

NCPDP Online

User Guide

Chain Pharmacies

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User Guide Update Log

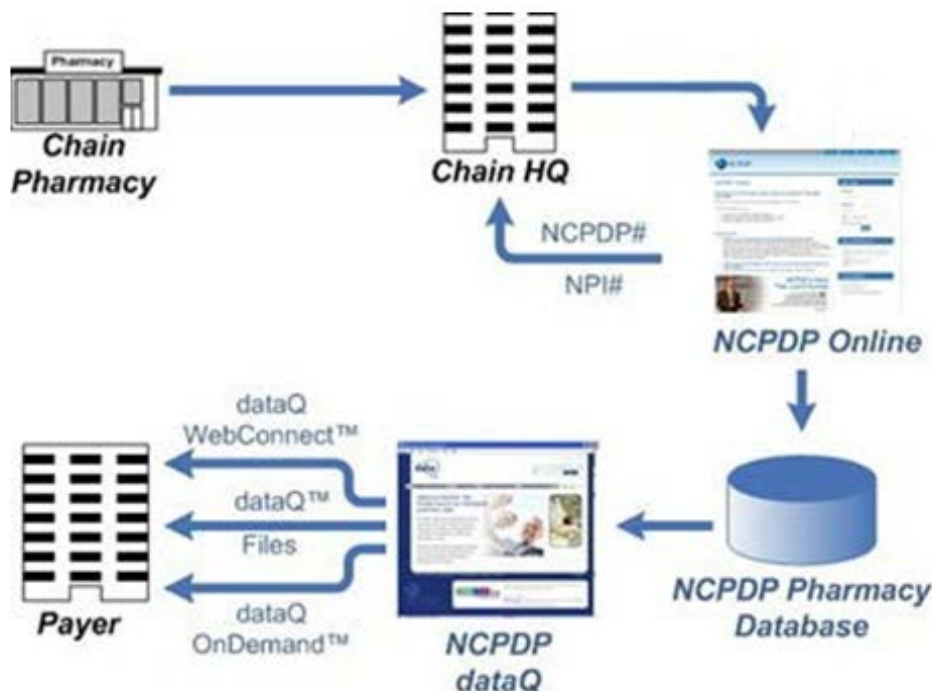
- February 7, 2009 ☒ Change of Relationship/Payment Center (see 4.2)
- February 7, 2009 ☒ Change of Ownership (see 9.0, 9.1, 9.2)
- August 18, 2015 ☒ Change of Ownership (see 9.0, 9.1, 9.2)
- October 20, 2015 ☒ Updated for website redesign
- August 01, 2016 ☒ Updated for Credentialing and CMS 455 (see 4.1, 5.0, 5.1, 5.2)
- February 05, 2018 ☒ Updated for General and Professional Liability Insurance (see 4.1, 5.0, 5.1, 5.2, 9.2)
- March 13, 2018 ☒ Logo Change
- August 13, 2019 ☒ 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 all of your pharmacy 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 **NCPDP 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 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.



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As soon as you receive your user name and password you should log in, verify your data is correct and clean up any outdated information.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 chain or relationship code will have an account and he/she will be set up as an Administrator. If you are not your company's Authorized Official and you do not have an account on NCPDP Online, 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.ncpcp.org, which you can do without allowing pop-ups for other web sites.

To log in to NCPDP Online:

1. Open your Internet browser.
2. Go to accessonline.ncpdp.org
3. Enter your **User Name** and **Password**.
4. 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".

Allowing Pop-ups

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



The screenshot shows the 'User Login' section of the NCPDP Online website. It features a blue header with the text 'User Login'. Below the header, there are two input fields: 'Username' with a placeholder 'User Name' and 'Password' with a placeholder 'Password'. Below the password field is a checkbox labeled 'Remember me'. To the left of the checkbox is a link that says 'Forgot Password?'. To the right of the checkbox is a blue 'Login' button. Below the login section is a blue header with the text 'New to NCPDP Online'. Below this header is a link that says 'Help Resources - Get FAQ's, guides and reference'.

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.ncdpd.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.

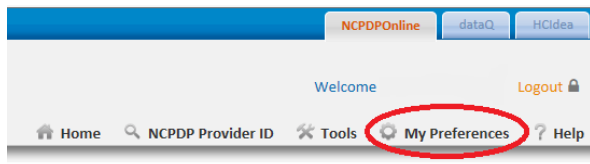
Firefox:

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.ncdpd.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.

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 your alert preferences.



