



**Ministry of Health and Long-Term Care**

# **NARCOTICS MONITORING SYSTEM (NMS)**

## **Pharmacy Reference Manual**

**May 24, 2012**

## Document Revision History

Date	Description	Version
Aug 31, 2011	Initial Publication	1.0
Jan 18, 2012	Intervention code "MH" added	1.1
May 24, 2012	Revisions to description of legislative scheme; additional content regarding NMS terms of use; prescriber ID for out of province prescribers; clarified description and valid use of Cardholder ID Codes "ONO" and "ONX"	1.2

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## 1. Narcotics Monitoring System (NMS) Overview

**1.1** The Narcotics Monitoring System (NMS) collects dispensing data from dispensaries in respect of all dispensed narcotics, controlled substances and other monitored drugs, irrespective of whether the prescription is paid for under a publicly funded drug program, through private insurance, or by cash. The collected data will be reviewed and analyzed by the Ministry of Health and Long-Term Care (the “ministry”) for a variety of purposes including, but not limited to: educational and public health purposes, reporting possible professional misconduct to regulatory authorities, and reporting possible criminal conduct to law enforcement agencies.

**1.2** The *Narcotics Safety and Awareness Act, 2010*, S.O. 2010, c.22 (the “Act” or “NSAA”) received Royal Assent on November 29, 2010 and was proclaimed into force on November 1, 2011 (except for subsection 5(6) of the Act which has not yet been proclaimed into force by the Lieutenant Governor). General Regulation 381/11 made under the NSAA took effect on November 1, 2011 (the “Regulation”).

**1.3** The NSAA defines a “monitored drug” as: (i) a controlled substance as defined in the *Controlled Drugs and Substances Act (Canada)* (CDSA), unless the controlled substance has been excluded by the regulations under the NSAA; and (ii) any other drug designated by the regulations. Any drug product that is an opioid that is not listed under the CDSA has been designated under the Regulation as a monitored drug. No controlled substance under the CDSA has been excluded by the Regulation.

**1.4** Section 8 of the NSAA confers authority on the Executive Officer of Ontario Public Drug Programs (the “Executive Officer”) or the Minister to direct prescribers, dispensers and pharmacy operators to disclose certain information to the ministry about the monitored drugs they prescribe or dispense. By notice from the Executive Officer, dispensers and pharmacy operators have been directed to submit the required information about monitored drugs to the ministry electronically using the Narcotics Monitoring System (NMS).

**1.5** Effective May 14, 2012, all dispensers in Ontario are required to submit the following information to the NMS when dispensing a monitored drug to a patient:

- Prescriber’s registration number issued to the prescriber by the College of which he or she is a member
- Prescriber ID reference (identifying the professional college to which the prescriber belongs – e.g., CPSO, RCDSO, etc.)
- Identifying number of the patient and the identifying number type
- Name of the patient for whom the monitored drug is prescribed
- Date of birth and gender of the patient
- Date on which the monitored drug is dispensed
- Drug identification number
- Quantity of the monitored drug dispensed
- Length of therapy, in number of days, of the monitored drug
- Prescription number
- Pharmacist ID (registration number from the Ontario College of Pharmacists)
- Pharmacy ID

**1.6** Pursuant to subsection 8(2) of the NSAA, prescribers, dispensers and pharmacy operators are required to disclose the information specified under the Act at the time and in the form and manner that the Minister of Executive Officer directs. The Executive Officer has

directed that the required dispensing information be submitted by dispensers and pharmacy operators to the NMS in accordance with this Pharmacy Reference Manual.

**1.7** Prescribers, dispensers and pharmacy operators may be inspected for the purpose of determining their compliance with the requirements of the NSAA (see section 13 of the Act).

## **2. NMS Requirements**

### **General**

**2.1** To ensure that information in the NMS database is current and accurate, dispensers must submit the required dispensing information to the NMS at the time that a monitored drug is dispensed. Reversals must be submitted to the NMS as soon as the need for a reversal transaction is identified.

**2.2** Dispensers and pharmacy operators are responsible for ensuring that the dispensing information submitted to the NMS is true, accurate and complete. Pursuant to section 14(1) of the NSAA, a dispenser or pharmacy operator may be found guilty of an offence if the person fails to maintain the records required under section 11 of the NSAA, fails to submit the required dispensing information to the NMS, or submits information to the NMS that the person knows to be false or misleading.

