

Aetna Pharmacy Management

Procedure to Override DUR Rejects:

Step 1: Pharmacy will use the DUR Segment for Claims Transmission (POS)

Step 2: In the **Reason for Service field**, enter:

- **HD** to override the High Dose DUR rejection
- **DD** to override the Drug-Drug Interaction (DDI) DUR rejection
- **TD** to override the Therapeutic Duplication DUR rejection

Step 3: In the **Professional Service Code field**, select one of the following **Intervention codes:**

- 00** No Intervention
- M0** Prescriber Consulted
- P0** Patient Consulted
- R0** Pharmacist Consulted Other Sources

Step 4: In the **Result of Service field**, select one of the following **Outcome codes:**

- 1A** Filled As Is- False Positive
- 1B** Filled Prescription- As Is
- 1C** Filled Prescription- With Different Dose
- 1D** Filled Prescription- With Different Directions
- 1E** Filled Prescription- With Different Drug
- 1F** Filled Prescription- With Different Quantity
- 1G** Filled Prescription- With Prescriber Approval
OR a Prescription Not Filled Outcome code (2*)
- 2A** Prescription Not Filled
- 2B** Not Filled- Directions clarified
OR Not Specified
- 00** Not Specified

If you have questions about the enhanced claim system, please contact **Aetna's Provider HelpLine at 1-800-238-6279.**