3.1 Change Your Profile

1. Your profile contains your basic contact information.
2. Click the **My Preferences** tab.
3. Make changes to your **Primary Information**. Your email address, phone number and fax number will be validated for correct format.
4. 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
- 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

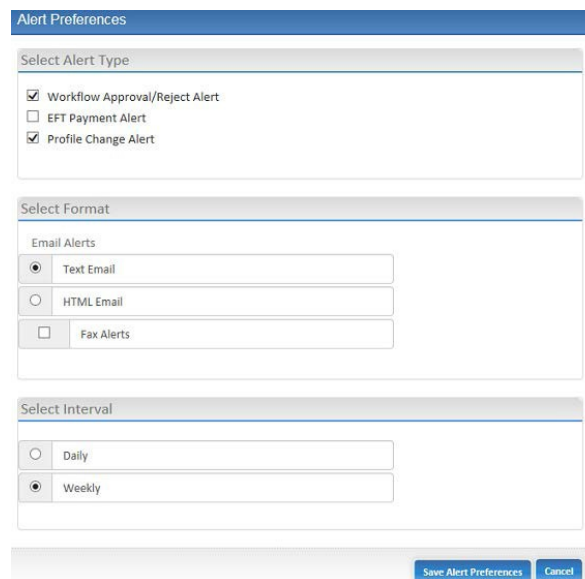
Your Alert Preferences define how you want NCPDP Online to alert you when changes are made to your pharmacies.

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 the **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 three options:

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

Please select what type of action you are taking on this pharmacy

☐ Edit NCPDP Provider ID Profile
(Any changes to information for an existing NCPDP ID Profile or Application)

☐ Change of Relationship/Payment Center/Remit

☐ Deactivate this NCPDP ID

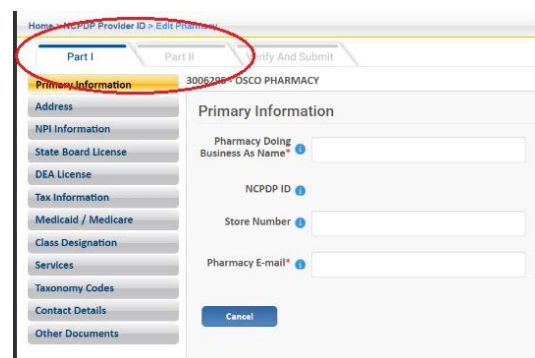
Cancel Continue

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
- 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 recorded 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 Statute 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 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

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 on 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 coversheet.

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.



The image shows a fax coversheet form for NCPDP. It includes the NCPDP logo at the top left. Below the logo, the address is listed: 9240 E. Raintree Dr., Scottsdale, Arizona, 85260-7518. The fax number is 877-647-0266. The date and time are 9/15/2015 1:44:12 PM. The form has two columns for input. The left column is labeled 'From' and contains fields for Pharmacy Name, Pharmacy key, Phone, Fax, NCPDP#, Attached File, and Email. The right column is labeled 'To' and contains fields for Login name, Your Login, YourPharmacy, 000000, 111-222-3333, 333-222-1111, 1234567, YourFile.pdf, and Your.email@mail.com. At the bottom right, there are 'Post' and 'Cancel' buttons.

If you have more than one document to send to NCPDP you may batch all documents under one coversheet

4. If you are updating a 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 pending 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 **Finish And Submit**, check the check box to certify that the information provided to NCPDP in this profile is true and correct to the best of your knowledge. Then click the **Submit** button. 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 Closing Date, Federal Tax ID, and Relationship and Payment Centers.

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 registration 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.*

If you are an **Editor**, your changes will be submitted to NCPDP for verification AFTER your organization's **Approver** or **Admin** approves the changes. 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 resubmit.

4.2 Change of Relationship/Payment Center/Remit and Reconciliation Code

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 (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. Click the **Update** link for the pharmacy you wish to change a relationship or payment center.
3. 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 code**, **Update**, or **Deactivate** a relationship/payment center/remit and reconciliation code. 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 payment center and/or Remit and Reconciliation code 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”).

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.

2. Enter the effective date of the payment center in the **Select Relationship ID Effective Date** box.
3. 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 reconciliation code separate from a specific relationship (e.g. not “linked to a relationship”).

Choose a reconciliation code 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 reconciliation codes when you add a new one to insure your claims are delivered to the proper location.

2. Enter the effective date of the reconciliation in the **Select Relationship ID Effective Date** box.
3. Click the **Submit** button to submit to NCPDP for verification.

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

1. Click the **Update** link for the relationship, payment center or remit and reconciliation you wish to update. For relationships, you can only add a payment center or remit and reconciliation code if one is not already associated or set the relationship as “primary.”
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.)*

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 updating a relationship and adding reconciliation code, click the **Add** button and choose reconciliation from the **Select reconciliation list**. The reconciliation 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 reconciliation centers when you add a new one to insure your claims are delivered to the proper location.