**2.3** A dispenser or pharmacy operator may use the NMS only for the purpose of carrying out the dispenser's or pharmacy operator's duties and functions under the NSAA.

### **Prescriber Identification**

**2.4** The NSAA requires prescribers of all monitored drugs to record the registration number or certificate number issued to the prescriber by the college (i.e. the prescriber license number) on prescriptions for monitored drugs.

**2.5** A valid prescriber ID and the appropriate corresponding prescriber ID reference are mandatory for submitting NMS transactions. Please refer to the prescriber ID reference chart on page 14 for the prescriber ID references of those prescribers who can prescribe monitored drugs.

**2.6** Transactions submitted to the NMS using the unknown prescriber ID reference "99" and the unknown prescriber ID "99999" are not valid. Failure to properly identify the prescriber in the NMS constitutes a breach of the dispenser's disclosure obligations under the NSAA

### **Dispenser Identification**

**2.7** The registration number of the dispensing pharmacist is mandatory for transactions submitted to the NMS.

## **Non-application to Veterinary Prescriptions**

**2.8** Submission to the NMS is not required when dispensing prescriptions for monitored drugs written by veterinarians in the course of their practice. The NSAA does not apply to such prescriptions.

## **Exceptions**

**2.9** Submission to the NMS is not required when dispensing prescriptions for monitored drugs dispensed to prisoners or inmates. This includes prescriptions written for people confined to a correctional institution, penitentiary, prison or youth custody facility. The NSAA does not currently apply to these populations as they have been exempted by the Regulation.

**2.10** Submission to the NMS is not required when dispensing prescriptions for monitored drugs to an in-patient of a public hospital as part of his or her treatment in a public hospital. The NSAA does not currently apply to in-patients of public hospitals as they have been exempted by the Regulation. The NSAA *does* apply, however, to out-patients of public hospitals and to in-patients of private hospitals or any other institution that is not a public hospital.

## **Prescriptions for Residents of Long-Term Care Homes**

**2.11** The NSAA applies to prescribing and dispensing prescriptions for monitored drugs to residents of long-term care homes.

## **NMS Transactions**

**2.12** Pharmacists can submit dispensing information to the NMS before or after the submission of a claim to the ministry's Health Network System (HNS) or to any other third party claim adjudicator.

**2.13** Prior to dispensing, pharmacists have an option to send an NMS inquiry transaction with an intervention code "DU". The NMS will perform all data integrity checks and Drug Utilization Review (DUR) checks, but will not store the drug information as a dispense transaction. If the pharmacist subsequently dispenses the drug, the ministry will require the submission of a dispense transaction to record the correct dispensing information. NMS inquiry transactions do not require a reversal transaction to be submitted.

**2.14** While the NMS will accept electronic submission of monitored drug dispensing information and reversal transactions up to 365 days from the date of service, dispensers are required to submit NMS transactions at the time of dispensing.

**2.15** The special service code "6" is mandatory for all NMS dispense transactions, NMS inquiry transactions and NMS reversal transactions.

**2.16** Prescription (Rx) number is a mandatory field for NMS dispense transactions. The same Rx number submitted to the HNS for claim adjudication or to any other third party claim adjudicator must also be sent to the NMS for recording dispense transactions.

### **3. Monitored Drugs List**

The monitored drugs list (MDL) provides a list of products that the ministry has selected for monitoring. This list will be used as a reference to determine if a submission to the NMS is required for the product being dispensed. Pharmacy software vendors and pharmacies are required to update their software with the latest information when new versions are published.

The MDL will be reviewed on a regular basis and notification will be provided to pharmacies and pharmacy software vendors whenever an updated list is made available.

The MDL can be downloaded in Excel or XML format from the following location:

[http://www.health.gov.on.ca/en/pro/programs/drugs/monitored\\_productlist.aspx](http://www.health.gov.on.ca/en/pro/programs/drugs/monitored_productlist.aspx)

#### **3.1 Monitored drugs that are not on the MDL**

If a pharmacist submits an NMS dispense or inquiry transaction for a monitored drug, which is not on the ministry's MDL, the NMS will reject the transaction with a response code "56" = DIN/GP#/PIN error. This may occur when a new monitored drug becomes available on the Canadian market and an update to the MDL has not yet been published.

