

# Toniq Dispensary

## MAVIRET Processing

### COMPLETE USER GUIDE TO SPECIAL PRESCRIPTION PLANS



Program Version 5.22, Aug 2018

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## INTRODUCTION TO SPECIAL PRESCRIPTION PLANS

### DESCRIPTION

Functionality developed to support community pharmacy to dispense medicines that are not normally available through the routine wholesalers and may not normally be dispensed in community pharmacy. Typically, these are very high cost medicines from specific manufacturers.

Currently the only Special Prescription Plan processing implemented is for **ABBVIE** Hepatitis C medicine. The plan is named **AbbVieCare** and at time of writing the medicine being processed under this plan is **MAVIRET**.

The **AbbVieCare Plan** features are:

- Medicines dispensed at zero charge to the patient
- Automatic creation of one order per patient per **treatment** to Healthcare Logistics
- Automatic generation of a 'professional service fee' for the dispensing/counselling activity
- Automatic inclusion of medicines in electronic claims – at zero subsidy (a PHARMAC requirement)
- Automatic send of medicine dispensing data to Toniq – to enable generation of invoices on behalf of pharmacy to Healthcare Logistics, and to create reconciliation reports for ABBVIE
- Optional linking of a pharmacy debtor account to the medicine plan

### REQUIREMENTS

#### ADMINISTRATIVE AND TECHNICAL

To implement the **AbbVieCare Plan**:

- The Pharmacy must be registered as an **AbbVieCare** pharmacy with AbbVie .
- Toniq must have received the pharmacy name from AbbVie along with Healthcare Logistics customer header code for the pharmacy
- The medicine(s) covered by the plan (currently MAVIRET) must be identified on the Toniq Medicine File (expect this to be done by Toniq)
- **At time of dispensing the pharmacy *must* have a functional internet connection**

### GST NUMBER

From the main Dispensary menu:

- Administration, 1 Setup, 8 Pharmacy Setup, 1 Store setup, press spacebar and select store.
- Check that your GST Number is correct and is present in the right place.

NB: If the GST Number has been entered to the Misc details, **leave it there** even if it appears twice on this screen.

|              |                     |
|--------------|---------------------|
| Misc details | GST No. 989-888-999 |
|--------------|---------------------|

|        |             |
|--------|-------------|
| Phone  | 06 344 7614 |
| Fax    | 06 347 7862 |
| GST No | 989-888-999 |

## OPTIONAL ACCOUNT

Invoices to Healthcare Logistics for the professional service fee will be created automatically on behalf of all pharmacies, by Toniq.

If these invoices are to be reconciled in the Toniq debtor system, an account needs to be setup in the Retail system and then this account must be assigned in Dispensary to the **AbbVieCare Plan**.

If a debtor account is not linked to **AbbVieCare**, charges will be sent to the POS parked transactions list and can either be ignored or charged to an account from POS manually.

**NB:** Healthcare Logistics *will ignore invoices sent directly from pharmacies to Healthcare Logistics for professional service fees*, since invoices for these are sent to them *by Toniq*, on behalf of all pharmacies, therefore pharmacy can exclude the debtor from its invoicing run.

## OPTIONAL DEBTOR ACCOUNT SETUP

From the **Main Menu** of Toniq Dispensary:

- Go to **7. Administration | 1. Setup | 9. Special prescription plan setup**
- Press **spacebar** and select the relevant plan
- Press **spacebar** and select the debtor account

The top screenshot shows a software interface with a grid of buttons at the top. One button is labeled 'Show Hidden F7' and is circled in red. Below the grid is a list of plans with two columns: 'Name' and 'Store'.

|   | Name                | Store                           |
|---|---------------------|---------------------------------|
| 1 | AbbVieCare          | Awesome Pharmacy (Main store)   |
| 2 | AbbVieCare (Chil... | Awesome Pharmacy (Medical Cntr) |

The bottom screenshot shows the 'Special prescription plan setup' screen. It has three input fields: 'Name' (containing 'AbbVieCare'), 'Store' (containing 'Testing Dispensary'), and 'Debtor account' (containing 'Abbvie Care Pharmacy Retailing PRNZ'). A button labeled 'Accept Details F12' is in the top right corner.

Note for **Multistore** sites.

The plan(s) shown when pressing spacebar will be those available to this store (i.e. the store that *this* workstation is set to).

