

Executive Officer Notice: Forgery Notification Alerts in the Health Network System (HNS), including the Narcotics Monitoring System (NMS)

November 20, 2020

The ministry is implementing system changes to provide 'real-time' Forgery Notification Alerts utilizing the ministry's claim adjudication system – the Health Network System (HNS), including the Narcotics Monitoring System (NMS).

These system changes will enable better and quicker detection of potential prescription forgeries and lower the risk of dispensing forged prescriptions.

Effective November 23, 2020, as part of the Ontario Drug Benefit (ODB) claim adjudication and NMS adjudication response, the HNS/NMS will alert pharmacists when there have been reported forgeries and/or stolen prescription pads for specific drugs (mostly monitored drugs). The specific changes are as follows:

- For HNS transactions in which the submitted Prescriber ID and the DIN/PIN relate to a Forgery Notification Alert, the HNS will return the following:
 - For ODB claims: Response Code "FX" and Message Line "Possible Forgery-Check authenticity"; and
 - For NMS submissions: Response Code "FX" and Message Line "NMS: Possible Forgery-Check authenticity".
- This system-generated alert is cautionary/informational in nature. Pharmacists are still required to confirm the validity of all prescriptions prior to submitting to the HNS/NMS, irrespective of whether a Forgery Notification Alert is displayed.
- When a forgery prescription is suspected the pharmacist should follow their established process to confirm the authenticity of the prescription and use their professional judgment to determine the appropriate course of action, including verifying authenticity by consulting with the prescriber. If the prescription is confirmed to be a forgery, the pharmacist should not proceed with dispensing the prescription drug and should submit a claim reversal. The pharmacist and the associated prescriber should contact the Ontario Drug Benefit program at drugprogramsdelivery@ontario.ca to report the occurrence of a prescription forgery and/or stolen prescription pad.
- The Forgery Notification Alert response code 'FX' will be returned by itself, or together with other response codes resulting from data integrity, eligibility, prospective DUR checks, etc. In the majority of paid/rejected ODB claims or accepted/rejected NMS transactions, the Forgery Notification Alert message will appear in the first Message Data Line.

- Prescription Forgery Notifications currently being sent out to pharmacies via ONEMail will be discontinued.

The information submitted by pharmacies for all HNS/NMS transactions must be accurate and complete in accordance with the *Ontario Drug Benefit Act*, the *Narcotics Safety and Awareness Act, 2010*, their regulations, and the HNS Subscription Agreement, as applicable. All ODB claims and NMS submissions are subject to inspection and post-submission verification.

Additional Information:

For pharmacies:

Please call ODB Pharmacy Help Desk at: 1-800-668-6641