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 Payment Center and /or Remit and Reconciliation code cannot be designated as Primary.
5. Click the **Submit** button to submit to NCPDP for verification.

To deactivate a chain relationship, payment center or remit and reconciliation code:

1. Click the **Deactivate** link for the relationship, payment center or remit and reconciliation code you wish to deactivate.
2. You can choose to simply deactivate a relationship or payment center, or deactivate and replace with a new relationship or payment center. *(Note: You can only deactivate codes that the pharmacy added to the profile. If the code was added by a PSAO, the PSAO must deactivate the relationship on your behalf.)*

Click the **Deactivate** link associated with the individual relationship or payment center, or the linked relationship and 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

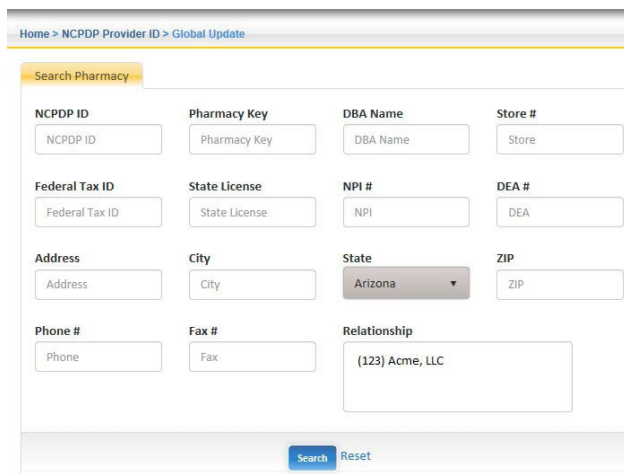
you chose to replace with a new relationship, you will be able to enter the new relationship now exactly the same way you add a new relationship or payment center (see **Add** above).

4.3 Update Multiple NCPDP Provider ID Profiles Using Global Update

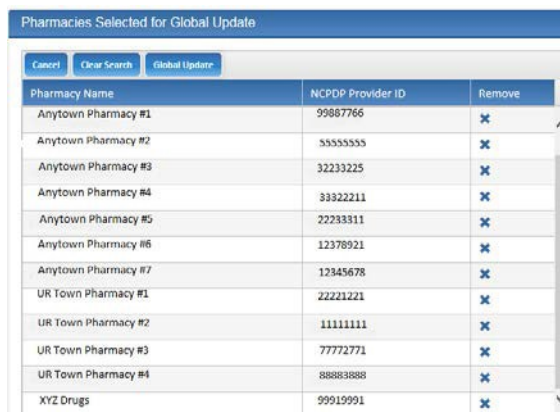
You can utilize the Global Update utility to make the SAME change to multiple NCPDP Provider ID profiles so long as the change occurs within the scope of fields contained within the Part 1 tab. Part 2 fields are not available for global update.

1. Click the **NCPDP Provider ID** tab.
2. Click the **Global Update** link in the **Actions** box.
3. Select one or more pharmacies from the search results by clicking the check box next to each pharmacy. If you wish to select ALL pharmacies, click the check box above in the light blue header row of the search results (next to **Pharmacy Name**).

Note: when you select ALL pharmacies you are selecting all pharmacies on this page of the search results. If you wish to increase the number of pharmacies on the page of search results, go to the bottom of the page. Click **100**, **300** or **500** links to increase the number of pharmacy records displayed per page.



4. If you wish to remove a pharmacy from the **Pharmacies Selected for Global Update** box, click the **X** next to the pharmacy name /NCPDP Provider ID. If you wish to remove all pharmacies, click the **Clear Search** button.



Pharmacy Name	NCPDP Provider ID	Remove
Anytown Pharmacy #1	99887766	X
Anytown Pharmacy #2	55555555	X
Anytown Pharmacy #3	32233225	X
Anytown Pharmacy #4	33322211	X
Anytown Pharmacy #5	22233311	X
Anytown Pharmacy #6	12378921	X
Anytown Pharmacy #7	12345678	X
UR Town Pharmacy #1	22221221	X
UR Town Pharmacy #2	11111111	X
UR Town Pharmacy #3	77772771	X
UR Town Pharmacy #4	88883888	X
XYZ Drugs	99919991	X

5. When all pharmacies have been selected for the global update, click the **Global Update** button. Enter the updated values for one or more of the pharmacy profile fields – only the following pharmacy fields can be updated via global update:

- Pharmacy Legal Name
- Pharmacy DBA Name
- Mailing Address
- Federal Tax ID
- Authorized Official
- Contact Information
- License Information
- Insurance Information (if applicable)
- Hours of Operation (if applicable)
- Other Services (if applicable)
- Proof Of No Exclusion (if applicable)

6. Click the **Submit** button to submit to NCPDP. 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, Federal Tax ID and Authorized Official. If you are an **Editor**, your changes will be submitted to NCPDP for verification AFTER your organization's **Approver** or **Admin** approves the changes.