- Press **Show Hidden** to see plans available to other stores using the same database
- Stores may or may not be registered for the same plans
- Stores can all be set to use the same debtor, or different ones, according to pharmacy preference

If the plan you are expecting to see is not present in the drop-down list, and the pharmacy is registered as an **AbbVieCare** pharmacy with AbbVie, contact Toniq for help. If the pharmacy is not sure if it is registered, contact customer service for the AbbVieCare Pharmacy Programme at:  
[AbbVieCarePharmacy@healthcarelogistics.co.nz](mailto:AbbVieCarePharmacy@healthcarelogistics.co.nz) or on 0800 222 843

## PROCESSING PRESCRIPTIONS FOR SPECIAL PLAN MEDICINES

### PROCESSING PRESCRIPTIONS

#### PRESCRIPTION CYCLES AND GROUPED REPEATS

**Do not use** cycles or grouped repeats to dispense **AbbVieCare Plan** medicines.

*The Special Medicine Plan functionality is only implemented for prescriptions processed through the **Prescription entry screen**.*

#### PRESCRIPTION PROCESSING OVERVIEW

For a pharmacy registered to dispense the **AbbVieCare Plan**.

*Typically*, when a patient presents a prescription (or potentially two prescriptions), there will be no stock of the medicine, on hand in the pharmacy. Rather than require the pharmacist to manually order in the medicine, the processing of the Rx (hold or dispense) triggers the **automatic** generation of a special order that identifies the patient by encrypted NHI.

**The special order must be SENT manually**, but the quantity on order can be edited prior if required. At order receipt, the pharmacy is prompted to contact the patient to let them know their medicine is available for pickup.

When a pharmacy dispenses or holds a medicine that is recognised as an **AbbVieCare Plan** medicine the dispensary software connects, over the internet, with a Toniq webservice to:

- Confirm that the pharmacy is registered to dispense this medicine and
- Retrieve the processing information relevant to this medicine

This information includes ordering information, fee identification, and pricing rules.

For **MAVIRET**, the medicine must be ordered from **Healthcare Logistics**, a professional service fee per treatment is payable to the pharmacy and the prescriptions must price at zero patient charge and zero subsidy.

#### PROCESSING RXS IN THE RX ENTRY SCREEN

When an **AbbVieCare Plan** medicine is processed as a held or dispensed Rx in the Rx entry screen the following special processing is applied:

- The Rx is marked NS
- The Rx is priced at \$0.00
- The Rx does not count towards a prescription subsidy card
- The Rx is also marked as 'claimable when NS' and will be included in the electronic batch claim

And if this is the **first** Rx of the patient's treatment:

- A professional service fee is generated
- A special order is generated
- **Anonymised** data is sent to a Toniq webservice so that the professional service fee can be invoiced automatically, on behalf of the pharmacy. The fee is paid directly to the pharmacy, not through Toniq. The anonymised data is also sent to the manufacturer for reporting purposes.

**The pharmacy internet connection **MUST** be functional at the time the dispensing is made.**

### Processing notes:

The medicine selection will recognise the special plan rules and cause an override (to NS) of whatever code has been entered and will dictate how the medicine prices.

Since the medicine is to be ordered in for this patient, check the patient contact details. Adding/confirming a mobile number and/or email address will enable an efficient patient contact when the stock is received (see *Receiving the Order*).

After hours fees and/or container fees do **not** apply to special plan medicines.

Patient/ Rx: Mrs Test Patient1  
Rx code: NS A4 Sell NSS 19/6/74, F  
Prescriber: Dr Nalin Gadgil  
Medicine: MAVIRET, 100mg/40mg tab  
Quantity: 84 SOH 0P  
Repeats: 0  
Directions: take 3 daily with food.  
Rx Notes: Rx On Hold - NOT DISPENSED  
Prescribed 20/07/18  
eRx 110XYWKGKMC9KPQH4

Rx code is NS Auckland

Pricing is all \$0.00

| Container | 0.00 | Pack 84 |
|-----------|------|---------|
| Disp fee  | 0.00 | Std ws  |
| Medicine  | 0.00 | ps      |
| Price     | 0.00 | pp      |
|           |      | shop    |

**168 MAVIRET tab 100mg/40mg (Gle)**  
Take THREE daily with food.  
**Held prescription - expires 18Oct18**  
Rx Held 20Jul18 MH NO:22 Marilyn Ro ...

