

NCPDP Online

User Guide

3rd Party Contracting/PSAOs

Table of Contents

1.0	Introduction	4
2.0	Log In	5
3.0	Managing Your Preferences.....	6
3.1	Change Your Profile	6
3.2	Change Your Password.....	6
3.3	Change Your PIN.....	6
3.4	Change Your Alert Preferences.....	7
3.5	PIN Recovery	8
4.0	Update an Existing NCPDP Provider ID Pharmacy Profile	9
4.1	Update an NCPDP Provider ID Profile.....	9
4.2	Change of Relationship/Payment Center.....	11
5.0	Request Access to an NCPDP Provider ID	15
6.0	Create a Batch Export of NCPDP Provider ID Pharmacy Profiles.....	16
7.0	Administrator Tools	18
7.1	Manage Users	18
7.2	Manage Relationships	19
7.3	Manage Parent Organizations	20
7.4	Manage Payment Centers	21

User Guide Update Log

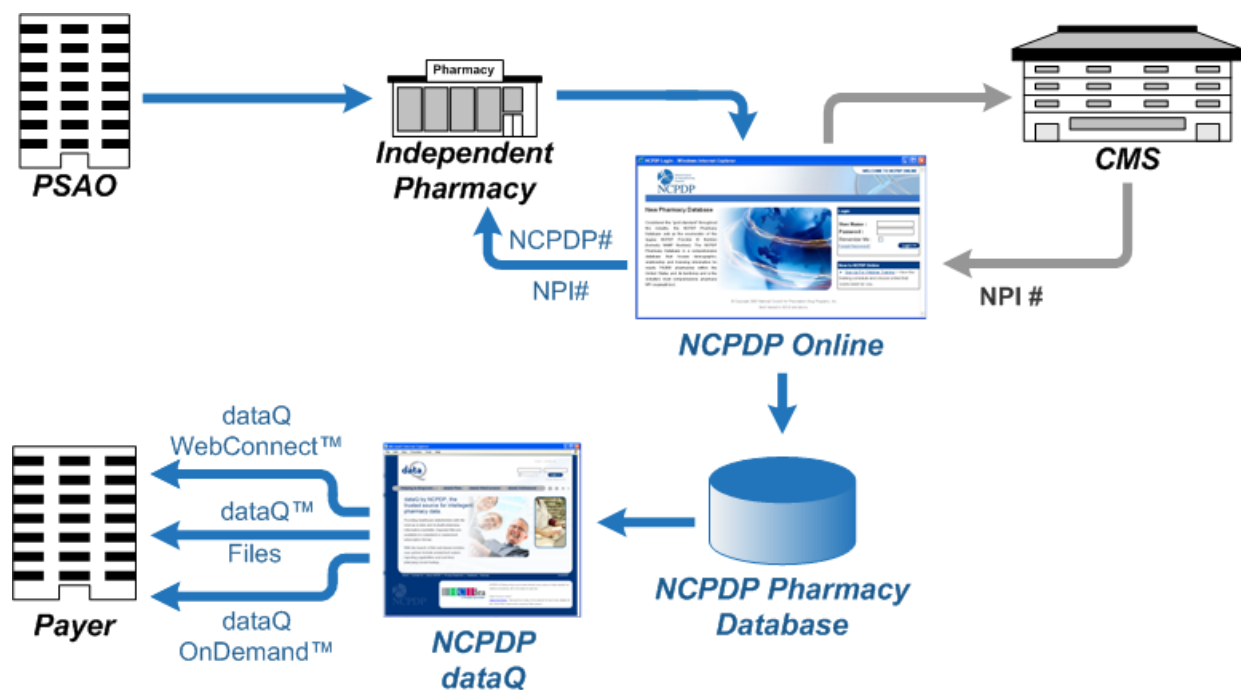
- February 7, 2009 → Change of Relationship/Payment Center (see 4.2)

1.0 Introduction

NCPDP has maintained accurate pharmacy information for over 25 years. It is important that pharmacies update their 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** (www.NCPDPOnline.org) it is now easier than ever to help maintain pharmacy data for the pharmacies your organization represents.