If this situation is encountered, pharmacists are directed to notify the ministry by calling the ODB business helpdesk at 1-800-668 6641. Once notified, the ministry will verify the information and publish an updated MDL. Each DIN in the MDL will include an effective date indicating when it was added to the list and when the requirement for submission to the NMS became effective.

Although the NMS will allow electronic submission of dispensing information (and reversals) up to 365 days from the date of service, dispensers are required to make submissions to the NMS at the time of dispensing.

## **4. Identifying Numbers**

**4.1** Prescribers are required to legibly record an identifying number on all prescriptions for monitored drugs. Ministry-approved forms of identification are listed below.

- Ontario Health Card or other health card issued by a Province or Territory in Canada
- Valid Driver's License or Temporary Driver's License (issued by Ontario or other jurisdiction)
- Ontario Photo Card
- Birth Certificate from a Canadian province or territory
- Government-issued Employee Identification Card
- Ontario Outdoors Card
- BYID (age of majority card)
- Certificate of Indian Status
- Valid Passport – Canadian or other country
- Certificate of Canadian Citizenship
- Canadian Immigration Identification Card
- Permanent Resident Card
- Old Age Security (OAS) Identification Card
- Canadian Armed Forces Identification Card
- Royal Canadian Mounted Police/Provincial/Municipal Police Identification
- Firearms Possession and Acquisition License (PAL)

Please note that the above list of approved forms of identification is subject to change based on direction received from the Minister. Pharmacists will be advised of changes to the approved list through the ONE-Mail System and an up-to-date list will be posted on the ministry's website.

## 4.2 Identifying Numbers Reference Chart

Province/Other	Client ID Number/Code Format/Value	Cardholder Identity Code	Comments
Alberta	9 digits	AB	Format will be validated
British Columbia	10 digits	BC	Format will be validated
Manitoba	9 digits	MB	Format will be validated
New Brunswick	9 digits	NB	Format will be validated
Newfoundland and Labrador	12 digits	NL	Format will be validated
Nova Scotia	10 digits	NS	Format will be validated
Nunavut	9 digits	NU	Format will be validated
Northwest Territories	1 letter+ 7 digits	NT	Format will be validated
Ontario	10 digits	ON	Must be valid Ontario Health Card
PEI	8 digits or 9 digits	PE	Format will be validated
Québec	4 letters + 8 digits	QC	Format will be validated
Saskatchewan	9 digits	SK	Format will be validated
Yukon	9 digits	YT	Format will be validated
Canadian Forces	1 letter + 8 digits	CF	Format will be validated
Royal Canadian Mounted Police	5 or 6 digits	RCMP	Format will be validated
First Nations, Inuit, and Aboriginal Health	Between 8 and 10 digits in length	FNIAH	DIAND or other FNIA identification
Out of Country Residents with Approved Identification	0011984275	ONG	For out of country residents. DUR checks are not performed on these transactions
Residents of Canada with Other Approved Identification	0011984276	ONO	For residents of Canada for whom the <b>prescriber</b> has recorded another approved ID as the identifying number. DUR checks are not performed on these transactions
Residents of Canada with No Approved Identification	0011984277	ONX	For a person who meets the regulatory exemption requirements whereby the person is unable to produce any of the approved identification and for whom the <b>prescriber</b> has recorded on the prescription the reason why the person needs to receive the monitored drug before he or she can obtain the appropriate identification. DUR checks are not performed on these transactions

Office Use Prescriptions	0011984283	ONOU	Used for dispensing prescriptions for monitored drugs to prescribers for office use. DUR checks are not performed on these transactions
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**Note:** The cardholder identity code “ONO” and “ONG” must be used only when a patient provides one of the following ministry-approved forms of identification to the prescriber:

- Valid Driver’s License or Temporary Driver’s License (issued by Ontario or other jurisdiction)
- Ontario Photo Card
- Birth Certificate from a Canadian province or territory
- Government-issued Employee Identification Card
- Ontario Outdoors Card
- BYID (age of majority card)
- Valid Passport – Canadian or other country
- Certificate of Canadian Citizenship
- Canadian Immigration Identification Card
- Permanent Resident Card
- Old Age Security (OAS) Identification Card
- Provincial/Municipal Police Identification
- Firearms Possession and Acquisition License (PAL)