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.


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. Either way you will be required to fill out the NCPDP Application. To access the application you will click on the NCPDP Provider ID tab at the top of the home page and then click the NCPDP Application link in the Application tab at the left of the page.

Some General instruction when filling out the application:

Required fields are highlighted with a RED *.

Help

You can click on the information button next to most field labels to get additional help/information regarding the field. For example, click on the **Pharmacy DBA Name** information button  and a pop-up help box appears defining the Pharmacy DBA Name field and helpful hints for what should be entered.

Pending your Application

If you are not ready to submit your new pharmacy profile to NCPDP, you can save your changes by clicking the **Pend button** at the bottom any page of the application after filling out the primary information page. You can access your pended pharmacy profile by going to the **NCPDP Provider ID tab** and then click the **My Pended Pharmacies** link in the **Pharmacies Queue** box.

Navigating the application

The NCPDP Provider ID pharmacy profile is separated into the following sections: Primary Information, Relationships, Address (Physical Location, Mailing Address), NPI Information, State Board License Information, DEA License Information, Tax Information, Medicaid/Medicare, Class Designation, Services (including Languages & Hours of Operation), Taxonomy Codes, Contact Details (Authorized Official and Profile Manager) as well as Payment. Click the appropriate tab on the left of the page to jump to one of these sections.



Document Uploads

Some parts of your profile will require document upload such as:

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
- 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 engaged in anticipatory compounding then Policy and Procedures.

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)

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

If you do not have the document electronically, it can be faxed to NCPDP. To print a fax cover sheet click the associated **click here** link. Example:



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 send a fax. It contains important information for NCPDP to properly match the document with your profile. You can batch all documents under one coversheet if faxing multiple documents.

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 permit/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.

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
4. Answer yes or no to "Are you the Authorized official...?"
5. Enter PIN when prompted.
6. Select I am applying for a pharmacy at a new location.
7. Select Chain 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.
 - 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, Click **NEXT**. **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 “Chain” 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 contact (Authorized Official and Profile Manager) information.
25. Under the Part II tab fill out the information for additional pharmacy details, Click **Next**
26. Select ownership type and answer the questions in the ownership and control section, click **Next**.
27. To add owners and control entities, click the **Add Entity** button.
28. Indicate if the entity you are adding is an individual (person) or a company (Partnership, LLC, Inc.), click **Next**.
29. 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**
30. 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**
31. 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**.
32. 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**.

33. Fill in the insurance information and upload your general and professional liability insurance document(s) then click **Next**
34. Fill out the Pharmacists in Charge information and click **Next**.
35. Upload any additional Pharmacy licenses / certifications and accreditations for the pharmacy. Click **Next**.
36. Fill out all the information regarding sanctions, exclusions or actions against the pharmacy. Click **Next**
37. 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**.
38. 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**.
39. 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**.
40. 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**
41. Check the Acknowledgement Box, Click **Next**
42. Select a payment method when prompted.
 1. 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.
 2. 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 our 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 Chain for Class Designation.
8. 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.
 - b. If no, select **No**, click **NEXT**.
9. 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**.
10. 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**.
11. Fill in your Physical and Mailing Address information when asked.
12. 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, Click **NEXT**. **Pend** or **Save & Exit**.
13. 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.
14. 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.
15. Fill in Your Federal Tax Id number and upload the supporting document if available.

16. State tax ID information is optional, Click **NEXT**.
17. Fill in your Medicaid / Medicare info if available.
18. Select "Chain" as your class designation.
19. Select Languages as applicable, Click **NEXT**.
20. Select Hours of Operation as applicable, Click **NEXT**.
21. Select Other Services as applicable, Click **NEXT**.
22. 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 Type (primary, secondary, tertiary). Click **NEXT**.
23. Fill in the contact (Authorized Official and Profile Manager) information.
24. Fill out the Part II information for additional pharmacy detail, Click **Next**.
25. Select ownership type and answer the questions in the ownership and control section, click **Next**.
26. To add owner and control entities, click the **Add Entity** button.
27. Indicate if the entity you are adding is an individual (person) or a company (Partnership, LLC, Inc.), click **Next**.
28. 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**
29. 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**
30. 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**.
31. 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**
32. Fill in the insurance information and upload your general and professional liability insurance document(s) then click **Next**.
33. Fill out the Pharmacists in Charge page and click **Next**.
Upload any additional Pharmacy licenses / certifications and accreditations
34. Fill out all the information regarding sanctions, exclusions or actions against the pharmacy. Click **Next**.
35. Fill out the % of Rx volume your pharmacy does for each Practice setting indicated by a check in the box. Click **Next**.
36. 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**.

