What software do I need to use the NCPDP Online web site?

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

Most documents on the NCPDP Online web site, such as the User Guide and Quick Reference Sheet, are available as Adobe PDF files. This helps maintain formatting of the documents and shrinks the size of the documents to make them easier to download.   If you do not have Adobe Reader installed on your computer, you can download it free of charge from the Adobe web site (www.adobe.com).

Sometimes, when I update a pharmacy record, it asks me for a PIN. What data fields require me to enter a PIN for updates?

Your user name and password should always be kept to yourself. While logged onto the website, you may walk away from your computer. So, a PIN has been added for additional security during a user session.

Data fields that require a PIN authentication for updates include:

- Pharmacy DBA Name
- Pharmacy Legal Name
- Store Closing Date
- Federal Tax ID
- Relationships and Payment Centers

Why do I need to upload licenses and/or certificates?

Some sections of the NCPDP profile will require a document upload (e.g. state pharmacy license, pharmacy DEA registration, Federal Tax ID documentation, NPI confirmation). NCPDP uses the documents you upload to verify the data entered is correct. Relationship changes cannot be approved by NCPDP until the profile has all the required information and documents.

The link to "Edit" a pharmacy profile doesn't work on the NCPDP Provider ID tab, what am I doing wrong? I have noticed there are other links on the site that don't work too.

There are parts of the site that require your Internet browser to accept pop-ups. For example, when you click the "Edit Pharmacy" link to update your pharmacy profile – a pop-up will appear presenting you with options on what you wish to update, i.e. pharmacy profile, pharmacy relationships.

You should allow pop-ups for accessonline.ncpdp.org, which you can do without allowing pop-ups for other web sites. To do this:

Microsoft Internet Explorer:

Step 1 – Click on "Tools" at the top of your Microsoft Internet Explorer browser Step 2 – Select "Pop-Up Blocker"
Step 3 – Select "Pop-Up Blocker Settings"
Step 4 – Enter **accessonline.ncpdp.org** in the "Address of Website to Allow" box Step 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.

How do I upload licenses and/or certificates?

If you have the document electronically, simply upload it to the corresponding section of your pharmacy record.

If you don't have the document electronically, a link is provided to print a fax coversheet. Print the coversheet and fax with the document you wish to upload to NCPDP at 1-877-647-0295. Your document will be converted to an electronic file and associated with your pharmacy record.

Can I submit data to NCPDP with blank data fields?

It depends on the data field. There are required data fields in the NCPDP Provider ID pharmacy record that must be completed before submitting to NCPDP. If you have made changes to your pharmacy record, but do not have all the required data fields complete… not to worry. Simply **Pend** the pharmacy record and the pharmacy record will be saved in your "My Pended Pharmacies" queue and you can come back later to complete the required data fields.

Data fields that are not required can be completed at any time and submitted to NCPDP.

How long will it take for NCPDP to verify and update information to the live database?

There are a number of automated checks already built into NCPDP Online to ensure the data you enter is validated prior to submitting to NCPDP. But it is important that NCPDP verifies "adds" and "updates" to your NCPDP Provider ID pharmacy records prior to making them live in the database. This will ensure your pharmacy record does not contain errors that could impact proper reimbursement for your pharmacy. This verification by NCPDP can take up to five (5) business days.

How long will NCPDP wait before contacting a pharmacy about a change a PSAO makes to the pharmacy profile that must be approved by the pharmacy?

If the pharmacy's PSAO updates any of the following information, approval by the pharmacy's Authorized Official (or other users granted Approval privileges) is required before the update is submitted to NCPDP:

- Pharmacy DBA Name
- Store Open/Effective Date
- Store Close Date
- Class Designation
- Taxonomy Code(s)
- Pharmacy Physical Address
- Pharmacy Authorized Official
- Relationships and Payment Centers

The NCPDP Online database will automatically alert the pharmacy's Authorized Official/Approvers that information in the pharmacy profile has a pending change that needs to be approved. This alert will be sent according to the preferences set by the Authorized Official/Approvers (e.g. email, fax).

NCPDP maintains real-time audit logs of the NCPDP Online database and can view the aging of an update waiting for approval. NCPDP does not have a set period of time before it contacts the pharmacy directly. Since the PSAO has a contractual relationship with the pharmacy, NCPDP recommends the PSAO contact the pharmacy directly if it has not approved the updates in a timely fashion.

Will NCPDP reject any data that is submitted? How will you know your data has been rejected?

It is a rare occurrence, but there are times when NCPDP will reject data that is submitted to the NCPDP Online database. NCPDP will work with the pharmacy, during verification, to fix any minor data issues. If it is a major issue that would cause significant problems for the pharmacy, NCPDP will reject the data and provide an explanation as to why it was rejected.

If your data is rejected, you will receive an alert and can view the notes provided by NCPDP as to why the data was rejected. Simply make the corrections to the data and re-submit to NCPDP.

What if a pharmacy has more than one PSAO? How will this be handled in the NCPDP Online database?

The NCPDP Online database does allow a pharmacy to have more than one "third party contracting group" relationship (i.e. PSAO). Currently, not all PSAOs have language in their contracts that restrict a pharmacy to a single PSAO. Because of this, NCPDP cannot apply a "single PSAO" rule to the NCPDP Online database.

It is up to the PSAO with a "single PSAO" contract requirement to work directly with the pharmacy to correct this within the pharmacy's NCPDP Online pharmacy record, as NCPDP will not police PSAO exclusivity agreements.

In my user preferences, I have turned on my email and/or fax alerts. When will I receive the alert if I choose "daily"? When will I receive the alert if I choose "weekly"?

Based on the alerts you have chosen, your alerts are consolidated into one email or fax. If you choose "daily" alerts, the alert is sent to you at approximately 1:00am for the NCPDP Provider ID pharmacy records that triggered the alert the day before. If you choose "weekly" alerts, the alert is sent to you at approximately 1:00am on Thursday morning.

When I create a new user and assign a "Role", what is the difference between VIEW, EDIT, APPROVER and ADMIN?

User roles are hierarchical – i.e. the permissions build on each other with more responsibilities as you move from View to Admin.

A user with VIEW permissions can only view pharmacy information. A user with EDIT permissions can view and edit pharmacy information, but any edits must be approved by the approver or admin before they are submitted to NCPDP for verification.

A user with APPROVER permissions can view, edit and approve pharmacy information including submitting new pharmacy applications to NCPDP. It is important that a user with approver permissions pays special attention to the "Waiting for Approvals" queue on the NCPDP Provider ID tab.

A user with ADMIN permissions can view, edit and approve pharmacy information and maintains his/her organization's user accounts, relationships, parent organizations and payment centers.

What is an acceptable Federal Tax ID (EIN) document?

NCPDP will not accept a W-9 form, EFTPS Enrollment Form or state issued letter with EIN. If you call the IRS Business and Specialty Tax Line at (800) 829-4933, the IRS will fax you a confirmation letter within minutes at no charge.

The following Federal Tax ID documents are accepted:

- Confirmation letter from the IRS with the pharmacy legal business name (LBN) & EIN
- FTD Coupon (Federal Tax Deposit Coupons - Form 8109)
- Payment Voucher (Form 941-V)