (PIC) Controlled Substance License(s)

If you have the document electronically, simply upload it in the appropriate section of your pharmacy profile by clicking the **Browse** button and selecting the file from your computer. If you do not have the document electronically, click the associated **click here** link. A fax coversheet will be presented for you to print. Print the coversheet and fax it with the document to the toll-free number indicated on the cover sheet. Your document will be converted to an electronic file (Adobe pdf file) and associated with your pharmacy profile.

It is important you use the coversheet generated for the specific document you are sending when you fax. It contains important information for NCPDP to properly match the document with your profile. If you have more than one document to send to NCPDP, you may batch all documents under one coversheet.

14. Choose a payment method. If you chose **Mail Check Separately** or **Money Order** in the Payment box, you must click the **click here** and print the form, it has a unique pharmacy key number on it which NCPDP will use to match your payment with your request for a new NCPDP Provider ID. Print this page and mail it along with your payment to NCPDP. This will ensure your payment is applied to the correct NCPDP Provider ID change of ownership application.

    If you chose **Credit Card**, you will follow the instructions on the screen to submit a credit card payment. NCPDP utilizes one of the largest, secure 3rd party only payment processors (Verisign Payment Services acquired by PayPal). This means NCPDP does not have access to your credit card information and does not store your credit card information in the NCPDP Online database. NCPDP ONLY receives a confirmation if your credit card payment is accepted.

15. Click the **Submit** button to submit the change of ownership application to NCPDP. Once NCPDP verifies your change of ownership, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. The pharmacy will be added to your **My Pharmacies** queue on the **NCPDP Provider ID** tab.

    If rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.

9.2 Keep an Existing NCPDP Provider ID

To initiate a change of ownership where you will keep an existing NCPDP Provider ID:

1. Click the **NCPDP Provider ID** tab.
2. Click the **NCPDP Application link** in the **Applications** box.
3. Select Report **a Change in Ownership**.
4. Are you the Authorized official? Answer Yes or No.
5. Enter Your 4-digit PIN number.
6. Enter the seller's **NCPDP Provider ID** of the pharmacy involved in this transaction.
7. Choose Keep NCPDP number and NPI Number.
8. Enter the **Effective Date** of the ownership change.
9. Choose the type of ownership change (Standard Asset Purchase, Stock Purchase, Stock Transfer, Member Interest or Inheritance Change in Distribution of Partner Shares).
10. Fill in the primary information such as Legal name, DBA (Doing Business AS) name, pharmacy email.
11. If you have the **Bill of Sale** document electronically, upload it by clicking the **Browse** button and selecting the file from your computer.
    If you do not have the **Bill of Sale** electronically, click the associated **click here** link. A fax coversheet will be presented for you to print. Print the coversheet and fax it with the bill of sale to the toll-free number indicated. Your bill of sale will be converted to an electronic file (Adobe pdf file) and attached to this change of ownership request.
12. If you have the **Notarized Authorization** document electronically, upload it by clicking the **Browse** button and selecting the file from your computer.
    If you do not have the **Notarized Authorization** electronically, click the associated **click here** link. A fax coversheet will be presented for you to print. Print the coversheet and fax it with the bill of sale to the toll-free number indicated. Your notarized authorization will be converted to an electronic file (Adobe pdf) and attached to this change of ownership request.
13. Complete the remainder of the NCPDP Provider ID pharmacy profile (Part I and Part II) for the ownership change. Required fields are highlighted with a RED *.

    Some parts of your profile will require a document upload. Documents required include:

Part I:

- State Pharmacy License
- Pharmacy DEA Registration
- Federal Tax Id documentation
- NPI Confirmation document

Part II:

- Federal Tax Id document for any company disclosed that has a 5% or more ownership or control interest in this pharmacy or subcontractor in which the pharmacy owns a 5% or more interest
- Copy of General and Professional Liability Insurance document(s)
- Pharmacists State Board License(s)
- Pharmacist in Charge (PIC) State Board License(s)

You may be creating a new NCPDP Provider ID prior to receiving some of the above documentation. For example, if you do not yet have your pharmacy license you can use the site visit/inspection report documentation. NCPDP will apply a temporary expiration date to any missing or substitute documentation. You will be alerted to update your documentation after the new NCPDP Provider ID is created.