### AUTOMATIC GENERATION OF THE FEE

At **End Visit**, the fee specified in the plan is automatically dispensed according to the special plan rules.

For example for **MAVIRET**, the **AbbVieCare Plan** professional service fee is automatically dispensed with the first prescription dispensed or held for a patient's treatment.

| History Grid (by visit)         |                | Rpts. | Owe/   | Jul   |
|---------------------------------|----------------|-------|--------|-------|
| Patient history load days: 1300 |                | 4     | Status | 20 Fr |
| MAVIRET COUNSELLING             | PER TREATMENT  |       |        | 1     |
| MAVIRET                         | 100mg/40mg tab |       | H      | H     |

**NB:** The **AbbVieCare Plan** specifies the rules for the generation of the fee. For **MAVIRET** the rule is one fee per treatment which has a minimum duration of 8 weeks and a maximum of 24 weeks (2 Rxs), dispensed in **4 weekly** lots.

If a patient has two prescriptions, because their treatment is longer than 12 weeks, both should be entered to the dispensary software together (if possible). One or both can be marked as HELD, but both are needed to facilitate ordering enough medicine to cover the whole treatment.

## ORDERING

### SPECIAL PLAN STOCK ORDERING

The rules for ordering special prescription plan stock will vary depending on the plan.

The **AbbVieCare** plan rules for orders are that there should be one order per treatment. The order must anonymously identify the patient receiving the medicine. The supplier is Healthcare Logistics and a customer header code to identify the pharmacy is stored as part of the special plan.

- When the first Rx of a treatment is dispensed or held (at end visit) an order is automatically created
- The order will use **Healthcare Logistics** as supplier
- The order will be identified by an order reference name which includes the patient's encrypted NHI.
- The order reference name cannot be changed by the user
- The quantity of medicine ordered will be equal to the sum of quantities detectable from the initial treatment Rx's entered
- The quantity on the order *can* be edited if the quantity derived automatically at Rx entry is incorrect
- **The order must be sent manually (F10 SEND ORDER)**

**Notes:** In cases where full treatments have not been taken by a previous patient, a pharmacy may be left with medicine on the shelf. If this happens, and the medicine is not expired, it can be used as part of another patient's treatment. In this case the quantity of medicine to be ordered for a future patient may be less than is indicated by their treatment and the order quantity can be reduced to what is needed.

### CHECK AND SEND THE ORDER

The order can be sent once the quantity is checked and represents the full treatment the patient is to receive.

| Supplier          | Order# Reference   | Invoice Status | Ordered        | Lines | Value |
|-------------------|--------------------|----------------|----------------|-------|-------|
| 1 Healthcare L... | 22124 Abb-80400... | New            | 20/07/18 13:55 | 1     | 0.00  |

Supplier: Healthcare Logistics ... Ref: Abb-8040073A2EBE2A5B  
Order type: Ordered by:  
Note: Mr Fred Flintstone Mobile: 022099999  
Ordered: 20/07/18 13:55  
Order number: 22124

MAVIRET 100ma/40ma tabs 168 Qty: 2 Value: \$0.00

**Note:** If patient mobile/email was added after the initial treatment prescription was dispensed/held, it will not be visible on the order header (see above) but *will* still be used at **Receive Order** time (see next section).

No other medicines should be included in the order.

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## RECEIVING THE ORDER

When the medicine is delivered, and the order is received, stock on hand will be updated appropriately.

A reminder to contact the patient will be displayed immediately after receiving the order. If a patient has a recorded mobile number or email address, the reminder will contain an option to go directly to the dispensary texting/emailing functionality.



**F4 Stock** parameters for **MAVIRET** will be set to **Don't order** to stop the medicine from appearing in other routine wholesaler orders.

## CONTACT THE PATIENT

### NOTIFY PATIENT THAT MEDICINE IS READY

Where a patient has a recorded mobile number or email address and at order receipt the **Q** option was selected (see above) the contacts functionality is invoked allowing the user to send a text/email to the patient.

| Edit Patient<br>F2 | Remove Selected<br>F3 | No Promo<br>F4 | View History<br>F5 | Remove<br>F6 | Create Msg<br>F7 | Edit Msg<br>F8 | Send Msg<br>F9 | Other<br>F10 | Find Note<br>F11 | Accept Details<br>F12 |
|--------------------|-----------------------|----------------|--------------------|--------------|------------------|----------------|----------------|--------------|------------------|-----------------------|
|--------------------|-----------------------|----------------|--------------------|--------------|------------------|----------------|----------------|--------------|------------------|-----------------------|

  

**Contact list builder**

Contact list name

Scan/Select Patient

Total Contacts: 1

| First Names | Surname | Address    | Phone | ✉ Date | 📱 Date |
|-------------|---------|------------|-------|--------|--------|
| Mr          | Fred    | Flintstone |       | ✕      | ✓      |

1 text message dispatched.