37. 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**.
38. 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**.
39. Check the Acknowledgement Box, Click **Submit**.
40. Select a payment method when prompted.
 - 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.

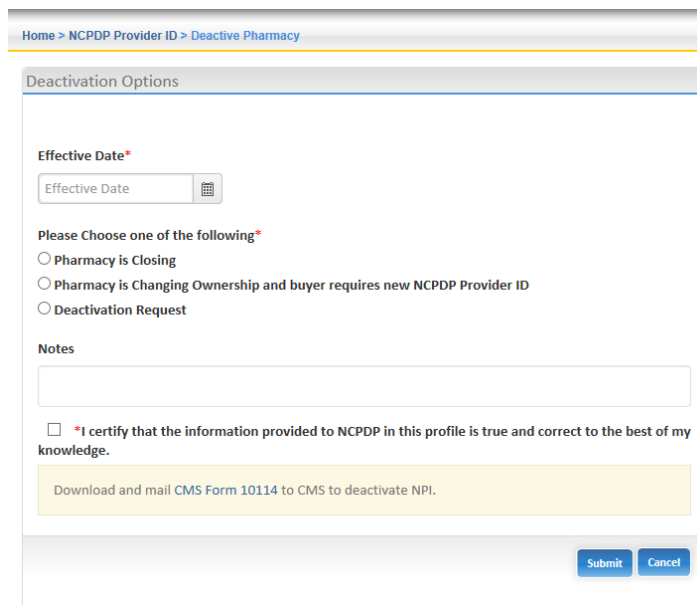
Once NCPDP verifies your new pharmacy profile, a new NCPDP Provider ID will be generated and you will be alerted based on your alert preferences (see 3.4 *Change Your Alert Preferences*). You can then associate any relationships with the new NCPDP Provider ID (see 4.2 *Change of Relationship/Payment 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. Under Manage Pharmacies on the left, click on my pharmacies. All your pharmacies are listed. To search for a pharmacy, enter the NCPDP number and click the **Search** button OR click the **Advanced Search** tab, enter search criteria and click the **Search** button. From the search results, click the **Edit** link for the pharmacy you wish to update.
3. Select **Deactivate NCPDP Provider ID** and click the **OK** button.
4. Enter the **Effective Date**.
5. Choose the reason for deactivating your NCPDP Provider ID.
6. Enter any notes you feel NCPDP may require when verifying your deactivation request.
7. Check the box to certify the information is true and correct.
8. 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.
9. 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.



Home > NCPDP Provider ID > Deactive Pharmacy

Deactivation Options

Effective Date*

Effective Date

Please Choose one of the following*

☐ Pharmacy is Closing

☐ Pharmacy is Changing Ownership and buyer requires new NCPDP Provider ID

☐ Deactivation Request

Notes

☐ *I certify that the information provided to NCPDP in this profile is true and correct to the best of my knowledge.

Download and mail CMS Form 10114 to CMS to deactivate NPI.

Submit Cancel

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 and you can provide a 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
- NPI Confirmation document*
- Federal Tax ID and documentation
- Class Designation
- Provider Type
- Authorized Official
- Taxonomy Code(s)
- Pharmacy Physical Address
- Pharmacy Authorized Official
- Relationships and Payment Centers

7.1 3rd Party Requests Access to Your NCPDP Provider ID Pharmacy Profile

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. On the left of the page, click **Queue** and expand it, click the **Waiting for Approvals** link.
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.

Click the **Approve** button to accept and provide this 3rd party access to your NCPDP Provider ID pharmacy profile.



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 a **Chain Approver** or **Chain 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.

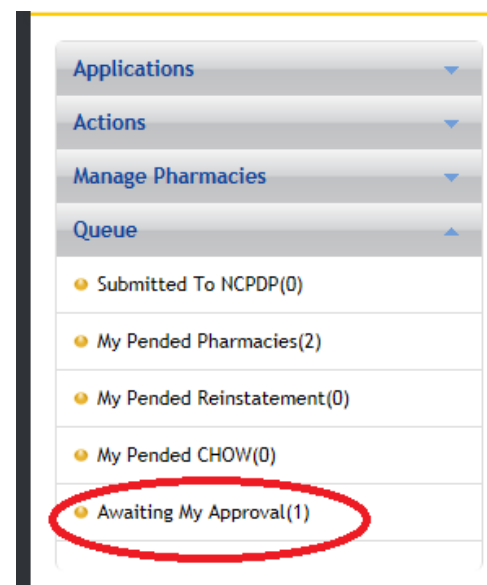
Changes can be submitted by a user within your organization that has a **Chain Edit** role (see 11.1 *Manage Users*) or by a 3rd party that you provide permission to view and edit your NCPDP Provider ID pharmacy Profile (see 7.0 *Provide a 3rd Party Access to Your NCPDP Provider ID Pharmacy Profile*). This allows you to grant edit and update permissions to employees at the store level without compromising your oversight of the data.