The following documents should be uploaded when applicable to the new pharmacy:

- Copy of Inspection Report if pharmacy has any disciplinary action recoded by state board of pharmacy in past 10 years.
- Copy of most recent site visit by the State Board of Pharmacy.
- Supporting document to contest a mistaken sanction.
- Federal Anti-Kickback Statue Compliance Policy & Procedures document.
- Any Pharmacy Accreditation document(s).
- Immunization certification.
- Compounding Accreditation Certificate.
- Compound Marketing Material
- Sales force listing of contractors 1099) or employees (W2)
- If pharmacy has preprinted prescription, then Copy of Pre- printed Prescriptions.
- If have process to check for allergies, then copy of the Policy & Procedures
- If provide samples or medications to Physician or prescriber offices, then copy of Policy and Procedures.
- Policy and Procedures for USP 795 compliance if have them
- Policy and Procedures for USP 797 compliance if have them
- Standard Operating Procedures (SOP) for compounding a gel, cream or ointment if you have them.
- Policy and Procedure if pharmacy provides compounds to be dispensed or sold to other parties.
- If pharmacy has MSDS sheets and is accessing them then Policy and Procedures for that.
- Policy and Procedure for submitting Usual and Customary (U & C) price, if pharmacy does so.

- If pharmacy engaged in anticipatory compounding, then Policy and Procedures.
- Pharmacist in Charge (PIC) NPI Confirmation Letter
- Pharmacist in Charge (PIC) Controlled substance License(s)

If you have the document electronically, simply upload it in the appropriate section of your pharmacy profile by clicking the **Browse** button and selecting the file from your computer. If you do not have the document electronically, click the associated **click here** link. A fax coversheet will be presented for you to print. Print the coversheet and fax it with the

document to the toll-free number indicated on the cover sheet. Your document will be converted to an electronic file (Adobe pdf file) and associated with your pharmacy profile.

It is important you use the coversheet generated for the specific document you are sending when you fax. It contains important information for NCPDP to properly match the document with your profile. If you have more than one document to send to NCPDP, you may batch all documents under one coversheet.

14. Choose a payment method. If you chose **Mail Check Separately** or **Money Order** in the Payment box, you must click the **click here** link. The form has a unique pharmacy key number on it, which NCPDP will use to match your payment with your request for a new NCPDP Provider ID. Print the form and mail it along with your payment to NCPDP. This will ensure your payment is applied to the correct NCPDP Provider ID change of ownership application.

    If you chose **Credit Card**, you will follow the instructions on the screen to submit a credit card payment. NCPDP utilizes one of the largest, secure 3rd party only payment processors (Verisign Payment Services acquired by PayPal). This means NCPDP does not have access to your credit card information and does not store your credit card information in the NCPDP Online database. NCPDP ONLY receives a confirmation if your credit card payment is accepted.

15. Click the **Submit** button to submit the change of ownership application to NCPDP. Once NCPDP verifies your change of ownership, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. The pharmacy will be added to your **My Pharmacies** queue on the **NCPDP Provider ID** tab on the effective date of the ownership change.

    If rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.

16. Complete the remainder of the NCPDP Provider ID pharmacy profile for the ownership change. Required fields are highlighted with a RED *****.

    Some parts of your profile will require a document upload. Documents required include: State pharmacy license, pharmacy DEA registration, Federal Tax ID documentation and NPI confirmation document. If you have the document electronically, simply upload it in the appropriate section of your pharmacy profile by clicking the **Browse** button and selecting the file from your computer. If you do not have the document electronically, click the associated **click here** link. A fax coversheet will be presented for you to print. Print the coversheet and fax it with the document to the toll-free number indicated on the cover sheet. Your document will be converted to an electronic file (Adobe pdf file) and associated with your pharmacy profile.

