

NCPDP VERSION D.0 CLAIM BILLING/CLAIM REBILL TEMPLATE REQUEST CLAIM BILLING/CLAIM REBILL PAYER SHEET TEMPLATE

** Start of Request Claim Billing/Claim Rebill

| GEI | NERAL INFORMATION | |
|---|---------------------------|-----------------------------------|
| Payer Name: Pharmastar | Date: 06/27/2020 | |
| Plan Name/Group Name: Pharmastar (Medicaid) | BIN: 022188 | PCN: PSTMEDC |
| Processor: ProCare RX | | |
| Effective as of: 09/21/2020 | NCPDP Telecommunication | n Standard Version/Release #: D.Ø |
| NCPDP Data Dictionary Version Date: July, 2ØØ7 | NCPDP External Code List | Version Date: October, 2Ø18 |
| Contact/Information Source: www.pharmastarpbm.com | Contact Email: pharmastar | @pharmastarpbm.com |
| Provider Relations Help Desk Info: 888-298-777Ø | | |

OTHER TRANSACTIONS SUPPORTED

| Payer: Please list each transaction supported with the segments, fields, and pertinent information on each transaction. | | | | |
|---|------------------|--|--|--|
| Transaction Code | Transaction Name | | | |
| B1 | Billing | | | |
| B2 | Claim Reversal | | | |

| | FIELD LEGEND FOR COLUMNS | | | | | |
|-----------------------|--------------------------|--|---------------------------|--|--|--|
| Payer Usage Column | Value Explanation | | Payer Situation Column | | | |
| MANDATORY | Μ | The Field is mandatory for the Segment in the designated Transaction. | No | | | |
| REQUIRED | R | The Field has been designated with the situation of "Required" for the Segment in the designated Transaction. | No | | | |
| QUALIFIED REQUIREMENT | RW | "Required when". The situations designated have qualifications for usage ("Required if x", "Not required if y"). | Yes | | | |

Fields that are not used in the Claim Billing/Claim Rebill transactions and those that do not have qualified requirements (i.e. not used) for this payer are excluded from the template.

CLAIM BILLING/CLAIM REBILL TRANSACTION

The following lists the segments and fields in a Claim Billing or Claim Rebill Transaction for the NCPDP *Telecommunication Standard Implementation Guide Version D.Ø.*

| Transaction Header Segment Questions | Check | Claim Billing/Claim Rebill If Situational, Payer Situation |
|---|-------|---|
| This Segment is always sent | Х | |
| Source of certification IDs required in Software Vendor/Certification ID (11Ø-AK) is Payer Issued | | |
| Source of certification IDs required in Software Vendor/Certification ID (11Ø-AK) is Switch/VAN issued | | |
| Source of certification IDs required in Software Vendor/Certification ID (11Ø-AK) is Not used | | |

| | Transaction Header Segment | | | Claim Billing/Claim Rebill |
|---------|-------------------------------|-----------------------------|-------|--|
| Field # | NCPDP Field Name | Value | Payer | Payer Situation |
| | | | Usage | |
| 1Ø1-A1 | BIN NUMBER | 022188 | М | |
| 1Ø2-A2 | VERSION/RELEASE NUMBER | DØ | М | |
| 1Ø3-A3 | TRANSACTION CODE | B1, B3 | М | |
| 1Ø4-A4 | PROCESSOR CONTROL NUMBER | PSTMEDC (Medicaid) | М | |
| 1Ø9-A9 | TRANSACTION COUNT | Ø1-Ø4 (up to 4 transactions | М | |
| 2Ø2-B2 | SERVICE PROVIDER ID QUALIFIER | Ø1 (NPI) | М | |
| 2Ø1-B1 | SERVICE PROVIDER ID | NPI | М | Value for the qualifier used in 2Ø2-B1 above |
| 4Ø1-D1 | DATE OF SERVICE | CCYYMMDD | М | |

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| | Transaction Header Segment | | | Claim Billing/Claim Rebill |
|---------|----------------------------------|-------|-------|--|
| Field # | NCPDP Field Name | Value | Payer | Payer Situation |
| | | | Usage | |
| 11Ø-AK | SOFTWARE VENDOR/CERTIFICATION ID | | М | Use value for Switch's requirements. If submitting claim without a Switch, populate with blanks. |

| Insurance Segment Questions | Check | Claim Billing/Claim Rebill If Situational, <i>Payer Situation</i> |
|-----------------------------|-------|--|
| This Segment is always sent | Х | |

| | Insurance Segment Segment Identification (111-AM) = "Ø4" | | | Claim Billing/Claim Rebill |
|---------|---|-------|----------------|---|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 3Ø2-C2 | CARDHOLDER ID | | М | Required, as found on benefit ID card |
| 312-CC | CARDHOLDER FIRST NAME | | RW | Captured if sent through; not required |
| 313-CD | CARDHOLDER LAST NAME | | RW | Captured if sent through; not required |
| 3Ø1-C1 | GROUP ID | | R | Required |
| 3Ø3-C3 | PERSON CODE | | RW | Required if needed to uniquely identify the family members within the Cardholder ID |
| 3Ø6-C6 | PATIENT RELATIONSHIP CODE | | RW | Required if needed to uniquely identify the relationship of the Patient to the Cardholder |
| 997-G2 | CMS PART D DEFINED QUALIFIED FACILITY | | RW | Required when necessary for plan benefit administration |

| Patient Segment Questions | Check | Claim Billing/Claim Rebill If Situational, <i>Payer Situation</i> |
|-----------------------------|-------|--|
| This Segment is always sent | Х | |