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

1. Click the **Waiting for Approvals** link in the **Pharmacies Queue** box on the left side of the page. (If you don't have the **Pharmacies Queue** box on the left, click the **NCPDP Provider ID tab** at the top of the page. The **Pharmacies Queue** box will appear on the left.)

A count of the number of NCPDP Provider ID pharmacy profiles with changes waiting for approval is displayed in parentheses.

2. Click the pharmacy name (link) of the pharmacy for which you wish to approve/reject proposed changes.
3. 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.
4. Click the **Submit** link to approve/reject changes. Approved changes are submitted to NCPDP for verification.



9.0 Change of Ownership – One Pharmacy at a Time*

**If you need to report a large sale, merger or acquisition please contact NCPDP to request the Change of Ownership be processed in a batch environment.*

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:

- 9.1 You will obtain a new NCPDP Provider ID (and NPI number) for the pharmacy you are purchasing.
- 9.2 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 Application** link in the **Applications** box on the left side of the page. (If you don't have the **Applications** box on the left, click the **NCPDP Provider ID** tab at the top of the page. The **Applications** box will appear on the left.)
2. Select the **Report Change in Ownership**.
3. Answer the question "**Are you the Authorized Official legally responsible for maintaining this profile?**" by checking **Yes** or **No**.
4. Enter PIN.
5. Enter the seller's **NCPDP Provider ID** of the pharmacy involved in this transaction.
6. Select "Apply for new NCPDP Number".
7. Enter the **Effective Date** of the ownership change.
8. Select the appropriate Type of Ownership Change from the list of choices:
 - Standard Asset Purchase
 - Stock Purchase
 - Stock Transfer
 - Inheritance Change in Distribution of Partner Shares
 - Member Interests

9. Fill in the primary information :

- DBA Name
- Legal name (exactly as it appears on your IRS documents)
- Store Number
- Open/Effective Date
- Pharmacy Email

10. 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.

11. 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 in include:

Part 1:

- 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 [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- f r e e 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. You may batch all documents under one coversheet if sending multiple documents.

12. 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 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.

13. 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 Application** link in the **Applications** box on the left side of the page. (If you don't have the Applications box on the left, click the **NCPDP Provider ID** tab at the top of the page. The Applications box will appear on the left.)
2. Select the **Report Change in Ownership**.
3. Answer the question “**Are you the Authorized Official legally responsible for maintaining this profile?**” by checking **Yes** or **No**.
4. Enter PIN.
5. Enter the seller's **NCPDP Provider ID** of the pharmacy involved in this transaction.
6. Select **Keep Existing NCPDP/NPI Number**.
7. Enter the **Effective Date** of the ownership change.
8. Select the appropriate Type of Ownership Change from the list of choices:
 - Standard Asset Purchase
 - Stock Purchase
 - Stock Transfer
 - Inheritance Change in Distribution of Partner Shares
 - Member Interests

9. Fill in the primary information:

- DBA Name
- Legal name (exactly as it appears on your IRS documents)
- Store Number
- Open/Effective Date
- Pharmacy Email

10. 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.

11. 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.

12. If you have the **Notary Letter** electronically, upload it by clicking the **Browse** button and selecting the file from your computer.

If you do not have the **Notary Letter** 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 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 1:

- 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. You batch multiple 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 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.


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.

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 reinstate icon  in the action column (on the far right) associated with the appropriate pharmacy. If you do not see the NCPDP ID you wish to reinstate, call NCPDP at 480-734-2870.
4. Select the reason for reinstatement from the choices listed:
 - Change of ownership cancelled/delayed
 - Deactivated in error
 - Temporarily closed due to remodeling
 - Temporarily closed due to natural disaster
5. Answer the question regarding being the authorized official.
6. Enter your PIN.
7. Select the pharmacy designation from the choices listed.
 - Alternate dispensing site
 - Chain
 - Franchise
 - Government
 - Independent
8. 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
- 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 batch multiple documents under one coversheet.

9. 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 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.

10. Click the **Submit** button to submit the reinstatement request to NCPDP. You will be asked to enter your PIN. 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 Users

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**.