    It is important you use the coversheet generated for the specific document you are sending when you fax. It contains important information for NCPDP to properly match the

document with your profile. You may need to generate more than one cover sheet and send more than one fax if you have more than one document to send to NCPDP. Do not batch all documents under one coversheet.

17. Choose a payment method. If you chose **Mail Check Separately** or **Money Order** in the Payment box, you must click the **click here** link and print this form link to open a separate fax coversheet page. This page has a unique pharmacy key number on it which NCPDP will use to match your payment with your request for a new NCPDP Provider ID. Print this page and mail it along with your payment to NCPDP. This will ensure your payment is applied to the correct NCPDP Provider ID change of ownership application.

    If you chose **Credit Card**, you will follow the instructions on the screen to submit a credit card payment. NCPDP utilizes one of the largest, secure 3rd party only payment processors (Verisign Payment Services acquired by PayPal). This means NCPDP does not have access to your credit card information and does not store your credit card information in the NCPDP Online database. NCPDP ONLY receives a confirmation if your credit card payment is accepted.

18. Click the **Submit** button to submit the change of ownership application to NCPDP. Once NCPDP verifies your change of ownership, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. The pharmacy will be added to your **My Pharmacies** queue on the **NCPDP Provider ID** tab on the effective date of the ownership change.

    If rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.

10.0 Reinstate NCPDP Provider ID

You have the option to request reinstatement of a deactivated NCPDP Provider ID. To view your deactivated pharmacies, click the **Deactivated Pharmacies** link in your **Pharmacies Queue** box on the **NCPDP Provider ID** tab. If you intend to use an NPI for billing that is not linked to the profile you are reinstating, a new NCPDP number must be created, rather than reactivating the previous NCPDP ID.

To reinstate a deactivated pharmacy:

1. Click the **NCPDP Provider ID** tab

2. Click the **Reinstate NCPDP Provider ID** link in the **Actions** box.

3. Select the deactivated pharmacy to be reinstated from the list of pharmacies by clicking the Reinstate icon located in the action column on the far right of the grid. If you do not see the NCPDP ID you which to reactivate, call NCPDP at (480)734-2870.

4. Choose a reason for the reinstatement from the list of options (Change of ownership cancelled/delayed, Deactivated in error, Temporarily closed due to remodeling, Temporarily closed due to natural disaster)

5. Are you the Authorized official? Answer Yes or No.

6. Enter your 4-digit PIN.

7. Review and update the profile information as appropriate.

8. When you get to the payment information. Choose a payment method. If you chose **Mail Check Separately** or **Money Order** in the Payment box, you must click the **click here and print this form** link to open a fax coversheet page. Print this page and send along with your payment to NCPDP. This will ensure your payment is applied to the correct NCPDP Provider ID change of ownership application.

   If you chose **Credit Card**, you will follow the instructions on the screen to submit a credit card payment. NCPDP utilizes one of the largest, secure 3rd party only payment processors (Verisign Payment Services acquired by PayPal). This means NCPDP does not have access to your credit card information and does not store your credit card information in the NCPDP Online database. NCPDP ONLY receives a confirmation if your credit card payment is accepted.

9. Click the Acknowledgement check box, and then click the **Submit** button to submit the reinstatement request to NCPDP.

   Depending upon the length of time the NCPDP Provider ID has been deactivated; NCPDP may request additional documentation as with a new pharmacy application. Once NCPDP verifies your reinstatement request, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. The pharmacy will be added to your **My Pharmacies** queue on the **NCPDP Provider ID** tab. You can then associate any relationships with the reinstated NCPDP Provider ID *(see 4.2 Change of Relationship/Payment Center)*.

   If rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then

make the appropriate changes and re-submit or apply for a new NCPDP Provider ID if the previous ID has been deactivated too long.