| | Patient Segment Segment Identification (111-AM) = "Ø1" | | | Claim Billing/Claim Rebill |
|--------|---|-------|----------------|--|
| Field | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 331-CX | PATIENT ID QUALIFIER | | RW | Required if Patient ID (332-CY) is used |
| 332-CY | PATIENT ID | | RW | Required if necessary for state/federal/regulatory agency programs to validate dual eligibility. |
| 3Ø4-C4 | DATE OF BIRTH | | R | |
| 3Ø5-C5 | PATIENT GENDER CODE | | R | |
| 31Ø-CA | PATIENT FIRST NAME | | R | |
| 311-CB | PATIENT LAST NAME | | R | |
| 322-CM | PATIENT STREET ADDRESS | | RW | Optional |
| 323-CN | PATIENT CITY ADDRESS | | RW | Optional |
| 324-CO | PATIENT STATE / PROVINCE ADDRESS | | RW | Optional |
| 325-CP | PATIENT ZIP/POSTAL ZONE | | RW | Optional |
| 326-CQ | PATIENT PHONE NUMBER | | RW | Optional |
| 3Ø7-C7 | PLACE OF SERVICE | | RW | Required if this field could result in different coverage, pricing, or patient financial responsibility. |
| 333-CZ | EMPLOYER ID | | RW | Required if "required by law" as defined in the HIPAA final Privacy regulations section 164.5Ø1 definitions (45 CFR Parts 16Ø and 164 Standards for Privacy of Individually Identifiable Health Information; Final Rule – Thursday, December 28, 2ØØØ, page 828Ø3 and following, and Wednesday, August 14, 2ØØ2, page 53467 and following.) |
| 335-2C | PREGNANCY INDICATOR | | RW | Required if pregnancy could result in different coverage, pricing, or patient financial responsibility. Required if "required by law" as defined in the HIPAA final Privacy regulations section 164.5Ø1 |

| | Patient Segment Segment Identification (111-AM) = "Ø1" | | | Claim Billing/Claim Rebill |
|--------|---|--|----------------|--|
| Field | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| | | | | definitions (45 CFR Parts 16Ø and 164 Standards for Privacy of Individually Identifiable Health Information; Final Rule – Thursday, December 28, 2ØØØ, page 828Ø3 and following, and Wednesday, August 14, 2ØØ2, page 53467 and following.) |
| 35Ø-HN | PATIENT E-MAIL ADDRESS | | RW | Optional |
| 384-4X | PATIENT RESIDENCE | Ø – Not specified, other patient residence not identified below 1 – Home 3 – Nursing Facility 4 – Assisted Living Facility 6 – Group Home 9 – Intermediate Care Facility/Mentally Retarded; and 11 – Hospice | R | Required if this field could result in different coverage, pricing or patient financial responsibility. |

| Claim Segment Questions | Check | Claim Billing/Claim Rebill If Situational, <i>Payer Situation</i> |
|-----------------------------|-------|--|
| This Segment is always sent | Х | |

| | Claim Segment Segment Identification (111-AM) = "Ø7" | | | Claim Billing/Claim Rebill |
|---------|---|---|----------------|--|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 455-EM | PRESCRIPTION/SERVICE REFERENCE NUMBER QUALIFIER | 1 = Rx Billing | М | For transaction Code of "B1", in the Claim Segment, the Prescription/Service Reference Number Qualifier (455-EM) is "1" (Rx Billing). |
| 4Ø2-D2 | PRESCRIPTION/SERVICE REFERENCE NUMBER | | М | |
| 436-E1 | PRODUCT/SERVICE ID QUALIFIER | ØØ – Not Specified (for multi- ingredient compounds) Ø3 – NDC | М | |
| 4Ø7-D7 | PRODUCT/SERVICE ID | 11 digit NDC Number Use Ø (single zero) when billing for multi-ingredient compounds | М | |
| 456-EN | ASSOCIATED PRESCRIPTION/SERVICE REFERENCE NUMBER | | RW | Required if the "completion" transaction is a partial fill (Dispensing Status (343-HD) = "C" (Completed). Required if the Dispensing Status (343-HD) = "P" (Partial Fill) and there are multiple occurrences of partial fills for this prescription. |
| 457-EP | ASSOCIATED PRESCRIPTION/SERVICE DATE | | RW | Required if the "completion" transaction in a partial fill (Dispensing Status (343-HD) = "C" (Completed). Required if Associated Prescription/Service Reverence Number (456-EN) is used. Required if the Dispensing Status (343-HD) = "P" (Partial Fill) and there are multiple occurrences of partial fills for this prescription. |
| 458-SE | PROCEDURE MODIFIER CODE COUNT | Maximum count of 1Ø. | RW | Required if Procedure Modifier Code (459-ER) is submitted |
| 459-ER | PROCEDURE MODIFIER CODE | | RW | Required to define a further level of specificity if the Product/Service ID (4Ø7-D7) indicated a Procedure Code was submitted. Required if this field could result in different coverage, pricing, or patient financial responsibility. |