Chain View ☒ User can only VIEW pharmacy profiles

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

Chain 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

Chain Admin ☒ User can perform all functions, as well as manage users, relationships, parent organizations and payment centers (see 11.2 through 11.4)

Create a New User:

1. Click the **Tools** tab.
2. Click the **Manage Users** link in the **Relationships and Users** box.
3. To create a new user, click the **New User** link in the **Actions** box.
 - If there are any Relationships, Parent Organizations or Payment Centers you manage and you would like to provide permission for the new user to manage one or more of these Relationships, Parent Organizations or Payment Centers (only applicable if new user will be **Chain Admin**), select one or more by clicking the checkbox next to the Group Key/Relationship in the **Associated Groups** box.
 - Enter the required information (noted with a RED *), which includes First Name, Last Name, Phone, Email, Login Name, Password, PIN and Role.
 - 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 Creation has been completed successfully**.
 - Click **Return to Users List** under **Actions** to verify the new user is now part of your user list.

Update Existing User:

1. Click the **Tools** tab.
2. Click the **Manage Users** link in the **Relationships and Users** box.
3. Click Active Users or Inactive Users in the User Status box
4. Click the **Edit icon (looks like a pencil)** associated with the user.
5. Make any changes to the existing user information. As with creating a new user, required information (noted with a RED *) must be complete.
6. **Save** to save changes. If changes have been saved successfully, you will receive an alert at the top of the page – **User details saved successfully**

Deactivate Existing User:

1. Click the **Tools** tab.
2. Click the **Manage Users** link in the **Relationships and Users** box.
3. Click **Active Users** or Inactive Users in the **User Status** box
4. Click the check box next to the user's name
5. Click the **Deactivate Selected** button above grid
6. Click the **OK** button to question "Do you want to deactivate selected user(s)?"

If you have successfully deactivated a user, you will receive an alert at the top of the page – **User(s) deactivated successfully.**

Deactivated users can be found in the **Inactive Users** queue in the **User Status** box. To make the user active again, simply click the **Edit** icon (looks like a pencil), click the **Is Active** check box, then click **Save**. The user will then be active and appear in the **Active Users** queue in the **User Status** box.

11.2 ManageRelationships

You may require one or more relationships for your organization.

Create New Relationship(s):

1. Click the **Tools** tab.
2. Click the **Manage Relationships** link in the **Relationships and Users** box.
3. To create a new relationship, click the **Create New Relationship** link in the **Actions** box.
 - Enter the required information (noted with a RED *), which includes Group Name, Effective Date, Type, Email address, Authorized Official information and Federal Tax Id)
 - Select the **Type** of relationship from the pick list.
 - If a parent organization is associated with this relationship, choose the **Parent Organization** from the pick list.
 - Click **Submit** to create the relationship. You will be asked to enter your PIN.
 - Once NCPDP verifies the new relationship, you will be alerted based on your alert preferences (see 3.4 *Change Your Alert Preferences*). The relationship will be added to your list of active relationships. You can then associate this relationship 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.

Update Existing Relationship

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

3. To update an existing relationship, click the **Edit icon** (looks like a pencil) associated with the relationship.
 - Make any changes to the existing relationship information. As with creating a new relationship, required information (noted with a RED *) must be complete.
 - Click **Submit** to save changes. You will be asked to enter your PIN.
 - Once NCPDP verifies changes to your relationship, 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.

Deactivate Existing Relationship:

1. Click the **Tools** tab.
2. Click the **Manage Relationships** link in the **Relationships and Users** box.
3. To deactivate an existing relationship, click the **Deactivate** link associated with the relationship. You will be asked to enter your PIN.
 - You can only deactivate a relationship if NO active NCPDP Provider ID pharmacy profiles are associated with the relationship.
 - Once NCPDP verifies your relationship deactivation, you will be alerted based on your alert preferences (see 3.4 *Change*

11.3 Manage Parent Organizations

If you have more than one relationship, it is recommended that you create a Parent Organization.

Create New Parent Org:

1. Click the **Tools** tab.
2. Click the **Manage Parent Organizations** link in the **Relationships and Users** box.
3. To create a new parent organization, click the **Create New Parent Org** link in the **Actions** box.
 - Enter the required information (noted with a RED *), which includes Group Name and Email address.
 - Click **Submit** to create the parent organization. You will be asked to enter your PIN.

Once NCPDP verifies the new parent organization, you will be alerted based on your alert preferences (see 3.4 *Change Your Alert Preferences*). The parent organization will be added to your list of active parent organizations. You can then associate this parent organization with one or more of your relationships (see 7.2 *Manage Relationships*).

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.

Update Existing Parent Organization:

1. Click the **Tools** tab.
2. Click the **Manage Parent Organizations** link in the **Relationships and Users** box.
3. Click the Edit icon (looks like a pencil) in the action column of the grid.
 - Make any changes to the existing parent organization information. As with creating a new parent organization, required information (noted with a RED *) must be complete.
 - Click **Save** to save changes. Once NCPDP verifies changes to your parent organization, 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.

