

Job Aid

DUR Override Codes Panel

This Job Aid is used to show you the possible codes to enter in the DUR Override Codes panel on the Submit Claim Pharm 3 page. Table 1: Reason for Service field Table 2: Professional Service Table 3: Result of Service

Table 1: Reason for Service field

Code	Description
Reason for Service field – this indicates a particular ProDUR alert/event (also known as the NCPDP/ProDUR conflict code)	
AD	Additional Drug Needed
AN	Prescription Authentication
AR	Adverse Drug Reaction
AT	Additive Toxicity
CD	Chronic Disease Management
CH	Call Help Desk
CS	Patient Complaint/Symptom
DA	Drug-Allergy
DC	Drug-Disease (Inferred)
DD	Drug-Drug Interaction
DF	Drug-Food interaction
DI	Drug Incompatibility
DL	Drug-Lab Conflict
DM	Apparent Drug Misuse
DR	Dose Range Conflict
DS	Tobacco Use
ED	Patient Education/Instruction
ER	Overuse

Code	Description
EX	Excessive Quantity
HD	High Dose
IC	Iatrogenic Condition
ID	Ingredient Duplication
LD	Low Dose
LK	Lock In Recipient
LR	Underuse
MC	Drug-Disease (Reported)
MN	Insufficient Duration
MS	Missing Information/Clarification
MX	Excessive Duration
NA	Drug Not Available
NC	Non-covered Drug Purchase
ND	New Disease/Diagnosis
NF	Non-Formulary Drug
NN	Unnecessary Drug
NP	New Patient Processing
NR	Lactation/Nursing Interaction
NS	Insufficient Quantity
OH	Alcohol Conflict
PA	Drug-Age
PC	Patient Question/Concern
PG	Drug-Pregnancy
PH	Preventive Health Care
PN	Prescriber Consultation

Code	Description
PP	Plan Protocol
PR	Prior Adverse Reaction
PS	Product Selection Opportunity
RE	Suspected Environmental Risk
RF	Health Provider Referral
SC	Suboptimal Compliance
SD	Suboptimal Drug/Indication
SE	Side Effect
SF	Suboptimal Dosage Form
SR	Suboptimal Regimen
SX	Drug-Gender
TD	Therapeutic Duplication
TN	Laboratory Test Needed
TP	Payer/Processor Question
UD	Duplicate Drug

Table 2: Professional Service

Code	Description
The Professional Service code indicates the action taken in response to a ProDUR alert/event.	
00	No intervention
AS	Patient assessment
CC	Coordination of care
DE	Dosing evaluation/determination
DP	Dosage evaluated
FE	Formulary enforcement
GP	Generic product selection

Code	Description
M0	Prescriber consulted
MA	Medication administration
MB	Overriding benefit
MP	Patient will be monitored
MR	Medication review
P0	Patient consulted
PA	Previous patient tolerance
PE	Patient education/instruction
PH	Patient medication history
PM	Patient monitoring
PT	Perform laboratory test
R0	Pharmacist consulted other source
RT	Recommend laboratory test
SC	Self-care consultation
SW	Literature search/review
TC	Payer/processor consulted
TH	Therapeutic product interchange

Table 3: Result of Service

Code	Description
The Result of Service code indicates the type of intervention the pharmacist performed based on the ProDUR alert/event.	
00	Not Specified
1A	Filled As Is, False Positive
1B	Filled Prescription As Is
1C	Filled, With Different Dose
1D	Filled, With Different Directions

Code	Description
1E	Filled, With Different Drug
1F	Filled, With Different Quantity
1G	Filled, With Prescriber Approval
1H	Brand-to-Generic Change
1J	Rx-to-OTC Change
1K	Filled with Different Dosage Form
2A	Prescription Not Filled
2B	Not Filled, Directions Clarified
3A	Recommendation Accepted
3B	Recommendation Not Accepted
3C	Discontinued Drug
3D	Regimen Changed
3E	Therapy Changed
3F	Therapy Changed-cost increased acknowledged
3G	Drug Therapy Unchanged
3H	Follow-Up/Report
3J	Patient Referral
3K	Instructions Understood
3M	Compliance Aid Provided
3N	Medication Administered
4A	Prescribed with acknowledgements

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
0.1	01/20/2022	Gainwell	Draft submission