| | Claim Segment Segment Identification (111-AM) = "Ø7" | | | Claim Billing/Claim Rebill |
|---------|---|---|----------------|---|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 442-E7 | QUANTITY DISPENSED | | R | |
| 4Ø3-D3 | FILL NUMBER | Ø = Original/First dispense 1-99 = Refill number | R | |
| 4Ø5-D5 | DAYS SUPPLY | | R | |
| 4Ø6-D6 | COMPOUND CODE | 1 = Not a compound 2 = Compound | R | |
| 4Ø8-D8 | DISPENSE AS WRITTEN (DAW)/PRODUCT SELECTION CODE | | R | |
| 414-DE | DATE PRESCRIPTION WRITTEN | | R | |
| 415-DF | NUMBER OF REFILLS AUTHORIZED | | RW | Required if necessary for plan benefit administration. |
| 419-DJ | PRESCRIPTION ORIGIN CODE | 1 = Written 2 = Telephone 3 = Electronic 4 = Facsimile 5 = Pharmacy | R | Required if necessary for plan benefit administration. |
| 354-NX | SUBMISSION CLARIFICATION CODE COUNT | Maximum count of 3. | RW | Required if Submission Clarification Code (42Ø-DK) is used. |
| 42Ø-DK | SUBMISSION CLARIFICATION CODE | 8 = Process Compound For Approved Ingredients 14 = Long Term Care Leave of Absence 15 = Long Term Care Replacement Medication 16 = Long Term Care Emergency box (kit) or automated dispensing machine 17 = Long Term Care Emergency supply remainder 18 = Long Term Care Patient Admit/Readmit Indicator 19 = Split Billing | RW | Required if clarification is needed and value submitted is greater than zero (\emptyset). If the Date of Service (4 \emptyset 1-D1) contains the subsequent payer coverage date, the Submission Clarification Code (42 \emptyset -DK) is required with value of "19" (Split Billing – indicates the quantity dispensed is the remainder billed to a subsequent payer when Medicare Part A expires. Used only in long-term care settings) for individual unit of use medications. |
| 460-ET | QUANTITY PRESCRIBED | | RW | Imp Guide: Required when the transmission is for a Schedule II drug as defined in 21 CFR 1308.12 and per CMS-0055-F (Compliance Date 9/21/2020. Refer to the Version D.0 Editorial Document). Payer Requirement: (any unique payer |
| 3Ø8-C8 | OTHER COVERAGE CODE | Ø = Not specified 1 = No other coverage identified 2 = Other coverage exists – payment collected 3 = Other coverage billed – claim not covered 4 = Other coverage exists – payment not collected 8 = Claim is billing for patient financial responsibility only | RW | requirement(s)) Required if needed by receiver, to communicate a summation of other coverage information that has been collected from other payers. Required for Coordination of Benefits. |
| 429-DT | SPECIAL PACKAGING INDICATOR | , | RW | Required if this field could result in different coverage, pricing, or patient financial responsibility. |
| 453-EJ | ORIGINALLY PRESCRIBED PRODUCT/SERVICE ID QUALIFIER | | RW | Required if Originally Prescribed Product/Service Code (455-EA) is used. |
| 445-EA | ORIGINALLY PRESCRIBED PRODUCT/SERVICE CODE | | RW | Required if the receiver requests association to a therapeutic, or a preferred product substitution, or when a DUR alert has been resolved by changing medications, or an alternative service than what was originally prescribed. |

| | Claim Segment Segment Identification (111-AM) = "Ø7" | | | Claim Billing/Claim Rebill |
|---------|--|---|----------------|--|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 446-EB | ORIGINALLY PRESCRIBED QUANTITY | | RW | Required if the receiver requests reporting for quantity changes due to a therapeutic substitution that has occurred or a preferred product/service substitution that has occurred, or when a DUR alert has been resolved by changing quantities. |
| 454-EK | SCHEDULED PRESCRIPTION ID NUMBER | | RW | Required if necessary for state/federal/regulatory agency programs. |
| 6ØØ-28 | UNIT OF MEASURE | | RW | Required if necessary for state/federal/regulatory agency programs. |
| | | | | Required if this field could result in different coverage, pricing, or patient financial responsibility. |
| 418-DI | LEVEL OF SERVICE | | RW | Required if this field could result in different coverage, pricing, or patient financial responsibility. |
| 461-EU | PRIOR AUTHORIZATION TYPE CODE | | RW | Required if this field could result in different coverage, pricing, or patient financial responsibility. |
| 462-EV | PRIOR AUTHORIZATION NUMBER SUBMITTED | | RW | Required if this field could result in different coverage pricing or patient financial responsibility. |
| | | | | As needed – plan specific. (A PA number of "ØØØØØØØØØØ3" is required to override some DUR 88 rejects) |
| 463-EW | INTERMEDIARY AUTHORIZATION TYPE | | RW | Required for overriding an authorized intermediary system edit when the pharmacy participates as an intermediary. Required if Intermediary Authorization ID (464- |
| 464-EX | INTERMEDIARY AUTHORIZATION ID | | RW | EX) is used. Required for overriding an authorized |
| - | | | | intermediary system edit when the pharmacy participates with an intermediary. |
| 343-HD | DISPENSING STATUS | | RW | Required for the partial fill or the completion fill of a prescription. |
| 344-HF | QUANTITY INTENDED TO BE DISPENSED | | RW | Required for the partial fill or the completion fill of a prescription. |
| 345-HG | DAYS SUPPLY INTENDED TO BE DISPENSED | | RW | Required for the partial fill or the completion fill of a prescription. |
| 357-NV | DELAY REASON CODE | | RW | Required when needed to specify the reason that submission of the transaction has been delayed. |
| 391-MT | PATIENT ASSIGNMENT INDICATOR (DIRECT MEMBER REIMBURSEMENT INDICATOR) | | RW | Required when the claims adjudicator does not assume the patient assigned his/her benefits to the provider or when the claims adjudicator supports a patient determination of whether he/she wants to assign or retain his/her benefits. |
| 995-E2 | ROUTE OF ADMINISTRATION | | RW | Required when multi-ingredient compound is submitted |
| 996-G1 | COMPOUND TYPE | | RW | Required if specified in trading partner agreement. |
| 147-U7 | PHARMACY SERVICE TYPE | 1 = Community/Retail Pharmacy Services 2 = Compounding Pharmacy Services 3 = Home Infusion Therapy Provider Services 4 = Institutional Pharmacy Services | R | Required when the submitter must clarify the type of services being performed as a condition for proper reimbursement by the payer. |

| | Claim Segment Segment Identification (111-AM) = "Ø7" | | | Claim Billing/Claim Rebill |
|---------|---|---|----------------|----------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| | | 5 = Long Term Care Pharmacy Services 6 = Mail Order Pharmacy Services 7 = Managed Care Organization Pharmacy Services 8 = Specialty Care Pharmacy Services 99 = Other | | |

| Pricing Segment Questions | Check | Claim Billing/Claim Rebill If Situational, <i>Payer Situation</i> |
|-----------------------------|-------|--|
| This Segment is always sent | Х | |

