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

The NCPDP Online web site works best in Microsoft Windows Explorer 6.0 or higher. If you are not using Microsoft Windows Explorer, you may experience some issues with the site. You can download the latest version of Microsoft Windows Explorer from the Microsoft web site (www.microsoft.com) free of charge at.

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).

The link to "Update" 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 "Update" 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 and EFIO permissions.

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

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 **www.ncpdponline.org** in the "Address of Website to Allow" box

Step 5 – Click the "Add" button, then click the "Close" button

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, but while logged onto NCPDPonline.org, 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 Open/Effective Date
- Store Close Date
- NPI Number
- NPI Confirmation
- Federal Tax ID
- Federal Tax ID Documentation
- State Tax ID
- Class Designation
- Taxonomy Code(s)
- Pharmacy Authorized Official
- Relationships and Payment Centers

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

Some sections of your NCPDP Provider ID pharmacy record will require a document upload (e.g. state pharmacy license, pharmacy DEA registration, Federal Tax ID documentation, NPI confirmation, EFIO Authorization). NCPDP uses the documents you upload to verify the data entered is correct.

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)

How do I upload my 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. Your document will be converted to an electronic file and associated with your pharmacy record.

Note: There will be times when you update your pharmacy record and you find some edits require the uploading of documents. Please add the documents if you have them. However, for updating existing pharmacy records, NCPDP may already have these documents, so you can simply generate the fax cover sheet and indicate that this information is already on file. NCPDP will search its existing electronic documents and insert the proper document into your online pharmacy record. If NCPDP cannot find the document, you will be contacted via your preferred method of communication.

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. The pharmacy record will be saved 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" requirement to work directly with the pharmacy to correct this within the pharmacy's NCPDP Online pharmacy record.

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.