

NEWBORN PLACEHOLDER REQUEST PROCESS FOR TRICARE RETAIL PHARMACY (TRRx) AND PHARMACY DATA TRANSACTION SYSTEM (PDTs)

1.0. BACKGROUND

In the course of implementing the TRICARE Next Generation (T-NEX) contracts and the TRICARE Retail Pharmacy (TRRx) contract, it has been determined that the Managed Care Support Contractors (MCSCs) will be responsible for creating any and all Newborn Placeholder records on Defense Enrollment Eligibility Reporting System (DEERS). These placeholder records are necessary for posting copays and cost-shares to the family catastrophic cap totals.

The TRRx contractor processes claims and prescriptions which includes the application of copays and cost-shares. When a claim is received for a newborn and that newborn has not previously been entered onto DEERS, a request will be made to the MCSC to create a placeholder record on DEERS. The TRRx contractor will prepare and forward the request to the MCSC. Once the placeholder is created, the pharmacy claims processor (PDTs) can perform updates to the family totals through the Catastrophic Cap and Deductible Database (CCDD) interface.

2.0. GENERAL OVERVIEW

The following steps provide a high level view of the overall process. Each of these steps is documented in greater detail throughout this document. The process will consist of the following:

- TRRx determines that a placeholder needs to be created for a Newborn Claim
- TRRx prepares request using information from claim and/or DEERS query
- TRRx forwards the Newborn Placeholder Request Form to the appropriate MCSC
- MCSC completes request by creating the newborn placeholder on DEERS
- MCSC notifies TRRx that the request has been completed
- TRRx queries DEERS to obtain newborn information
- TRRx submits the claim which enables PDTs to perform the CCDD update to DEERS to record cost-shares.

3.0. PROCESS

3.1. Determination Of Need To Request Creation Of Newborn Placeholder

All reference to processing newborn claims refers to the receipt of a paper claim by TRRx, and the processing involved with that claim. The Point of Sale (POS) eligibility queries do not support newborn claim responses until the newborn is verified on DEERS. This will therefore require the beneficiary to submit a paper claim to recoup the prescription costs when appropriate. If a beneficiary contacts the TRRx to inquire on the ineligibility determination from the Point of Sale (POS) response, the beneficiary will be directed to enroll the newborn in DEERS and to submit a paper claim using form DD Form 2642.

Once a paper claim is submitted to TRRx, a Claims Eligibility inquiry is submitted by TRRx, through PDTS, to DEERS. The response returned to PDTS will be either an eligible response, a "person not found" response based on the information submitted, or the response will indicate that the individual does not have eligibility for the Pharmacy benefit.

For those responses in which the person is not found, or is deemed ineligible, TRRx will review the claim to determine if the beneficiary meets the requirements for consideration as an eligible newborn (see TRICARE Policy Manual (TPM), [Chapter 10, Section 3.1](#), Prime and Status Changes). For those that are determined to meet the newborn eligibility requirements, the claim will be processed. For these claims that are processed, the following procedure will be followed in order to record any copay and cost-shares that the beneficiary is required to pay.

TRRx, through PDTS, will query DEERS via the Claims Eligibility interface using the Sponsor information. A Family inquiry is necessary to compare the dependent information on DEERS with that submitted on the claim. If PDTS determines that there exists a dependent record for this newborn, either verified or a placeholder, PDTS will use this information to inquire and update the CCDD totals.

If PDTS determines that this dependent record does not exist within the family, then a Newborn Placeholder Request will need to be executed in order to record the appropriate cost-shares.

3.2. Preparation Of The Newborn Request Form

TRRx will complete a Newborn Placeholder Request Form using information from both the paper claim, as well as the response record from the family inquiry submitted through the DEERS Claims Eligibility interface. TRRx is responsible for the accuracy and completeness of the content for the request. See [Figure 3-F-1](#) for the required data elements and a sample Newborn Placeholder Request Form.