Would you like to record sent messages to the patient diary?

Yes

No

Text Message (143 characters)

Email Message

Hi There, Just letting you know the medicine we ordered for your prescription has arrived and is ready to

When the message has been sent, the dispensary software gives the pharmacy the choice to update the patient history with the text message. Pharmacy now has a record that the patient has been notified. The pharmacy *may* wish to get the medicine ready for the patient at this point.

**Note:** If the pharmacy does **not** use text messaging (chargeable) or email (free) and would like to, contact Toniq helpdesk for more details about this functionality.

## PATIENT HISTORY VIEW

The patient history below shows that the medicines have been dispensed ready for the patient:

|                                 |                    |                 |             |                                                                                                                               |           |        |      |
|---------------------------------|--------------------|-----------------|-------------|-------------------------------------------------------------------------------------------------------------------------------|-----------|--------|------|
| Patient/ Rx                     | Ms Fred Flintstone |                 |             | Meds here. Hi there, just letting you know the medicine we ordered for your prescription has arrived and is ready to collect. |           |        |      |
| Rx code                         | A4                 | A4              | 19/6/74, F  |                                                                                                                               |           |        |      |
| Prescriber                      | Dr Nitin Gadgil    |                 |             |                                                                                                                               |           |        |      |
| Medicine                        |                    |                 |             |                                                                                                                               |           |        |      |
| Quantity                        |                    |                 |             |                                                                                                                               |           |        |      |
|                                 |                    |                 |             | Description: Text: Meds here.                                                                                                 |           |        |      |
| <b>History Grid (by visit)</b>  |                    |                 |             |                                                                                                                               |           |        |      |
| Patient history load days: 1300 |                    | Rpts. 4         | Owe/ Status | Jul 22 Su 20                                                                                                                  | Jul Fr 17 | Jul Tu | Prev |
| Diary entries                   |                    |                 |             |                                                                                                                               |           |        |      |
| MAVIRET COUNSELLING             |                    | PER TREATMENT   |             | 1                                                                                                                             |           |        |      |
| MAVIRET                         |                    | 100mg/40mg Pack | H           | H                                                                                                                             |           |        |      |

Note: If the patient has not supplied a mobile number or email, they can be phoned, and a quick note used to record the outcome.

## ELECTRONIC CLAIMING

PHARMAC requires medicines dispensed under the **AbbVieCare Plan** to be included in pharmacy electronic claims – as \$zero claims.

| View/ Edit                                                                                                                                                                                                                                                               | Incl Rx    | Status               | Dose/ Freq                    | Defer      | Find Next      | Find   | Fix              | Other | Error Check | End Edit |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------|-------------------------------|------------|----------------|--------|------------------|-------|-------------|----------|
| F2                                                                                                                                                                                                                                                                       | F3         | F4                   | F5                            | F6         | F7             | F8     | F9               | F10   | F11         | F12      |
| ID/Contract 938/                                                                                                                                                                                                                                                         |            | Status New           | Period 23 Jul 18 to 23 Jul 18 |            | Invalid 0      |        |                  |       |             |          |
| Transmission date                                                                                                                                                                                                                                                        |            | Processed date       | Spec: DHB V3                  |            | NHI# 100% Ref. |        |                  |       |             |          |
| Claimed \$0.00                                                                                                                                                                                                                                                           |            | Cred./Resubm. \$0.00 | Batch total 1                 |            | Rxs/owe 0      |        | Arnt paid \$0.00 |       |             |          |
| GST incl.                                                                                                                                                                                                                                                                |            | Defer/excl 0         | Rxs/owe bal 0                 |            | Reg# 100%      |        | Rejected \$0.00  |       |             |          |
| Serv. Rx                                                                                                                                                                                                                                                                 | Dispensing | Amount               | Amount                        | Recvd Less | Status         | Reply/ |                  |       |             |          |
| Type Number                                                                                                                                                                                                                                                              | Date       | Claimed              | Received                      | Claimed    |                | Error  |                  |       |             |          |
| 2688666/1                                                                                                                                                                                                                                                                | 22/07/18   | \$0.00               |                               |            | New            |        |                  |       |             |          |
| <p>Rx: NS Patient: Flintstone, Mr F NHI: MPF7510</p> <p>Rx'er: Abdulhamid, MC32556, Access PHO</p> <p>Med: 84 MAVIRET 100MG/40MG tabs</p> <p>Sig: Take TWICE a day with food as directed on the daily blister pack. Take with food.</p> <p>Dose: 0 Freq: 0 Rpts: 0/2</p> |            |                      |                               |            |                |        |                  |       |             |          |