You can now access pharmacy data in real time for the pharmacies where you are the primary relationship or where you have been given permission to access/edit their pharmacy profiles. NCPDP ensures accuracy of pharmacy data through both automated and manual data validation.

Data flow through NCPDP Online:



2.0 Log In

As soon as you receive your user name and password you should log in, verify your data is correct and clean up any outdated information.

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

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

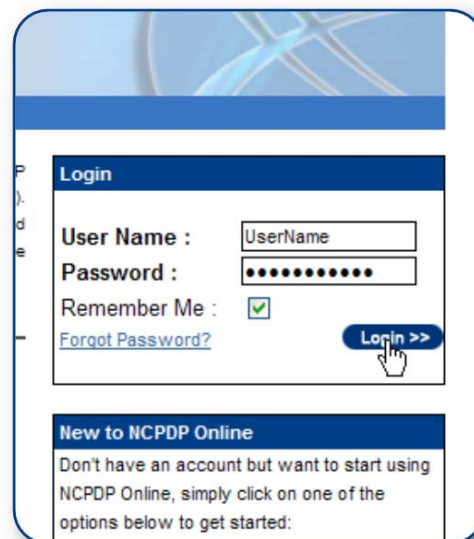
There are parts of NCPDP Online that require your Internet browser to accept pop-ups. You should allow pop-ups for NCPDP Online, which you can do without allowing pop-ups for other web sites. To do this, open your Internet browser and:

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

To log in to NCPDP Online:

1. Open your Internet browser and go to www.ncdpdonline.org
2. Enter your **User Name** and **Password**, then click **Login**.

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



The screenshot shows the NCPDP Online Login page. It features a blue header with the NCPDP logo. Below the header, there is a "Login" section with a blue background. This section contains a "User Name" field with the placeholder text "UserName", a "Password" field with masked characters, a "Remember Me" checkbox that is checked, and a "Forgot Password?" link. A blue "Login >>" button is located to the right of the password field. Below the login section, there is a "New to NCPDP Online" section with a blue background, containing text that reads: "Don't have an account but want to start using NCPDP Online, simply click on one of the options below to get started:".

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

Your profile contains your basic contact information.

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

3.2 Change Your Password

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

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

3.3 Change Your PIN

Along with a user name and password, you are also provided with a PIN. The PIN is an additional level of security on the web site. Your PIN will be required when updating relationships, payment centers, parent organizations or 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 Open / Close Date
- Physical Address
- NPI Number and Confirmation Document
- Federal Tax ID and Documentation
- State Tax ID
- Class Designation
- Taxonomy Code(s)
- Authorized Official
- Relationships and Payment Centers

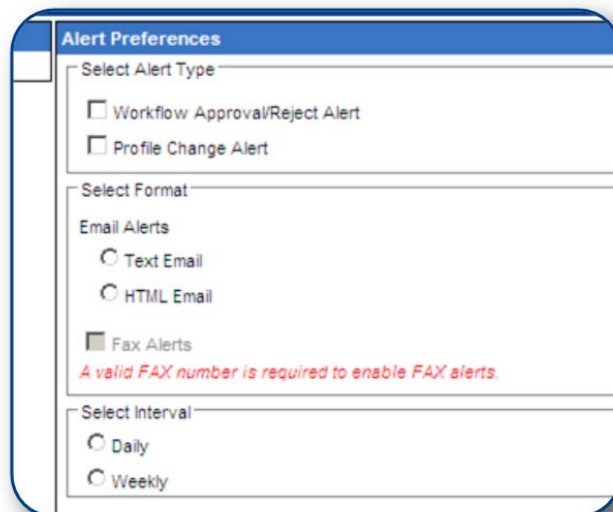
To change your PIN, you will need your current PIN.