### 4.3 Provincial Health Card

Dispensing information submitted to the NMS for which the identifying number is a provincial health card is to be entered as follows:

- Cardholder Identity: Provincial Identifier (please see table below)
- Client ID Number or Code: Patient health card number
- Quantity: Total drug quantity
- Days Supply: Total number of days supply
- DOB: Patient birth date
- Gender: M or F or U
- Last name: Patient last name
- First Name: Patient first name

#### **4.4 Canadian Forces (CF)**

Dispensing information submitted to the NMS for which the identifying number is a Canadian Forces ID is to be entered as follows:

- Cardholder Identity: CF
- Client ID Number or Code: ID number as issued by CF
- Quantity: Total drug quantity
- Days Supply: Total number of days supply
- DOB: Patient birth date
- Gender: M or F or U
- Last name: Patient last name
- First Name: Patient first name

#### **4.5 Royal Canadian Mounted Police (RCMP)**

Dispensing information submitted to the NMS for which the identifying number is a Royal Canadian Mounted Police ID is to be entered as follows:

- Cardholder Identity: RCMP
- Client ID Number or Code: ID number as issued by RCMP
- Quantity: Total drug quantity
- Days Supply: Total number of days supply
- DOB: Patient birth date
- Gender: M or F or U
- Last name: Patient last name
- First Name: Patient first name

#### **4.6 First Nations, Inuit, and Aboriginal Health (FNIAH)**

Dispensing information submitted to the NMS for which the identifying number is a First Nations, Inuit and Aboriginal Health ID is to be entered as follows:

- Cardholder Identity: FNIAH
- Client ID Number or Code: ID number as issued by FNIAH
- Quantity: Total drug quantity
- Days Supply: Total number of days supply
- DOB: Patient birth date
- Gender: M or F or U
- Last name: Patient last name
- First Name: Patient first name

#### 4.7 Out-of-country Residents with Approved Identification (ONG)

Dispensing information submitted to the NMS for out-of-country residents are to be entered as follows:

- Cardholder Identity: ONG
- Client ID Number or Code: 0011984275
- Quantity: Total drug quantity
- Days Supply: Total number of days supply
- DOB: Patient birth date
- Gender: M or F or U
- Last name: Patient last name
- First Name: Patient first name

#### 4.8 Residents of Canada with Other Approved Identification (ONO)

Dispensing information submitted to the NMS for residents of Canada for whom the **prescriber** has recorded another approved ID as the identifying number are to be entered as follows:

- Cardholder Identity: ONO
- Client ID Number or Code: 0011984276
- Quantity: Total drug quantity
- Days Supply: Total number of days supply
- DOB: Patient birth date
- Gender: M or F or U
- Last name: Patient last name
- First Name: Patient first name

#### **4.9 Residents of Canada with No Approved Identification (ONX)**

Section 6 of the Regulation sets out the conditions under which a dispenser will be exempt from the NSAA requirement to maintain a record of a patient's identifying number:

1. The patient is unable to present an identifying number to the prescriber of the prescription.
2. The prescriber records on the prescription the reason why the patient needs to receive the monitored drug before he or she can present an identifying number.
3. The dispenser keeps a record of the reason why the patient needs to receive the monitored drug before he or she can present an identifying number.
4. The dispenser provides the monitored drug directly to the patient, either at the dispenser's place of business or through the dispenser's delivery service, without any agent being used to receive the drug on the patient's behalf and without a third-party mail or courier service being used to deliver the monitored drug.

In cases where all of the foregoing conditions have been met, the submission to the NMS must be entered as follows:

- Cardholder Identity: ONX
- Client ID Number or Code: 0011984277
- Quantity: Total drug quantity
- Days Supply: Total number of days supply
- DOB: Patient birth date
- Gender: M or F or U
- Last name: Patient last name
- First Name: Patient first name

#### **4.10 Prescriber's Office Use Prescriptions (ONOU)**

Dispensing information submitted to the NMS for prescriptions that are being filled for use in a prescriber's office are to be entered as follows:

- Cardholder Identity: ONOU
- Client ID Number or Code: 0011984283
- Quantity: Total drug quantity
- Days Supply: 999
- DOB: 20010101
- Gender: M or F or U
- Last name: Prescriber's last name
- First Name: Prescriber's first name