| | Pricing Segment Segment Identification (111-AM) = "11" | | | Claim Billing/Claim Rebill |
|---------|---|---------------------|----------------|--|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 4Ø9-D9 | INGREDIENT COST SUBMITTED | | R | |
| 412-DC | DISPENSING FEE SUBMITTED | | RW | Required if its value has an effect on the Gross Amount Due (43Ø-DU) calculation |
| 433-DX | PATIENT PAID AMOUNT SUBMITTED | | RW | Required if this field could result in different coverage, pricing, or patient financial responsibility. |
| 438-E3 | INCENTIVE AMOUNT SUBMITTED | | RW | Require if its value has an effect on the Gross Amount Due (43Ø-DU) calculation. |
| 478-H7 | OTHER AMOUNT CLAIMED SUBMITTED COUNT | Maximum count of 3. | RW | Required only if Other Amount Claimed Submitted Qualifier (479-H9) is submitted |
| 479-H8 | OTHER AMOUNT CLAIMED SUBMITTED QUALIFIER | | RW | Required only if Other Amount Claimed Submitted (48Ø-H9) is used. |
| 48Ø-H9 | OTHER AMOUNT CLAIMED SUBMITTED | | RW | Required if its value has an effect on the Gross Amount Due (43Ø-DU). |
| 481-HA | FLAT SALES TAX AMOUNT SUBMITTED | | RW | Required if its value has an effect on the Gross Amount Due (43Ø-DU) calculation. |
| 482-GE | PERCENTAGE SALES TAX AMOUNT SUBMITTED | | RW | Required if its value has an effect on the Gross Amount Due (43Ø-DU) calculation. |
| 483-HE | PERCENTAGE SALES TAX RATE SUBMITTED | | RW | Required if Percentage Sales Tax Amount Submitted (482-GE) and Percentage Sales Ta Basis Submitted (484-JE) are used |
| | | | | Required if this field could result in different pricing Required if needed to calculate Percentage Sales Tax Amount Paid (559-AX). |
| 484-JE | PERCENTAGE SALES TAX BASIS SUBMITTED | | RW | Required if Percentage Sales Tax Amount Submitted (482-GE) and Percentage Sales Ta Basis Submitted (484-JE) are used |
| | | | | Required if this field could result in different pricing Required if needed to calculate Percentage Sales Tax Amount Paid (559-AX). |
| 426-DQ | USUAL AND CUSTOMARY CHARGE | | R | Required if needed per trading partner agreement. |
| 43Ø-DU | GROSS AMOUNT DUE | | R | |
| 423-DN | BASIS OF COST DETERMINATION | | RW | Required if needed for receiver claim/encounter adjudication. |

| Pharmacy Provider Segment Questions | Check | Claim Billing/Claim Rebill If Situational, <i>Payer Situation</i> |
|-------------------------------------|-------|--|
| This Segment is always sent | Х | |

| | Pharmacy Provider Segment Segment Identification (111-AM) = "Ø2" | | | Claim Billing/Claim Rebill |
|---------|---|-------|----------------|--|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 465-EY | PROVIDER ID QUALIFIER | | R | Required if Provider ID (444-E9) is used. |
| 444-E9 | PROVIDER ID | | R | Required if necessary for state/federal/regulatory agency programs. Required if necessary to identify the individual responsible for dispensing of the prescription. Required if needed for reconciliation of |
| | | | | encounter-reported data or encounter reporting. |

| Prescriber Segment Questions | Check | Claim Billing/Claim Rebill If Situational, <i>Payer Situation</i> |
|------------------------------|-------|--|
| This Segment is always sent | Х | |

| | Prescriber Segment Segment Identification (111-AM) = "Ø3" | | | Claim Billing/Claim Rebill |
|---------|--|-------|----------------|--|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 466-EZ | PRESCRIBER ID QUALIFIER | | RŴ | Required if Prescriber ID (411-DB) is used. |
| 411-DB | PRESCRIBER ID | | RW | Required if this field could result in different coverage or patient financial responsibility. Required if necessary for |
| | | | | state/federal/regulatory agency programs. |
| 427-DR | PRESCRIBER LAST NAME | | RW | Required when the Prescriber ID (411-DB) is not Known. |
| | | | | Required if Needed for Prescriber ID (411-DB) validation/clarification. |
| 498-PM | PRESCRIBER PHONE NUMBER | | RW | Required if needed for Workers' Compensation. |
| | | | | Required if needed to assist in identifying the prescriber |
| | | | | Required if needed for Prior Authorization process. |
| 468-2E | PRIMARY CARE PROVIDER ID QUALIFIER | | RW | Required if Primary Care Provider ID (421-DL) is used. |
| 421-DL | PRIMARY CARE PROVIDER ID | | RW | Required if needed for receiver claim/encounter determination, if known and available. |
| | | | | Required if this field could result in different coverage or patient financial responsibility. |
| | | | | Required if necessary for state/federal/regulatory agency programs. |
| 47Ø-4E | PRIMARY CARE PROVIDER LAST NAME | | RW | Required if this field is used as an alternative for Primary Care Provider ID (421-DL) when ID is not known. |
| | | | | Required if needed for Primary Care Provider ID (421-DL) validation/clarification. |
| 364-2J | PRESCRIBER FIRST NAME | | RW | Required if needed to assist in identifying the prescriber. |
| | | | | Required if necessary for |
| | | | | state/federal/regulatory agency programs. |
| 365-2K | PRESCRIBER STREET ADDRESS | | RW | Required if needed to assist in identifying the prescriber. |

| | Prescriber Segment Segment Identification (111-AM) = "Ø3" | | | Claim Billing/Claim Rebill |
|---------|--|-------|----------------|---|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| | | | | Required if necessary for state/federal/regulatory agency programs. |
| 366-2M | PRESCRIBER CITY ADDRESS | | RW | Required if needed to assist in identifying the prescriber. |
| | | | | Required if necessary for state/federal/regulatory agency programs. |
| 367-2N | PRESCRIBER STATE/PROVINCE ADDRESS | | RW | Required if needed to assist in identifying the prescriber. |
| | | | | Required if necessary for state/federal/regulatory agency programs. |
| 368-2P | PRESCRIBER ZIP/POSTAL ZONE | | RW | Required if needed to assist in identifying the prescriber. |
| | | | | Required if necessary for state/federal/regulatory agency programs. |

| Coordination of Benefits/Other Payments Segment Questions | Check | Claim Billing/Claim Rebill If Situational, <i>Payer Situation</i> |
|--|-------|--|
| This Segment is always sent | | |
| This Segment is situational | Х | Required only for secondary, tertiary, etc claims and a non-zero Other Payer Amount Paid (431-DV) is to be sent |
| | | |
| Scenario 1 - Other Payer Amount Paid Repetitions Only | Х | |
| Scenario 2 - Other Payer-Patient Responsibility Amount | | |
| Repetitions and Benefit Stage Repetitions Only | | |
| Scenario 3 - Other Payer Amount Paid, Other Payer- | | |
| Patient Responsibility Amount, and Benefit Stage | | |
| Repetitions Present (Government Programs) | | |