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 pharmacy data you manage.

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 2:00am Eastern for the changes made the day before. If you choose weekly, all changes to your pharmacy



The screenshot shows the 'Alert Preferences' form with the following sections:

- Select Alert Type:**
 - ☐ Workflow Approval/Reject Alert
 - ☐ Profile Change Alert
- Select Format:**
 - Email Alerts:**
 - ☐ Text Email
 - ☐ HTML Email
 - ☐ Fax Alerts

A valid FAX number is required to enable FAX alerts.
- Select Interval:**
 - ☐ Daily
 - ☐ Weekly

data will be compiled, over the course of a week, and one alert will be sent at approximately 2:00am Eastern on Thursdays for the changes made the week before. *Note: If there are no changes to your pharmacy data, you will not receive an alert.*

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

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

3.5 PIN Recovery

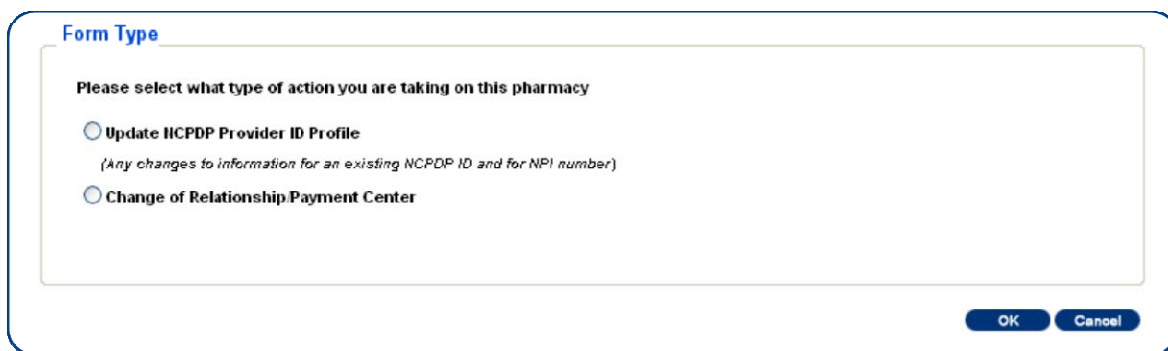
If you have forgotten your PIN, you can request to have it reset and emailed to your e-mail address on record.

1. Click the **My Preferences** tab.
2. Click **PIN Recovery** link in the **Actions** box.
3. You will be asked **Do you wish to reset your PIN and send it to your e-mail address on record?** If you click **OK**, your PIN will be reset and emailed to you.

4.0 Update an Existing NCPDP Provider ID Pharmacy Profile

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

- Update NCPDP Provider ID Profile
- Change of Relationship/Payment Center



Form Type

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

☐ **Update NCPDP Provider ID Profile**
(Any changes to information for an existing NCPDP ID and for NPI number)

☐ **Change of Relationship/Payment Center**

OK Cancel

4.1 Update an NCPDP Provider ID Profile

To update an NCPDP Provider ID pharmacy profile:

1. Click the **NCPDP Provider ID** tab.
2. All pharmacies managed by your organization are listed. 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 **Update** link for the pharmacy you wish to update.
3. Choose **Update NCPDP Provider ID Profile** and click the **OK** button.

When you update an NCPDP Provider ID pharmacy profile, it is separated into the following sections: Primary Information, Physical Location, Mailing Address, NPI Information, License Information, Class Designation, Other Services, Hours of Operation, Taxonomy Codes and Authorized Official. Click the appropriate link in the **NCPDP Provider Profile** box to jump to one of these sections. To return to the top of the profile, click the **back to top** link in each section.

Some parts of the profile will require a document upload. Documents required for the NCPDP Provider ID pharmacy profile include: State pharmacy license, pharmacy DEA registration, Federal Tax ID documentation, NPI confirmation, EFIO authorization* (if EFIO permission is granted to NCPDP).