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FIGURE 3-F-1 SAMPLE NEWBORN PLACEHOLDER REQUEST FORM

NOTE: Request forms must be password protected prior to transmission.

| | | |
|-------------------------------|---------------|--------------------------------------|
| Date of Request: | | |
| TRRx POC: | | |
| Telephone No: | | |
| DATA ELEMENTS | VALUES | R = REQUIRED O = OPTIONAL |
| SPONSOR INFORMATION | | |
| Sponsor Identifier | | R |
| Sponsor Identifier Type Code | | R |
| Sponsor Last Name | | R |
| Sponsor First Name | | R |
| Sponsor Date of Birth | | R |
| Sponsor Telephone Number | | R |
| Sponsor Address | | O |
| NEWBORN INFORMATION | | |
| Newborn Last Name | | R |
| Newborn First Name | | R |
| Newborn Middle Name | | O |
| Newborn Cadency Name | | O |
| Newborn Date of Birth | | R |
| Newborn Sex Code | | R |
| FOR MCSC USE: | | |
| Date Request Completed | | |
| Request Completed By | | |

3.3. Forward Newborn Placeholder Request To The MCSC

Based on the sponsor information, TRRx will determine which MCSC should receive the request form. The request will be saved in the form of a Microsoft Word document. The document will be password protected using an agreed upon standard password.

The file naming convention will include the text "Newborn" and the date of the request. If there is more than one request made on a specific day, then a sequence number can be added to the file name for any subsequent requests sent on the same day. The following format will be used: "Newborn_MMDDYYYY.doc".

For example, a request sent on December 5, 2004 would have a name of, "Newborn_12052004.doc". A second request for that same date would include a sequence number such as, "Newborn_12052004_2.doc."

TRRx will forward this password protected document to the Point of Contact (POC) for the MCSC via e-mail.

3.4. MCSC Processes The Newborn Placeholder Request

Upon receipt of the request from TRRx, the MCSC will validate the need to create a placeholder record for the newborn. This will include performing a Claims Eligibility request for a family query. The response received will be evaluated to determine whether or not a record exists for this newborn. This will reduce the possibility of a duplicate placeholder being introduced. This would most likely occur as a result of timing between the request made and the request performed. The MCSC will also review claims history to determine whether or not the newborn is a grandchild. If it is determined that the newborn is a grandchild, the MCSC will not enter a placeholder on DEERS.

Once the MCSC verifies the requirement to create a placeholder record for the newborn, the MCSC will use the data provided in the request form and will execute the appropriate transaction in the CCDD interface. The response record will be evaluated to ensure that the newborn information is returned which indicates that the newborn was added successfully. The MCSC processing of the Newborn Placeholder Request will occur within one business day of receipt.

3.5. MCSC Notifies TRRx Of Completed Processing Of Newborn Placeholder Request

Once the request has been processed, the MCSC will send an e-mail to the POC at TRRx to notify them of the outcome. The e-mail will let TRRx know whether the placeholder has been created, or if not, why the placeholder was not created.

The e-mail will reference the original file name of the request so that TRRx can track any and all outstanding requests (see file naming convention above). It is not necessary to return the original file itself.

3.6. TRRx Queries (Through PDTS) To DEERS For Newborn Information

For those requests that did not have a Placeholder record added by the MCSC, such as for a grandchild, PDTS will reject the claim.

For those requests that did have a Placeholder, either created or pre-existing, TRRx through PDTS, will requery DEERS via the Claims Eligibility interface using sponsor information. A family inquiry is necessary to compare the dependent information on DEERS with the information submitted on the claim. TRRx should now be able to determine that there exists a placeholder record for the newborn. The Claims Eligibility Response record will confirm the addition of the newborn placeholder record with an HCDP Plan Coverage Code value of "999".

3.7. PDTS Performs Catastrophic Cap Inquiry And Update

PDTS will then use the identifier information returned in the Claims Response to inquire and update the CCDD totals. Once the appropriate update is made to the CCDD database, the request is considered complete.

3.8. Maintenance Of POCs

Each organization is responsible for coordinating and providing updates to POC information for their organization with other contractors. POC information should include the following information: Name of POC; telephone number, and e-mail address.