## 5. Prescriber ID Reference Chart

Prescriber ID Reference	Prescriber ID Reference #
The College of Physicians & Surgeons of Ontario	01
Royal College of Dental Surgeons of Ontario	02
College of Chiropractors of Ontario	03
Out of Province	05
College of Midwives of Ontario	08
Ontario College of Pharmacists	09
College of Optometrists of Ontario	43
College of Nurses of Ontario	44

### 5.1 Prescriber ID for Out-of-province Prescribers

When the prescriber is known to be registered in a Canadian province or territory outside of Ontario, the Prescriber ID Reference **05** should be used, along with a Prescriber ID from the following table:

Prescriber ID	Province of Registration
10001	British Columbia
10002	Alberta
10003	Saskatchewan
10004	Manitoba
10005	Quebec
10006	Newfoundland and Labrador
10007	New Brunswick
10008	Nova Scotia
10009	Prince Edward Island
10010	Yukon Territory
10011	Northwest Territory
10012	Nunavut

**Note:** The above values must be used for the Prescriber ID or the submission will be rejected with Response Code “61”.

## 6. NMS On-line Dispense Transaction

A standard NMS on-line dispense transaction must conform to the Canadian Pharmacists' Association (CPhA) Pharmacy Claim Standard Version 03.

- While the NMS will accept electronic submission up to 365 days from date of service, on-line dispense transactions must be submitted to the NMS at the time of dispensing
- The NMS will validate the information submitted
- If a pharmacy's computer system is unable to make a submission to the NMS at the time that a monitored drug is dispensed, pharmacists are required to submit the required dispensing information to the NMS as soon as possible after their system becomes available
- The NMS will not perform DUR checks for dispense transactions submitted for Cardholder Identity codes ONG, ONO, ONX, and ONOU

**6.1** The table below shows the required fields for submitting a standard NMS on-line dispense transaction:

*(Please refer to your Pharmacy Software Vendor's (PSV) manual for specific instructions on how to use your pharmacy software for this type of transaction.)*

Required Fields	Explanation
Bank ID Number (BIN)	610054
Version Number	CPhA Pharmacy Claim Standard Version currently used (i.e. Version 03)
Transaction Code	<b>01</b>
Provider Software ID	CPhA-assigned code, identifying pharmacy software currently used
Provider Software Version	PSV-assigned code, identifying the version of the pharmacy software currently used
Pharmacy ID Code	CPhA number or Ministry-assigned number of the dispensary
Provider Transaction Date	Date (YYMMDD) of service

Trace Number	Pharmacy system-generated number, assigned to the transaction
Client ID Number or Code	Recipient identification number (See Section 4 <i>"Identifying Numbers"</i> for more details)
Patient Date of Birth	Must be in the format YYYYMMDD
Cardholder Identity	(See Section 4 <i>"Identifying Numbers"</i> for more details)
Patient First Name	First name of patient
Patient Last Name	Last name of patient
Patient Gender	Must be M-Male or F-Female or U-Unknown
Current Prescription Number	Unique prescription number (from the prescription label or record of service). Not mandatory for "NMS Inquiry Transaction"
DIN/GP#/PIN	DIN/PIN of product (See <i>Monitored Drugs list for DIN/PINs.</i> )
Special Service Code (SSC)	Must be value of '6' for NMS
Quantity	Quantity dispensed (one assumed decimal place)
Days Supply	Estimated number of days of treatment (as accurate as possible) supplied by the prescription
Prescriber ID Reference	Reference number for prescriber (See Section 5, <i>Prescriber ID Reference Chart</i> )
Prescriber ID	Prescriber license number must be entered

Unlisted Compound	Indicates the transaction is for an extemporaneous compound that has not been assigned a PIN that is included in the MDL. Code identifies the type of compound and is mandatory for all compounds not identified by a PIN
Pharmacist ID	Pharmacist Registration Number

## 6.2 System Response for NMS Dispense Transaction

The Narcotics Monitoring System will provide the following details:

Response Fields	Explanation
Adjudication Date*	Date (YYMMDD) assigned to the transaction by the Narcotics Monitoring System
Trace Number	Pharmacy system-generated number assigned to the transaction
Transaction Code	<b>51</b>
Reference Number	Internal reference number assigned by the Narcotics Monitoring System
Response Status	A=accepted as transmitted, no warnings B=accepted with warnings R= rejected, data integrity issues
Response Code	<i>(See page 21 for NMS data validation response codes and messages.)</i>
Message Data Line Number 1	Detailed DUR response information, Message will contain "NMS" even if no warnings.
Message Data Line Number 2	Detailed DUR response information
Message Data Line Number 3	Detailed DUR response information

**Note:** During early morning hours, the adjudication date will not be the same as the provider transaction date. Adjudication date begins at 3:30 a.m. (Eastern Time) and concludes 24 hours later.

