

How to Enter a Pharmacy Claim Reversal on the Provider Portal

Pharmacy Claims Reversal is used to reverse claims previously entered in NCTracks. To reverse a claim, the user will need to know the claim Pharmacy's NPI number, Prescription Number, NDC and Date Dispensed.

I. Sign on to the **Provider Portal**.

Section	Action
1	Sign on using the User ID (NCID) .
2	Enter the NCID user password .

II. Select Claims/ Pharmacy Claims Reversal from the top menu to navigate to this page.



Section	Action
1	Hover over Claims menu
2	Choose Pharmacy Claims Reversal . Create Pharmacy Reversal displays.

- III. In the Create Pharmacy Reversal the user will need to select **Basic Information** and enter **Claim Information**.
- In the base information section the user will select the Account Information, Group, and NPI from the drop down menu.
 - In the Prescription Information section, from the claim to be reversed, enter the Prescription Number and select the 1-Billing from the drop-down menu. Next, enter the NDC number. Finally, enter the claim Date of Service.
 - Click on the Submit button to transmit the claim reversal transaction.

Section	Action
1	In the Base Information section, Choose the Account Information :
2	Choose the Group : name from the drop-down menus.
3	Select the billing NPI from the NPI / Atypical ID : drop-down menu.
4	In the Prescription Information section, enter the Prescription # : 123456789
5	Choose 1-BILLING
6	Enter the National Drug Code NDC : 00186502082 – NEXIUM 20 MG CAPASTZ
7	Date Dispensed: 3/11/2013
8	Click the Submit button.

- IV. The response page provides the status of the reversal transaction. The reversal in this example received a Transaction Response of 'A'.
- Transaction Response of 'A' identifies the reversal as approved.
 - Transaction Response of 'R' indicates the reversal was rejected. Rejected reversals display Reject Codes along with their descriptions on the Response Page.

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Public Health | Enrollment | Administration | Code Search | PORTAL-DEV

Home > Pharmacy Claim Response

Pharmacy Claim Response

* indicates a required field

CLAIM INFORMATION

Transaction Code: B2 | Pharmacy NPI: [REDACTED]

Prescription #: [REDACTED] | Date Of Service: 6/21/2013 | Amount Paid: \$0.00

RESPONSE INFORMATION

Transaction Response: **A** | Reject Count: 0

Additional Message Information

Reject Code	Reject Code Description

Create New Pharmacy Claim | Reverse a Claim

Section	Action
1	Claim Information – Transaction Code, Pharmacy ID, Prescription #, Date of Service and Paid Amount
2	Response Information – Transaction Response, Reject Count, Additional Message Information, Reject Code, Reject Code Description