Deactivate Existing Parent Organization:

1. Click the **Tools** tab.
2. Click the **Manage Parent Organizations** link in the **Relationships and Users** box.
3. Click the **Deactivate** icon associated with the parent organization. You will be asked to enter your PIN.
 - You can only deactivate a parent organization if NO active relationships are associated with the parent organization.
 - Once NCPDP verifies your parent organization deactivation, you will be alerted based on your alert preferences (see 3.4 *Change Your Alert Preferences*).

11.4 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 associate a specific NCPDP Provider ID with an existing payment center, see 4.2 *Relationship/Payment Center*.

Create 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 Group Name, Effective Date 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.

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*).

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.

Update Existing Payment Center:

1. Click the **Tools** tab.
2. Click the **Manage Payment Centers** link in the Relationships and Users **box**.
3. Click the **Edit icon** (looks like a pencil) 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.

Once NCPDP verifies changes to your payment center, 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*.

Deactivate Existing Payment Center:

1. Click the **Tools** tab.
2. Click the **Manage Payment Centers** link in the **Relationships and Users** box.
3. Click the **Deactivate icon** associated with the payment center. You will be asked to enter your PIN.

You can only deactivate a payment center if NO active NCPDP Provider ID pharmacy profiles are associated with the payment center.

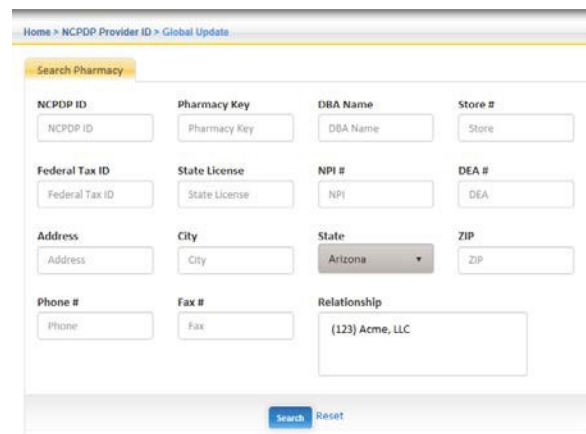
Once NCPDP verifies your payment center deactivation, you will be alerted based on your alert preferences (*see 3.4 Change Your Alert Preferences*).

12.0 Using Batch Export

You can utilize the Batch Export utility to change multiple NCPDP Provider ID profiles in batch.

1. Click the **NCPDP Provider ID** tab.
2. Click the **Batch Export** link in the **Actions** box.
3. Enter the search criteria for the pharmacies you wish to export. Click the **Search** button to view all pharmacies matching the search criteria. Click the **Reset** link to reset the search criteria.
4. Select one or more pharmacies from the search results by clicking the check box next to each pharmacy. If you wish to select ALL pharmacies, click the check box above in the light blue header row of the search results (next to **Pharmacy Name**).

Note: When you select ALL pharmacies you are selecting all pharmacies on this page of the search results. If you wish to increase the number of pharmacies on the page of search results, go to the bottom of the page. By default, 50 pharmacy records are displayed per page. Click the 100, 300, 500 links to increase the number of pharmacy records displayed per page.



The screenshot shows the 'Search Pharmacy' form in the NCPDP Provider ID interface. The form is titled 'Home > NCPDP Provider ID > Global Update' and 'Search Pharmacy'. It contains several input fields for search criteria: NCPDP ID, Pharmacy Key, DBA Name, Store #, Federal Tax ID, State License, NPI #, DEA #, Address, City, State (a dropdown menu currently showing 'Arizona'), ZIP, Phone #, Fax #, and Relationship (a text box containing '(123) Acme, LLC'). At the bottom right of the form are 'Search' and 'Reset' buttons.

5. Once you have selected the pharmacies, click the **Add to Selected Pharmacies** button. The pharmacies will be added to the **Pharmacies Selected for Batch Export** box. To remove a pharmacy from the **Pharmacies Selected for Batch Export** box, click the **X** next to the pharmacy name/NCPDP Provider ID. If you wish to remove all pharmacies, click the **Clear Search** button.
6. When all pharmacies have been selected for the batch export, click the **Batch Export** button. A Microsoft Excel file will be generated. You may or may not be asked to open the file or **Save** the file to your desktop, dependent on your browser.
7. The Microsoft Excel file provides the following data for each pharmacy:
 - Pharmacy Data (pharmacy profile data)
 - Additional Dispenser Types
 - Additional Medicaid IDs
 - Additional Medicare IDs
 - Additional Taxonomy Codes
 - Services Provided
 - Languages Spoken
 - Pharmacy Part II data
 - Owner and Control Information

- Additional Pharmacy Licenses
- Pharmacy Accreditations
- Pharmacy Immunizations CIP
- Practice Settings