If the Payer supports the Coordination of Benefits/Other Payments Segment, only one scenario method shown above may be supported per template. The template shows the Coordination of Benefits/Other Payments Segment that must be used for each scenario method. The Payer must choose the appropriate scenario method with the segment chart, and delete the other scenario methods with their segment charts.

| | Coordination of Benefits/Other Payments Segment Segment Identification (111-AM) = "Ø5" | | | Claim Billing/Claim Rebill Scenario 1 - Other Payer Amount Paid Repetitions Only |
|---------|--|---------------------|----------------|---|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 337-4C | COORDINATION OF BENEFITS/OTHER PAYMENTS COUNT | Maximum count of 9. | M | |
| 338-5C | OTHER PAYER COVERAGE TYPE | | М | |
| 339-6C | OTHER PAYER ID QUALIFIER | | RW | Required if Other Payer ID (34Ø-7C) is used. |
| 34Ø-7C | OTHER PAYER ID | | RW | Required if identification of the Other Payer is necessary for claim/encounter adjudication. |
| 443-E8 | OTHER PAYER DATE | | RW | Required if identification of the Other Payer is necessary for claim/encounter adjudication. |
| 341-HB | OTHER PAYER AMOUNT PAID COUNT | Maximum count of 9. | RW | Required if Other Payer Amount Paid qualifier (342-HC) is used. |
| 342-HC | OTHER PAYER AMOUNT PAID QUALIFIER | | RW | Required if Other Payer Amount Paid (431-DV) is used. |
| 431-DV | OTHER PAYER AMOUNT PAID | | RW | Required if other payer has approved payment for some/all of the billing. |
| | | | | Not used for patient financial responsibility only billing. |
| | | | | Not used for non-governmental agency programs if Other Payer-Patient Responsibility Amount (352-NQ) is submitted. |
| 471-5E | OTHER PAYER REJECT COUNT | Maximum count of 5. | RW | Required if Other Payer Reject Code (472-6E) is used |

| | Coordination of Benefits/Other Payments Segment Segment Identification (111-AM) = "Ø5" | | | Claim Billing/Claim Rebill Scenario 1 - Other Payer Amount Paid Repetitions Only |
|---------|--|----------------------|----------------|---|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 472-6E | OTHER PAYER REJECT CODE | | RŴ | Required when the other payer has denied the payment for the billing, designated with Other Coverage Code (3Ø8-C8) = 3 (Other coverage billed – Claim not covered) |
| 353-NR | OTHER PAYER-PATIENT RESPONSIBILITY AMOUNT COUNT | Maximum count of 25. | RW | Required if Other Payer-Patient Responsibility Amount Qualifier (351-NP) is used. |
| 351-NP | OTHER PAYER-PATIENT RESPONSIBILITY AMOUNT QUALIFIER | | RW | Required if Other Payer-Patient Responsibility Amount (352-NQ) is used. |
| 352-NQ | OTHER PAYER-PATIENT RESPONSIBILITY AMOUNT | | RW | Required if necessary for patient financial responsibility only billing. Required if necessary for state/federal/regulatory agency programs. Not used for non-governmental agency programs if Other Payer Amount Paid (431- |
| 392-MU | BENEFIT STAGE COUNT | Maximum count of 4. | RW | DV) is submitted. Required if Benefit Stage Amount (394-MW) is used. |
| 393-MV | BENEFIT STAGE QUALIFIER | | RW | Required if Benefit Stage Amount (394-MW) is used. |
| 394-MW | BENEFIT STAGE AMOUNT | | RW | Required if the previous payer has financial amounts that apply to Medicare Part D beneficiary benefit stages. This field is required when the plan is a participant in a Medicare Part D program that requires reporting of benefit stage specific financial amounts. Required if necessary for state/federal/regulatory agency programs. |

| DUR/PPS Segment Questions | Check | Claim Billing/Claim Rebill |
|-----------------------------|-------|---|
| | | If Situational, Payer Situation |
| This Segment is always sent | | |
| This Segment is situational | X | When submitting a vaccine claim with an administration fee, the 44Ø-E5 (Professional Service Code) field is required in this segment. |
| | | Also used if notifying processor of drug utilization, drug evaluations, or information on the appropriate selection to process the claim/encounter. |

| | DUR/PPS Segment Segment Identification (111-AM) = "Ø8" | | | Claim Billing/Claim Rebill |
|---------|---|---------------------------|----------------|---|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 473-7E | DUR/PPS CODE COUNTER | Maximum of 9 occurrences. | R | Required if DUR/PPS Segment is used. |
| 439-E4 | REASON FOR SERVICE CODE | | R | Required if this field could result in different coverage, pricing, patient financial responsibility, and/or drug utilization review outcome. Required if this field affects payment for or documentation of professional pharmacy service. |
| 44Ø-E5 | PROFESSIONAL SERVICE CODE | | R | Required if this field could result in different coverage, pricing, patient financial responsibility, and/or drug utilization review outcome. |

| | DUR/PPS Segment Segment Identification (111-AM) = "Ø8" | | | Claim Billing/Claim Rebill |
|---------|---|-------|----------------|--|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| | | | | Required if this field affects payment for or documentation of professional pharmacy service. |
| 441-E6 | RESULT OF SERVICE CODE | | R | Required if this field could result in different coverage, pricing, patient financial responsibility, and/or drug utilization review outcome. |
| | | | | Required if this field affects payment for or documentation of professional pharmacy service. |
| 474-8E | DUR/PPS LEVEL OF EFFORT | | R | Required if this field could result in different coverage, pricing, patient financial responsibility, and/or drug utilization review outcome. |
| | | | | Required if this field affects payment for or documentation of professional pharmacy service. |
| 475-J9 | DUR CO-AGENT ID QUALIFIER | | RW | Required if DUR Co-Agent ID (476-H6) is used. |
| 476-H6 | DUR CO-AGENT ID | | RW | Required if this field could result in different coverage, pricing, patient financial responsibility, and/or drug utilization review outcome. |
| | | | | Required if this field affects payment for or documentation of professional pharmacy service. |