**Note: The pharmacy can elect to grant NCPDP to act as an Electronic File Interchange Organization (EFIO). NCPDP will communicate pharmacy information to the CMS National Plan*

and Provider Enumeration System (NPPES) in order to 1) Obtain a National Provider Identifier (NPI) for the pharmacy, or 2) if the pharmacy already has an NPI, to update the information with CMS automatically.

If you have the document electronically, simply upload it in the appropriate section of the 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 the 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 the pharmacy profile. You may need to generate more than one cover sheet and send more than one fax if you have more than one document to send to NCPDP. Do not batch all documents under one coversheet.



4. If you are updating the pharmacy profile and you are not ready to submit changes to NCPDP, you can save your changes by clicking the **Pend Changes** link in the **Actions** box and/or at the bottom of the profile page. You can access your pended changes by going to the **NCPDP Provider ID** tab and then clicking on the **My Pended Pharmacies** link in the **Pharmacies Queue** box.
5. When you have completed your changes and you are ready to submit them to NCPDP, click the **Submit to NCPDP** link in the **Actions** box or at the bottom of the profile page. Depending on the data you changed, you may be required to enter your PIN. Changes to the following data require a PIN to submit to NCPDP: Pharmacy DBA Name, Pharmacy Legal Name, Store Open / Close Date, Physical Address, NPI Number and confirmation document, Federal Tax ID and documentation, State Tax ID, Class Designation, Taxonomy Code(s), and Authorized Official.

When submitting a change to the 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
- Physical location phone number is a landline phone number

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

- Federal Tax ID
- Physical address
- Pharmacy license number
- DEA registration number
- NPI number
- Physical location phone

**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.*

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

4.2 Change of Relationship/Payment Center

You can add, update or deactivate a relationship or payment center associated with your 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** and click the **OK** button.

A list of your active relationships and payment centers are provided. You can **Add Relationship**, **Add Payment Center**, **Update**, or **Deactivate** a relationship/payment center. 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.

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.

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 (and payment center, if applicable) in the **Select Relationship ID Effective Date** box.
4. If you have an electronic copy of your affiliation agreement, click the **Browse** button and select the file from your computer. If you have a print copy of your affiliation agreement, click the **click here** link to print a fax coversheet and fax the affiliation agreement to the toll free number provided. The agreement will be converted to an electronic file (Adobe pdf) and attached to your pharmacy profile.

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

5. If this is your primary relationship, click the check box for **Is Primary**. You are allowed to identify one relationship as your primary relationship. A purchasing buying group or third party reconciliation entity cannot be designated as Primary.
6. Click the **Submit** button to submit to NCPDP for verification.

To add a payment center:

1. Click the **Add Payment Center** button to add a payment separate from a specific relationship (e.g. not “linked to a relationship”).
2. Choose a payment center from the **Select Payment Center** list. To avoid any remittance delay, please be sure to deactivate any old payment centers when you add a new one to insure your payments are delivered to the proper location.
3. Enter the effective date of the payment center in the **Select Relationship ID Effective Date** box.
4. If you have an electronic copy of your affiliation agreement, click the **Browse** button and select the file from your computer. If you have a print copy of your affiliation agreement, click the **click here** link to print a fax coversheet and fax the affiliation agreement to the toll

free number provided. The agreement will be converted to an electronic file (Adobe pdf) and attached to your pharmacy profile.

If you do not have an affiliation agreement for the payment center, you can still proceed.

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

To update an existing relationship or payment center:

1. Click the **Update** link for the relationship or payment center you wish to update. For relationships, you can only add a payment center if one is not already associated, attach an affiliation agreement if one is not attached and set the relationship as “primary.” If you wish to make any other changes, you must deactivate the current relationship and create a new relationship.

For payment centers, you can only attach an affiliation agreement if one is not attached. If you wish to make any other changes, you must deactivate the current payment center and create a new payment center.