## 7. NMS On-line Inquiry Transaction

Prior to dispensing, pharmacists have the option to send an NMS on-line inquiry transaction for DUR purposes. The NMS inquiry transaction will perform all data integrity checks and DUR checks but will not store the drug information as a dispense transaction. If the pharmacist subsequently dispenses the drug, the ministry will require the separate submission of a dispense transaction to record the required dispensing information in the NMS.

Dispense transactions and inquiry transactions that generate DUR responses do not refer to historical inquiry records when generating a response.

NMS inquiry transactions do not have to be reversed.

A standard NMS on-line inquiry transaction must conform to the Canadian Pharmacists' Association (CPhA) Pharmacy Claim Standard Version 03.

- The data fields required for submitting a standard NMS inquiry transaction are the same as an NMS dispense transaction, except an intervention code "DU" is required for each inquiry transaction.
- Prescription (Rx) number is optional for inquiry transactions.
- The NMS will not perform DUR checks for inquiry transactions submitted for Cardholder Identity codes ONG, ONO, ONX, and ONOU.
- The system response for NMS inquiry transactions is identical to NMS dispense transaction system response (See Section 6.2 above).

## 8. NMS On-line Reversal Transaction

In certain circumstances, pharmacists may be required to reverse a dispense transaction that has been submitted to the NMS.

- On-line reversal transactions are delivered in real-time to the NMS which will validate the information submitted
- NMS on-line reversal transactions must be processed as soon as the need for a reversal is identified. If it is not possible in the circumstances for a pharmacy to submit a reversal transaction immediately, then the transaction must be reversed as soon as possible to keep the NMS database accurate and up-to-date.

**8.1** The table below shows the required fields for submitting a standard NMS on-line reversal transaction.

Required Fields	Explanation
Bank ID Number (BIN)	Must be 610054
Version Number	CPhA Pharmacy Claim Standard Version currently used (i.e., Version 03)
Transaction Code	<b>11</b>
Provider Software ID	CPhA-assigned code, identifying pharmacy software currently used
Pharmacy ID Code	CPhA number or ministry-assigned number of the dispensary
Provider Transaction Date	Date (YYMMDD) of service of claim to be reversed
Trace Number	Pharmacy system-generated number, assigned to the transaction
Client ID Number or Code	Must match the original dispense transaction
Cardholder Identity	Must match the original dispense transaction

Current Prescription Number	Must match the original dispense transaction
DIN/GP#/PIN	Must match the original dispense transaction
Special Service Code (SSC)	Must be '6'
Adjudication Date	Date (YYMMDD) on which dispense transaction to be reversed was originally adjudicated

## 8.2 System Response for NMS Reversal Transaction

The system response will provide the following details:

Response Fields	Explanation
Adjudication Date	Date (YYMMDD) assigned to the transaction by the Narcotics Monitoring System
Trace Number	Pharmacy system-generated number assigned to the transaction
Transaction Code	<b>61</b>
Reference Number	Internal reference number assigned by the Narcotics Monitoring System
Response Status	R= rejected reversal V= reversal accepted
Response Code	<i>(See page 21 for NMS data validation response codes and messages.)</i>

**Note:** The system response for NMS reversal transactions is identical to the system response for HNS claim reversals.

## 9. NMS Data Validation Response Codes and Messages

The table below shows the various response codes associated with the validation of data submitted on NMS transactions. The table shows 'Reject Response Codes' and 'Warning Response codes' separately.

Please note that all definitions indicated are based on the CPhA response code descriptions. In some cases, individual software vendor response code descriptions may be different from the CPhA definitions.