| Compound Segment Questions | Check | Claim Billing/Claim Rebill If Situational, <i>Payer Situation</i> |
|-----------------------------|-------|--|
| This Segment is always sent | | |
| This Segment is situational | Х | This segment is required when submitting a claim for a multi-ingredient compound (Compound Code – 2 on the Claim Segment). |

| | Compound Segment Segment Identification (111-AM) = "1Ø" | | | Claim Billing/Claim Rebill |
|---------|--|------------------------|----------------|--|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 45Ø-EF | COMPOUND DOSAGE FORM DESCRIPTION CODE | | М | |
| 451-EG | COMPOUND DISPENSING UNIT FORM INDICATOR | | М | |
| 447-EC | COMPOUND INGREDIENT COMPONENT COUNT | Maximum 25 ingredients | М | |
| 488-RE | COMPOUND PRODUCT ID QUALIFIER | | М | |
| 489-TE | COMPOUND PRODUCT ID | | М | |
| 448-ED | COMPOUND INGREDIENT QUANTITY | | М | |
| 449-EE | COMPOUND INGREDIENT DRUG COST | | RW | Required if needed for receiver claim determination when multiple products are billed. |
| 49Ø-UE | COMPOUND INGREDIENT BASIS OF COST DETERMINATION | | RW | Required if needed for receiver claim determination when multiple products are billed. |
| 362-2G | COMPOUND INGREDIENT MODIFIER CODE COUNT | Maximum count of 1Ø. | RW | Required when Compound Ingredient Modifier Code (363-2H) is sent. |
| 363-2H | COMPOUND INGREDIENT MODIFIER CODE | | RW | Required if necessary for state/federal/regulatory agency programs. |

| Clinical Segment Questions | Check | Claim Billing/Claim Rebill If Situational, <i>Payer Situation</i> |
|-----------------------------|-------|--|
| This Segment is always sent | | |
| This Segment is situational | Х | This segment maybe required as determined by benefit design. |

| | Clinical Segment Segment Identification (111-AM) = "13" | | | Claim Billing/Claim Rebill |
|---------|--|------------------------------------|----------------|--|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 491-VE | DIAGNOSIS CODE COUNT | Maximum count of 5. | RW | Required if Diagnosis Code Qualifier (492-WE) and Diagnosis Code (424-DO) are used. |
| 492-WE | DIAGNOSIS CODE QUALIFIER | | RW | Required if Diagnosis Code (424-DO) is used. |
| 424-DO | DIAGNOSIS CODE | | RW | Required if this field could result in different coverage, pricing, patient financial responsibility, and/or drug utilization review outcome. |
| | | | | Required if this field affects payment for professional pharmacy service |
| | | | | Required if this information can be used in place of prior authorization. |
| | | | | Required if necessary for state/federal/regulatory agency programs |
| 493-XE | CLINICAL INFORMATION COUNTER | Maximum 5 occurrences supported | RW | Grouped with Measurement fields (Measurement Date (494-ZE), Measurement Time (495-H1), Measurement Dimension (496- H2), Measurement Unit (497-H3) Measurement Value (499-H4) |
| 494-ZE | MEASUREMENT DATE | | RW | Required if necessary when this field could result in different coverage and/or drug utilization review outcome. |
| 495-H1 | MEASUREMENT TIME | | | Required if Time is known or has impact on measurement. |
| | | | | Required if necessary when this field could result in different coverage and/or drug utilization review outcome. |
| 496-H2 | MEASUREMENT DIMENSION | | RW | Required if Measurement Unit (497-H3) and Measurement Value (499-H4) are used. |
| | | | | Required if necessary when this field could result in different coverage and/or drug utilization review outcome |
| | | | | Required if necessary for patient's weight and height when billing Medicare for a claim that includes a Certificate of Medical Necessity. (CMN). |
| 497-H3 | MEASUREMENT UNIT | | RW | Required if Measurement Unit (497-H3) and Measurement Value (499-H4) are used. |
| | | | | Required if necessary when this field could result in different coverage and/or drug utilization review outcome |
| | | | | Required if necessary for patient's weight and height when billing Medicare for a claim that includes a Certificate of Medical Necessity. (CMN). |
| 499-H4 | MEASUREMENT VALUE | | RW | Required if Measurement Unit (497-H3) and Measurement Value (499-H4) are used. |
| | | | | Required if necessary when this field could result in different coverage and/or drug utilization review outcome |
| | | | | Required if necessary for patient's weight and height when billing Medicare for a claim that |

| | Clinical Segment Segment Identification (111-AM) = "13" | | | Claim Billing/Claim Rebill |
|---------|--|-------|----------------|---|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| | | | | includes a Certificate of Medical Necessity. (CMN). |

CLAIM REVERSAL REQUEST

| GENERAL INFORMATION | | | | | | |
|--|----------------------------|--------------------------------------|---------------------|--|--|--|
| Payer Name: Pharmastar | | Date: 04/01/2023 | | | | |
| Plan Name/Group Name: Pharmasta | r (Medicaid) | BIN: 022188 | PCN: PSTMEDC | | | |
| · · · · · | OTHER TRANS | ACTIONS SUPPORTED | ÷ | | | |
| Payer: Please list each transaction st | pported with the segments, | fields, and pertinent information of | n each transaction. | | | |
| Transaction Code | Transaction Name | | | | | |
| B1 | Billing | | | | | |

B1 Billing B2 Claim Reversal

FIELD LEGEND FOR COLUMNS

| Payer Usage Column | Value | Explanation | Payer Situation Column |
|-----------------------|-------|--|---------------------------|
| MANDATORY | Μ | The Field is mandatory for the Segment in the designated Transaction. | No |
| REQUIRED | R | The Field has been designated with the situation of "Required" for the Segment in the designated Transaction. | No |
| QUALIFIED REQUIREMENT | RW | "Required when". The situations designated have qualifications for usage ("Required if x", "Not required if y"). | Yes |