11.0 Administrator Tools

11.1 Manage User

A user can have one of four roles in NCPDP Online. User roles are hierarchical, i.e. they build on each other with more responsibilities as you move from **View** to **Admin**.

Independent View ☒ User can only VIEW pharmacy profiles

Independent Edit ☒ User can VIEW and EDIT pharmacy profiles, but cannot submit pharmacy profile adds/changes to NCPDP

Independent Approver ☒ User can VIEW, EDIT and submit pharmacy profile adds/changes to NCPDP, as well as approve changes made by other users with the edit permissions; other users include users within his/her own organization and 3rd parties (e.g. contracting groups, buying groups)

Independent Admin ☒ User can perform all functions, as well as manage users and payment centers *(see 11.2 Manage Payment Centers)*

To Create a New User

1. Click the **Tools** tab.
2. Click the **Manage Users** link in the **Relationships and Users** box.
3. Click the **New User** link in the **Actions** box.
   - o If there are any Relationships, Payment Centers or Remit and Reconciliations you manage for your pharmacies and you would like to provide permission for the new user to be linked to one or more of these codes, select one or more by clicking the checkbox next to the Group Key/Relationship in the **Associated Groups** box.
   - o In the Primary Information section. Enter the required information (noted with a RED *), which includes First Name, Last Name, phone, email, Login Name, Password, PIN and Role.
   - o Click **Save** to create the new user. If the user is created successfully, you will receive an alert at the top of the page – **User details saved successfully**.
   - o Click **Return to Users List** in the **Actions** box to verify the new user is now part of your user list.

To Update an Existing User

1. Click the **Tools** tab.
2. Click the **Manage Users** link in the **Relationships and Users** box.
3. Click the **Edit** icon in the action column at the far right associated with the user.

4. Make any changes to the existing user information. As with creating a new user, required information (noted with a RED *) must be complete.

5. Click **Save** to save changes. If changes have been saved successfully, you will receive an alert at the top of the page – **User has been successfully updated**.

6. Click **Return to Users List** in the Action box on the left.

To Deactivate an Existing User

1. Click the **Tools** tab.

2. Click the **Manage Users** link in the **Relationships and Users** box.

3. Click the check box next to the user's name,

4. Click the **Deactivate** button above the User Name column. Click the **OK** button when you are asked if you want to deactivate selected users. If you have successfully deactivated a user, you will receive an alert at the top of the page – **User(s) deactivated successfully**. Click **OK.**

5. Deactivated users can be found in the **Inactive Users** queue in the **User Status** box.

To Activate a Deactivated User

1. Click the **Tools** tab.

2. Click the **Manage Users** link in the **Relationships and Users** box.

3. Click the check box next to the user's name.

4. Click on the **Activate** button above the User name column. Click OK when asked if you want to activate the selected user(s). You will receive an alert at the top of the page – **User(s) activated successfully**. Click **OK.** The user will then be active and appear in the **Active Users** queue in the **User Status** box.

11.2 Manage Payment Centers

A "payment center" is an address where you want claim payments to be sent. You may require a payment center for your pharmacy. If you have a 3rd party relationship (contracting or buying group), there may be a payment center associated with this specific relationship in your pharmacy profile. If this is not the case and/or you want payments to your pharmacy to be mailed to some place other than your pharmacy's physical or mailing address (e.g. a bank lockbox), you can set up and manage your own payment center.

To manage payment centers:

1. Click the **Tools** tab.

2. Click the **Manage Payment Centers** link in the **Relationships and Users** box.

To associate a specific NCPDP Provider ID with an existing payment center, *see 4.2 Change of Relationship/Payment Center*. Prior to creating a new payment center, you should have performed the steps in *4.2 Change of Relationship/Payment Center* to determine if the payment center you wish to create already exists.