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.

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

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

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

4. If updating a relationship and this is your primary relationship, click the check box for **Is Primary**. You are allowed to identify one relationship as your primary relationship. A purchasing buying group, third party reconciliation entity or payment center cannot be designated as Primary.
5. Click the **Submit** button to submit to NCPDP for verification.

To deactivate a relationship or payment center:

1. Click the **Deactivate** link for the relationship or payment center 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.

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

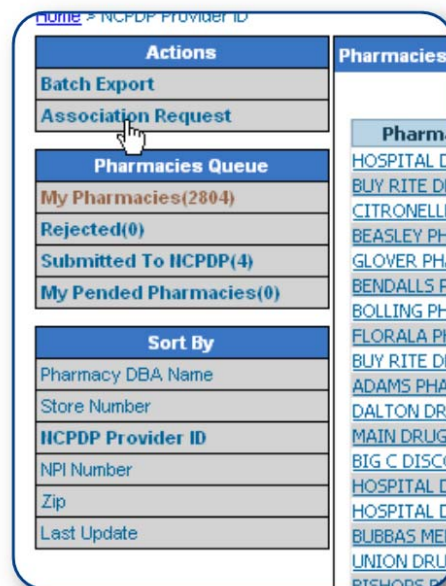
If you choose to deactivate and replace a relationship or payment center with a new relationship or payment center, click the **Deactivate and replace with a new relationship** radio button. Otherwise, click the **Deactivate relationship** radio button.

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**).

5.0 Request Access to an NCPDP Provider ID

If you will become or are the primary relationship for a pharmacy and you do not see that pharmacy in your NCPDP Provider ID tab, you can request permission to access and edit the NCPDP Provider ID profile. This is especially important if the pharmacy does not now how to properly associate a relationship or payment center with the NCPDP Provider ID pharmacy profile.

1. Click the **NCPDP Provider ID** tab.
2. Click the **Association Request** link in the **Actions** box.
3. Enter the **NCPDP Provider ID** and attach a copy of the **Affiliation Agreement**.
4. Click the **Submit** button.



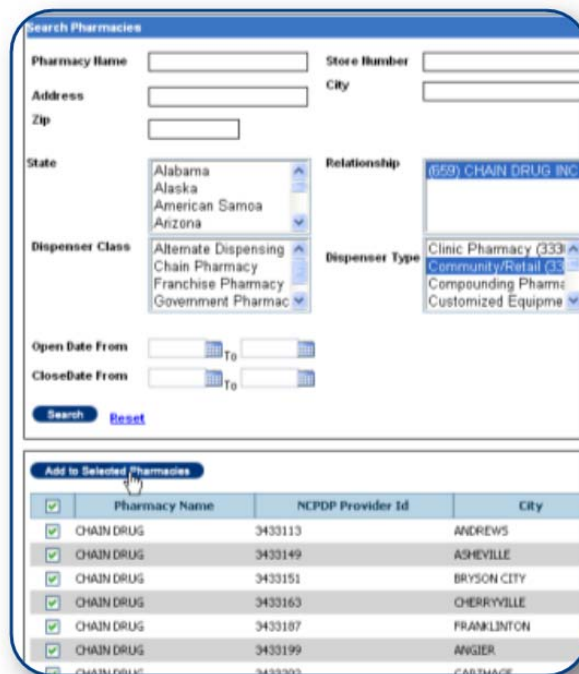

The 'Request for Association' form is shown. It has a 'Request for' section with a radio button selected for 'Pharmacy'. Below this, there are two input fields: 'NCPDP Provider ID/ Relationship Key:' and 'Affiliation Agreement:'. The 'Affiliation Agreement' field has a 'Browse...' button next to it. A note below the fields says 'Please attach a copy of the Affiliation agreement'. At the bottom right, there are 'Submit' and 'Cancel' buttons.

