



## 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.

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	User ID (NCID): 1 Password: 2 Forgot Login Forgot Password	
	About     Legal     Privacy     Accessibility     Contact Us     Browser Support       Image: Strain	

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





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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.

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* Date Dispensed:	mm/dd/vvvv	. 7										
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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 <b>Submit</b> 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.

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Transaction Code: B2 Pharmacy NPI:												
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- Additional Message Information	r Additional Message Information											
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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