CLAIM REVERSAL TRANSACTION

| Transaction Header Segment Questions | Check | Claim Reversal If Situational, n | Payer |
|---|-------|--|-------|
| This Segment is always sent | X | | |
| Source of certification IDs required in Software Vendor/Certification ID (11Ø-AK) is Payer Issued | | | |
| Source of certification IDs required in Software Vendor/Certification ID (11Ø-AK) is Switch/VAN issued | | | |
| Source of certification IDs required in Software Vendor/Certification ID (11Ø-AK) is Not used | X | | |

| | Transaction Header Segment | | | Claim Reversal |
|---------|----------------------------------|---------------------------|-------------|-----------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 1Ø1-A1 | BIN NUMBER | See list above | М | BIN for plan |
| 1Ø2-A2 | VERSION/RELEASE NUMBER | DØ | М | |
| 1Ø3-A3 | TRANSACTION CODE | B2 | М | Claim Reversal |
| 1Ø4-A4 | PROCESSOR CONTROL NUMBER | See list above | М | See list above |
| 1Ø9-A9 | TRANSACTION COUNT | Ø1 – Ø4 | М | |
| 2Ø2-B2 | SERVICE PROVIDER ID QUALIFIER | Ø1 = National Provider ID | М | |
| 2Ø1-B1 | SERVICE PROVIDER ID | | М | |
| 4Ø1-D1 | DATE OF SERVICE | | М | |
| 11Ø-AK | SOFTWARE VENDOR/CERTIFICATION ID | Blank fill | М | Blank fill |

| Claim Segment Questions | Check | Claim Reversal If Situational, Payer Situation |
|-----------------------------|-------|---|
| This Segment is always sent | X | |

| | Claim Segment Segment Identification (111- AM) = "Ø7" | | | Claim Reversal |
|---------|---|--|----------------|---|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 455-EM | PRESCRIPTION/SERVICE REFERENCE NUMBER QUALIFIER | Ø1 = Rx Billing | Μ | <i>Imp Guide:</i> For Transaction Code of "B2", in the Claim Segment, the Prescription/Service Reference Number Qualifier (455-EM) is "1" (Rx Billing). |
| 4Ø2-D2 | PRESCRIPTION/SERVICE REFERENCE NUMBER | | М | |
| 436-E1 | PRODUCT/SERVICE ID QUALIFIER | Ø1 = Universal Product Code (UPC) Ø3 = National Drug Code (NDC) | Μ | |
| 4Ø7-D7 | PRODUCT/SERVICE ID | | М | |
| 4Ø3-D3 | FILL NUMBER | | М | |

CLAIM REVERSAL ACCEPTED/APPROVED RESPONSE

| GENERAL INFORMATION | | | | |
|--|-------------------------------------|---|--------------|--|
| Payer Name: Pharmastar | | Date: 04/01/2023 | | |
| | | | | |
| Plan Name/Group Name: Pharmasta | ır (Medicaid) | BIN: 022188 | PCN: PSTMEDC | |
| | OTHER TRANSACTIONS SUPPORTED | | | |
| Payer: Please list each transaction su | upported with the segments, fields, | and pertinent information on each transaction | on. | |
| Transaction Code | Transaction Code Transaction Name | | | |
| B1 | Billing | | | |
| B2 | Claim Reversal | | | |

| | Response Transaction Header Segment | | | Claim Reversal – Accepted/Approved |
|---------|--|--------------------------|-------------|------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 1Ø2-A2 | VERSION/RELEASE NUMBER | DØ | М | |
| 1Ø3-A3 | TRANSACTION CODE | B2 | M | Claim Reversal |
| 1Ø9-A9 | TRANSACTION COUNT | Same value as in request | М | |
| 5Ø1-F1 | HEADER RESPONSE STATUS | A = Accepted | М | |
| 2Ø2-B2 | SERVICE PROVIDER ID QUALIFIER | Same value as in request | М | |
| 2Ø1-B1 | SERVICE PROVIDER ID | Same value as in request | М | |
| 4Ø1-D1 | DATE OF SERVICE | Same value as in request | М | |

| Response Message Header Segment Questions | Check | Claim Billing/Claim Rebill Accepted/Paid (or Duplicate of Paid) If Situational, Payer Situation | | | |
|--|-------|---|--|--|--|
| This Segment is always sent | | | | | |
| This Segment is situational | X | Provide general information when used for transmission-level messaging. | | | |

| | Response Message Segment Segment Identification (111-AM) = "2Ø" | | | Claim Billing/Claim Rebill – Accepted/Paid (or Duplicate of Paid) |
|---------|--|-------|----------------|---|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 5Ø4-F4 | MESSAGE | | RŴ | |

| Response Status Segment Questions | Check | Claim Reversal – Accepted/Approved If Situational, Payer Situation |
|-----------------------------------|-------|---|
| This Segment is always sent | X | |

| | Response Status Segment Segment Identification (111-AM) = "21" | | | Claim Reversal – Accepted/Approved |
|---------|---|----------------------------------|-------------|---------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 112-AN | TRANSACTION RESPONSE STATUS | A = Approved S = Duplicate of | М | |
| 5Ø3-F3 | AUTHORIZATION NUMBER | | RW | |
| 526-FQ | ADDITIONAL MESSAGE INFORMATION | | RW | |

| Response Claim Segment Questions | Check | Claim Reversal – Accepted/Approved If Situational, Payer Situation |
|----------------------------------|-------|---|
| This Segment is always sent | X | |

| | Response Claim Segment Segment Identification (111-AM) = "22" | | | Claim Reversal – Accepted/Approved |
|---------|--|---------------|-------------|---------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 455-EM | PRESCRIPTION/SERVICE REFERENCE NUMBER QUALIFIER | 1 = RxBilling | М | |
| 4Ø2-D2 | PRESCRIPTION/SERVICE REFERENCE NUMBER | | М | |