### 9.1 Reject Response Codes and Messages:

Response Code	Message Description	Field Requirement or Explanation of Condition Generating Response Code
01	BIN error	Bank ID Number # 610054 required
02	Version number error	Current CPhA Version required
03	Transaction code error	Transaction code (01, 11) required
04	Provider software ID error	Dispensary's Provider Software ID required
05	Provider software version error	Dispensary's Provider Software Version required
21	Pharmacy ID code error	Dispensary's Pharmacy ID Code required
22	Provider transaction date error	Date (YYMMDD) of service required
23	Trace number error	A numeric value greater than 0
32	Client ID # error	Client ID error may occur due to any one of following: <ul style="list-style-type: none"> <li>• Client ID number missing</li> <li>• Invalid health card number for Ontario</li> <li>• Invalid format for other provinces</li> </ul>
34	Patient date of birth error	Birth date of patient must be entered. Must be valid date value and must be in format of YYYYMMDD and not future dated
35	Cardholder Identity error	Cardholder identity must be one of following values: <ol style="list-style-type: none"> <li>1. Province of health coverage: ON, AB, BC, MB, NB, NL, NS, NU, NT, PE, QC, SK, YT</li> <li>2. Canadian Forces: CF</li> <li>3. Royal Canadian Mounted Police: RCMP</li> <li>4. First Nations, Inuit, and Aboriginal Health: FNIAH</li> <li>5. Out-of-Country resident: ONG</li> <li>6. Other acceptable ID: ONO</li> <li>7. No identification: ONX</li> <li>8. Office Use: ONOU</li> </ol>

<b>Response Code</b>	<b>Message Description</b>	<b>Field Requirement or Explanation of Condition Generating Response Code</b>
<b>37</b>	Patient first name error	Patient first name is mandatory
<b>38</b>	Patient last name error	Patient last name is mandatory
<b>40</b>	Patient gender error	Patient gender must be one of following values: "M", "F", or "U" if unknown
<b>55</b>	Current Rx # error	Must be numeric value greater than 0
<b>56</b>	DIN/GP#/PIN error	Must be a valid DIN/PIN as of Date of Service. Must be found in Monitored Drugs list as of Date of Service
<b>57</b>	SSC error	Must be "6"
<b>58</b>	Quantity error	Quantity of medication dispensed must be entered on transaction as numeric value. Cannot be value of zero
<b>59</b>	Days supply error	Days supply must be entered on transaction as numeric value. Cannot be value of zero
<b>60</b>	Prescriber licensing authority code error	The Prescriber ID Reference field must be "01", "02", "03", "05", "08", "44"
<b>61</b>	Prescriber ID error	This field must not be blank. Valid prescriber registration number is required. Intervention code "MH" is accepted for overriding prescriber ID error
<b>65</b>	Intervention code error	Must be a valid intervention code. Intervention code "DU" is accepted for NMS inquiry transactions. Intervention code "MH" is accepted for overriding prescriber ID error
<b>76</b>	Pharmacist ID code error/missing	Must be a valid pharmacist registration number
<b>90</b>	Adjudication date error	Must be a numeric value (YYMMDD format). This field must be completed for reversal submissions

Response Code	Message Description	Field Requirement or Explanation of Condition Generating Response Code
<b>A1</b>	Claim too old	Transaction date must be less than 365 days from current date
<b>A2</b>	Claim is post-dated	Date must not greater than the current date
<b>A8</b>	Original transaction missing or not found	No transaction on file that matches reversal transaction information submitted
<b>A9</b>	Reversal processed previously	Transaction previously reversed
<b>B1</b>	Pharmacy not authorized to submit claims	Pharmacy ID is required. Dispensary must be registered with MOHLTC for NMS transaction submission on date of service
<b>DG</b>	Duplicate prescription number error	Prior transaction exists for: -same dispensary -same date of service -same prescription number. Prescription number must be unique for each dispense transaction
<b>E1</b>	Host processing error	System error. Contact the ODB business helpdesk

## 9.2 Warning Response Codes and Messages:

Response Code	Message Description	Field Requirement or Explanation of Condition Generating Response Code
<b>34</b>	Patient date of birth error	Birth date of patient must match date on file
<b>37</b>	Patient first name error	Must match the first initial of the patient on file
<b>38</b>	Patient last name error	Must match the last name of the patient on file

Response Code	Message Description	Field Requirement or Explanation of Condition Generating Response Code
40	Patient gender error	Patient gender must match gender value on file
A3	Identical claim processed	Prior dispense transaction exists for: <ul style="list-style-type: none"> <li>- same patient</li> <li>- same DIN/PIN or interchangeable product</li> <li>- same date of service</li> <li>- same dispensary</li> </ul>
DF	Insufficient space for all warnings	There is insufficient space for all response codes. Additional response codes are available by calling the ODB business helpdesk.