To create a new payment center

1. Click the **Tools** tab.
2. Click the **Manage Payment Centers** link in the **Relationships and Users** box.
3. Click the **Create New Payment Center** link in the **Actions** box
4. Enter the required information (noted with a RED *), which includes Payment Center Name, Address information, Effective Date, phone number, Authorized Official Name, Title, Phone, and Email address. Because this is a payment center (versus a relationship), it is important that you enter the address and authorized official information.
5. Click **Submit** to create the new payment center. You will be asked to enter your PIN.
6. Once NCPDP verifies new payment center, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. The payment center will be added to your list of active payment centers. You can then associate this payment center with one or more of your NCPDP Provider ID pharmacy profiles *(see 4.2 Change of Relationship/Payment Center)*.

To update an existing Payment Center

1. Click the **Tools** tab.
2. Click the **Manage Payment Center** link in the **Relationships and Users** box
3. Click the **Edit icon** associated with the Payment Center.
4. Make any changes to the existing payment center information. As with creating a new payment center, required information (noted with a RED *) must be complete.
5. Click **Submit** to save changes. Enter your 4-digit PIN. Once NCPDP verifies changes to your remit and reconciliation code, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. If rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.

   To disassociate an NCPDP Provider ID from an existing payment Center, *see 4.2*

   Change of Relationship/Payment Center.

To deactivate an existing Payment Center

1 Click the **Tools** tab.

2 Click the **Manage Payment Center** link in the **Relationships and Users** box

3 Click the **Deactivate** icon (on the far right in the Actions column) associated with the Payment Center.

4 You will be asked to enter your PIN.

5 You can only deactivate a Payment Center if NO active NCPDP Provider ID pharmacy profiles are associated with the payment center. Once NCPDP verifies your Payment Center deactivation, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*.

11.3 Manage Remit and Reconciliation

Remittance and reconciliation codes are used to define an address where remittance advice and reconciliation forms are sent if they are not to be sent to the physical, mailing or payment center addresses.

To create a new Remit and Reconciliation

1. Click the **Tools** tab.
2. Click the **Manage Remit and Reconciliation** link in the **Relationships and Users** box
3. Click the **Create New Reconciliation link** in the **Actions** box.
4. Enter the required information (noted with a RED *), which includes Reconciliation Name, Address Information, Effective Date, phone number, fax number, Authorized Official Name, Title, Phone, and Email address.
5. Click **Submit** to create the new Remit and Reconciliation.
6. You will be asked to enter your 4-digit PIN.
7. Once NCPDP verifies new reconciliation code, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. The reconciliation code will be added to your list of active reconciliation codes. You can then associate this reconciliation code with one or more of your NCPDP Provider ID pharmacy profiles *(see 4.2 Change of Relationship/Payment Center)*.

   If rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.

To update an existing Remit and Reconciliation

1. Click the **Tools** tab.
2. Click the **Manage Remit and Reconciliation** link in the **Relationships and Users** box

3. Click the **Edit icon** associated with the Remit and Reconciliation.

4. Make any changes to the existing remit and reconciliation information. As with creating a new remit and reconciliation code, required information (noted with a RED *) must be complete.

5. Click **Submit** to save changes. Enter your 4-digit PIN. Once NCPDP verifies changes to your remit and reconciliation code, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*. If rejected by NCPDP, you will receive an alert with the reason for the rejection. You can then make the appropriate changes and re-submit.

To disassociate an NCPDP Provider ID from an existing Remit and Reconciliation code, *see 4.2 Change of Relationship/Payment Center*.

To deactivate an existing Remit and Reconciliation

1. Click the **Tools** tab.

2. Click the **Manage Remit and Reconciliation** link in the **Relationships and Users** box

3. Click the **Deactivate icon** (on the far right in the Actions column) associated with the Remit and Reconciliation code.

4. You will be asked to enter your PIN.

5. You can only deactivate a Remit and Reconciliation code if NO active NCPDP Provider ID pharmacy profiles are associated with the payment center. Once NCPDP verifies your Remit and Reconciliation code deactivation, you will be alerted based on your alert preferences *(see 3.4 Change Your Alert Preferences)*.