1.1.1.1Claim Reversal Accepted/Rejected Response

CLAIM REVERSAL ACCEPTED/REJECTED RESPONSE

| Transaction Header Segment Questions | Check | Claim Reversal - Accepted/Rejected If Situational, Payer Situation |
|--------------------------------------|-------|---|
| This Segment is always sent | X | |

| | Transaction Header Segment | | | Claim Reversal – Accepted/Rejected |
|---------|-------------------------------|---|----------------|---------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 1Ø2-A2 | VERSION/RELEASE NUMBER | DØ | М | |
| 1Ø3-A3 | TRANSACTION CODE | B2 | М | Claim Reversal |
| 1Ø9-A9 | TRANSACTION COUNT | Same value as in request | М | |
| 5Ø1-F1 | HEADER RESPONSE STATUS | A = Accepted | М | |
| 2Ø2-B2 | SERVICE PROVIDER ID QUALIFIER | Same value as in request Ø1 = National Provider ID | М | |
| 2Ø1-B1 | SERVICE PROVIDER ID | Same value as in request | М | |
| 4Ø1-D1 | DATE OF SERVICE | Same value as in request | М | |

| Response Message Segment Questions | Check | Claim Reversal - Accepted/Rejected If Situational, Payer Situation |
|---------------------------------------|-------|--|
| This Segment is always sent | | |
| This Segment is situational | X | Will be returned on rejected claims when the error is at transmission-level. |

| | Response Message Segment Segment Identification (111-AM) = "2Ø" | | | Claim Reversal – Accepted/Rejected |
|---------|--|-------|----------------|------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 5Ø4-F4 | MESSAGE | | RW | |

| Response Status Segment Questions | Check | Claim Reversal - Accepted/Rejected If Situational, Payer Situation |
|-----------------------------------|-------|---|
| This Segment is always sent | X | |

| | Response Status Segment Segment Identification (111-AM) = "21" | | | Claim Reversal – Accepted/Rejected |
|---------|---|-----------------------|----------------|---------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 112-AN | TRANSACTION RESPONSE STATUS | R = Reject | М | |
| 51Ø-FA | REJECT COUNT | Maximum count of 5. | R | |
| 511-FB | REJECT CODE | NCPDP Reject Codes | R | |
| 526-FQ | ADDITIONAL MESSAGE INFORMATION | | RW | |

| Response Claim Segment Questions | Check | Claim Reversal - Accepted/Rejected If Situational, Payer Situation |
|----------------------------------|-------|---|
| This Segment is always sent | X | |

| | Response Claim Segment Segment Identification (111-AM) = "22" | | | Claim Reversal – Accepted/Rejected |
|---------|--|---------------|----------------|---------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 455-EM | PRESCRIPTION/SERVICE REFERENCE NUMBER QUALIFIER | 1 = RxBilling | М | |
| 4Ø2-D2 | PRESCRIPTION/SERVICE REFERENCE NUMBER | | М | |

1.1.1.2Claim Reversal Rejected/Rejected Response

| CLAIM REVERSAL REJECTED/REJECTED RESPONSE | | | | | | |
|---|-------|---|--|--|--|--|
| Transaction Header Segment Questions | Check | Claim Reversal - Rejected/Rejected If Situational, Payer Situation | | | | |
| This Segment is always sent | X | | | | | |

| | Transaction Header Segment | | | Claim Reversal – Rejected/Rejected |
|---------|-------------------------------|-----------------------------|----------------|---------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 1Ø2-A2 | VERSION/RELEASE NUMBER | DØ | М | |
| 1Ø3-A3 | TRANSACTION CODE | B2 | М | Claim Reversal |
| 1Ø9-A9 | TRANSACTION COUNT | Same value as in reqest | М | |
| 5Ø1-F1 | HEADER RESPONSE STATUS | R = Rejected | М | |
| 2Ø2-B2 | SERVICE PROVIDER ID QUALIFIER | Same value as in request | М | |
| 2Ø1-B1 | SERVICE PROVIDER ID | Same value as in request | М | |

| | Transaction Header Segment | | | Claim Reversal – Rejected/Rejected |
|---------|----------------------------|-----------------------------|----------------|---------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 4Ø1-D1 | DATE OF SERVICE | Same value as in request | М | |

| Response Message Segment Questions | Check | Claim Reversal – Rejected/Rejected If Situational, Payer Situation |
|---------------------------------------|-------|--|
| This Segment is always sent | | |
| This Segment is situational | X | Will be returned on rejected claims when the error is at transmission-level. |

| | Response Message Segment Segment Identification (111-AM) = "2Ø" | | | Claim Reversal – Rejected/Rejected |
|---------|--|-------|-------------|------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 5Ø4-F4 | MESSAGE | | RW | |

| Response Status Segment Questions | Check | Claim Reversal - Rejected/Rejected If Situational, Payer Situation |
|-----------------------------------|-------|---|
| This Segment is always sent | X | |

| | Response Status Segment Segment Identification (111-AM) = "21" | | | Claim Reversal – Rejected/Rejected |
|---------|--|--|-------------|---------------------------------------|
| Field # | NCPDP Field Name | Value | Payer Usage | Payer Situation |
| 112-AN | TRANSACTION RESPONSE STATUS | R = Reject | М | |
| 5Ø3-F3 | AUTHORIZATION NUMBER | | R | |
| 51Ø-FA | REJECT COUNT | Maximum count of 5. | R | |
| 511-FB | REJECT CODE | NCPDP Reject Codes | R | |
| 546-4F | REJECT FIELD OCCURRENCE INDICATOR | | RW | |
| 13Ø-UF | ADDITIONAL MESSAGE INFORMATION COUNT | Maximum count of 25. | RW | |
| 132-UH | ADDITIONAL MESSAGE INFORMATION QUALIFIER | Ø1 = Used for first line of free form text with no pre-defined structure. Ø2 = Used for second line of free form text with no pre-defined structure. | RW | |
| 526-FQ | ADDITIONAL MESSAGE | | RW | |
| 549-7F | HELP DESK PHONE NUMBER QUALIFIER | Ø3 = Processor/PBM | RW | |
| 55Ø-8F | HELP DESK PHONE NUMBER | | RW | |