5. The request to access the pharmacy will be submitted to the pharmacy's Authorized Official for approval. Once approved, you will be able to access and update the pharmacy profile from your organization's list of pharmacies in the **NCPDP Provider ID** tab (see 4.0 Update an Existing NCPDP Provider ID Pharmacy Profile).

6.0 Create a Batch Export of NCPDP Provider ID Pharmacy Profiles

You can utilize the Batch Export utility to view all data from the NCPDP Provider ID pharmacy profiles, maintained by your organization, in a Microsoft Excel spreadsheet.

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**).

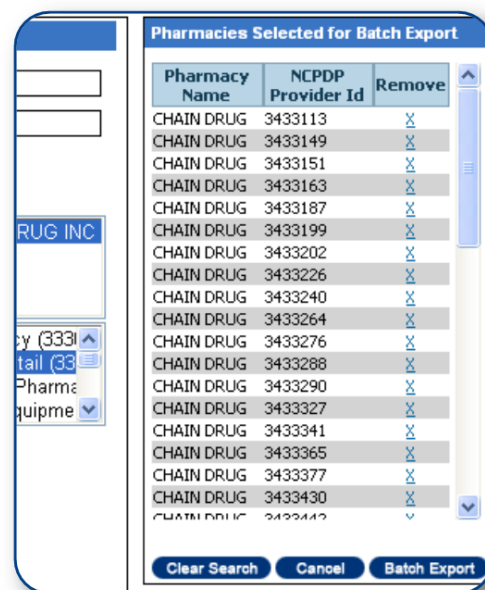


The screenshot shows the 'Search Pharmacies' form. It includes fields for Pharmacy Name, Store Number, Address, City, Zip, State (dropdown), Relationship (dropdown), Dispenser Class (dropdown), and Dispenser Type (dropdown). There are also date pickers for Open Date From To and Close Date From To. Search and Reset buttons are at the bottom. Below the form is a table of search results with columns for Pharmacy Name, NCPDP Provider Id, and City. A checkmark is visible in the first row of the table.

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**, or **500** links to increase the number of pharmacy records displayed per page.

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.

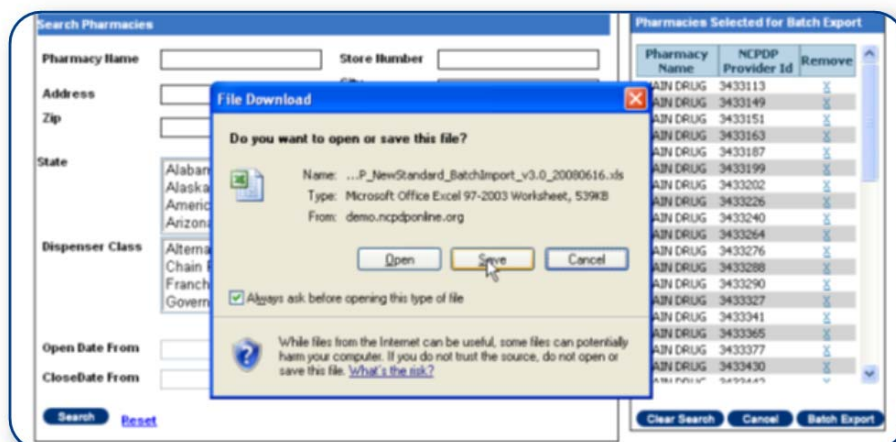
To remove a pharmacy from the **Pharmacies Selected for Batch Export** box, click the **X** next to the pharmacy name/NCPDP Provider ID. If you wish to remove all pharmacies, click the **Clear Search** button.



The screenshot shows the 'Pharmacies Selected for Batch Export' box. It contains a table with columns for Pharmacy Name, NCPDP Provider Id, and Remove. The table lists 20 pharmacies, all named 'CHAIN DRUG', with their respective NCPDP Provider IDs. Each row has an 'X' in the Remove column. At the bottom of the box are buttons for Clear Search, Cancel, and Batch Export.