**Note:** For patient identification warning response code, pharmacists must submit a reversal transaction, correct the data error, and resubmit the NMS dispense transaction. If patient identification information has been confirmed and a warning response is received, please contact the ODB business helpdesk at 1-800-668-6641.

## 10. Drug Utilization Review (DUR) Warning Response Codes

When a pharmacist receives a DUR warning message, the message may indicate a potential overuse/misuse situation. The DUR message is based on a review of the current dispense or inquiry transaction and previously submitted dispense transactions that are recorded in the NMS database. Pharmacists must evaluate the response codes received and, in conjunction with other appropriate resources including the prescriber and the patient, determine the appropriate course of action.

The following DUR response codes may be received from the NMS:

- MH - May be Double Doctoring
- MI - Poly Pharmacy Use Indicated
- DE - Refill Too Late
- D7 - Refill Too Soon
- MY - Duplicate Drug Other Pharmacy

### 10.1 DUR Response Codes and Messages

Response Code	Message Description	Field Requirement or Explanation of Condition Generating Response Code
D7	Refill too soon	Based on days supply of previous dispense transaction, indicates that <u>a refill should not be required</u> at this time. The pharmacist may want to ensure that the medication is taken appropriately and verify if there have been any changes to the therapy (e.g., changed dose or directions).
DE	Fill/refill too late	Based on days supply of previous dispense transaction, indicates that <u>a refill is overdue</u> at this time. The pharmacist may want to ensure that the recipient is compliant and taking adequate doses.
MH	May be double doctoring	Indicates that, including the current submission, the recipient has obtained monitored drugs prescribed by 3 or more different prescribers in the previous 28 days.

Response Code	Message Description	Field Requirement or Explanation of Condition Generating Response Code
MI	Poly-pharmacy use indicated	Indicates that, including the current submission, the recipient has obtained monitored drugs from 3 or more different dispensaries in the previous 28 days.
MY	Duplicate drug other pharmacy	Prior dispense transaction exists for: -same patient -same DIN/PIN or interchangeable product -same date of service -different dispensary

**Note:** The Ministry does not warrant the reliability of information supplied by third parties including, but not limited to, prospective DUR information and prescriber data. Such information is advisory only and is not intended to replace sound clinical judgment in the delivery of health care services. Pharmacists are required to use their discretion and professional judgment when determining what appropriate action is required when warning response codes are received from the NMS.

- For Drug Utilization Review (DUR) warning responses, pharmacists may decide to not dispense the monitored drug. If an inquiry transaction has been submitted, no further action is required. If a dispense transaction has been submitted, a reversal transaction is required
- For DUR warning responses, pharmacists may decide to proceed with dispensing. If an inquiry transaction has been submitted, a dispense transaction is required. If a dispense transaction has been submitted, no further action is required
- Reversal transactions are not required for any NMS inquiry transactions

## 10.2 DUR Message Line

When the NMS returns any of the above DUR response codes, the System Response will also include a message line. Each System Response may include up to three DUR response codes and message lines.

The DUR message line will include the following information:

- The transaction date of the conflicting transaction
- The pharmacy phone number that filled the conflicting transaction
- The quantity dispensed for the conflicting transaction
- The drug identification number (DIN) of the conflicting transaction

The following is an example of a DUR message line:

DUR response code	Date of conflicting prescription fill	Pharmacy telephone number	Drug quantity	DIN
Message 1	NMS:MH111018	2507165773	00100.0	99119911
Message 2	NMS:MI111004	1407653467	00150.0	99119911
Message 3	NMS:MY110928	4164564356	00120.0	99119911

Please note that messaging may appear differently based on pharmacy software.

**Note:** In some instances, the pharmacy telephone number may not be available, and will appear as blanks. If this occurs, please contact the ODB business helpdesk at 1-800-668-6641 to obtain information about the previous dispensing pharmacy.

## 11. CONTACT INFORMATION

If you have questions regarding NMS transactions, NMS response messages or the Monitored Drugs List, please contact the ODB business helpdesk at 1-800-668-6641.