6. When all pharmacies have been selected for the batch export, click the **Batch Export** button. A Microsoft Excel file will be generated and you will be asked to **Open** the file or **Save** the file to your desktop.
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



7.0 Administrator Tools

7.1 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**.

PSAO View → User can only VIEW pharmacy profiles

PSAO Edit → User can VIEW and EDIT pharmacy profiles, but cannot submit pharmacy profile adds/changes to the pharmacy

PSAO Approver → User can VIEW, EDIT and submit pharmacy profile adds/changes to the pharmacy, as well as approve changes made by other users with the edit permissions

PSAO Admin → User can perform all functions, as well as manage users, relationships, parent organizations and payment centers (see 7.2 through 7.4)

To manage users:

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 for your pharmacies, and you would like to provide permission for the new user to manage one or more of these Payment Centers (only applicable if new user will be **PSAO 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, 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** to verify the new user is now part of your user list.
4. To update an existing user, click the **Update** link associated with the user.
 - Make any changes to the existing user information. As with creating a new user, required information (noted with a RED *) must be complete.
 - Click **Save** to save changes. If changes have been saved successfully, you will receive an alert at the top of the page – **User has been successfully updated**.

- Click **Return to Users List**.
- 5. To deactivate an existing user, click the check box next to the user's name, choose **Deactivate** from the **Select an Action** drop down list and click the **Submit** button. If you have successfully deactivated a user, you will receive an alert at the top of the page – **User 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 **Update** link, 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.

7.2 Manage Relationships

You may require one or more relationships for your organization.

To manage relationships:

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 and Email address.
 - 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.
 - IF you are creating a **Chain** relationship (in addition to your existing 3rd Party Contracting Group relationships), you can elect to grant NCPDP to act as an Electronic File Interchange Organization (EFIO) for the pharmacies associated with this relationship. NCPDP will communicate pharmacy information to CMS National Plan and Provider Enumeration System (NPPES) in order to 1) Obtain a National Provider Identifier (NPI) for a pharmacy, or 2) if the pharmacy already has an NPI, to update the information with CMS automatically. Any changes you make to the NCPDP Provider ID pharmacy profiles associated with this relationship now and in the future will also be transmitted to CMS, until such time that you revoke this permission.

With the enhancements to NCPDP Online, you can now specify you want NCPDP to act as the EFIO for ADDS and/or for CHANGES. This enables you to obtain the NPI number (if you prefer) and still have NCPDP act as the EFIO for CHANGES. Select **Process New Application** or **Process Changes** as applicable.

If pharmacies in this relationship are considered a sub-part of the associated Parent

Organization, select **Process Parent Orgs** to include Parent Organization Name and Parent Organization Tax ID when submitting to NPPES. If no Parent Organization record is associated, the Relationship Name and Relationship Tax ID will be submitted to NPPES if **Process Parent Orgs** is selected.

- 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.

4. To update your own existing relationship, click the **Update** link associated with your 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 **Save** to save changes. 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.
5. To deactivate one of your existing relationships, 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 Your Alert Preferences*).

7.3 Manage Parent Organizations

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

To manage parent organizations:

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.

5. To update your existing parent organizations, click the **Update** link associated with the parent organization.
 - 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.
6. To deactivate an existing parent organization, click the **Deactivate** link 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*).

7.4 Manage Payment Centers

You may require one or more payment centers for your organization.

To manage payment centers:

1. Click the **Tools** tab.
2. Click the **Manage Payment Centers** link in the **Relationships and Users** box.
3. To create a new payment center, click the **Create New Payment Center** link in the **Actions** box.
 - 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.

- 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.

6. To update your existing payment centers, click the **Update** link associated with the payment center.
 - 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.
 - Click **Save** 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.
7. To deactivate an existing payment center, click the **Deactivate** link 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*).