The MOH payment processing system will not reject the claim, effectively paying \$0.00.

## INVOICING

When **AbbVieCare Plan** medicines are processed, data is sent to Toniq to provide enough information to send invoices to Healthcare Logistics so that they can pay registered pharmacies directly on behalf of AbbVie.

If pharmacy has tracked invoicing for the **AbbVieCare Plan** the selected debtor account should reconcile to payments made. **Healthcare Logistics** will not pay on invoices sent directly from the pharmacy that relate to medicines covered by the plan.

|                |                                  |              |      |                  |             |            |             |
|----------------|----------------------------------|--------------|------|------------------|-------------|------------|-------------|
| Account Name   | Abbvie Care Pharmacy Program     |              |      | Account No       | 125655      | 1 Month    | \$0.00 Dr   |
| Postal Address | Phcy Retailing NZ Ltd t/a Health |              |      | Balance          | \$575.00 Dr | 2 Months   | \$0.00 Dr   |
|                | PO BOX 62027, Sylvia Park        |              |      | Current          | \$345.00 Dr | 3 Months + | \$230.00 Dr |
|                | Auckland                         |              |      |                  |             |            |             |
| Post code      |                                  | Phone        |      | Mobile phone     |             |            |             |
| EEmails        |                                  |              |      | Fax              |             |            |             |
| Sort key       | 0                                | Credit limit | 0.00 | Account category |             |            |             |

Transactions for July 2018

| Date        | Description             | Debit    | Credit |
|-------------|-------------------------|----------|--------|
| 20 Jul 2018 | Inv 2844195 Ref:2688667 | \$115.00 |        |
| 21 Jul 2018 | Inv 2844197 Ref:2688669 | \$115.00 |        |
| 21 Jul 2018 | Inv 2844199 Ref:2688671 | \$115.00 |        |

## REPORTING

### PHARMACY REPORTING

**AbbVieCare Plan** medicines are costed at zero.

The fees associated with the **AbbVieCare Plan** do have a value and the pharmacy may wish to reconcile/analyse payments made by Healthcare Logistics to the prescription details report.

The **Prescription details report** – with the option set to **show charges**, and the fee selected in the medicine criteria, may give sufficient information for reconciliation.

| Prescription details report                 |     |    |         |            |                |        |                                   |        |                    |
|---------------------------------------------|-----|----|---------|------------|----------------|--------|-----------------------------------|--------|--------------------|
| Period: 18/04/18 00:00 to 24/07/18 23:59    |     |    |         |            |                |        |                                   |        |                    |
| Medicine: MAVIRET COUNSELLING PER TREATMENT |     |    |         |            |                |        |                                   |        |                    |
| RxNumber                                    | T/F | Cd | Rpt     | Prescriber | RxDate         | Qty    | Medicine                          | NSS    | Med cost(excl.GST) |
| PatientPrice                                |     |    | Subsidy | Insurance  | PP             |        |                                   |        |                    |
| Flintstone, Ms F,NHI: ZZZ0032               |     |    |         |            |                |        |                                   |        |                    |
| 2757263/0                                   |     | NS |         | GADGIL     | 20/07/18 15:59 | 1      | MAVIRET COUNSELLING PER TREATMENT |        |                    |
| \$115.00                                    |     |    | \$0.00  |            |                | \$0.00 |                                   | \$0.00 | \$0.00             |
| Patient2, T,NHI: ZZZ0091                    |     |    |         |            |                |        |                                   |        |                    |
| 2757247/0                                   |     | NS |         | GADGIL     | 18/05/18 15:48 | 1      | MAVIRET COUNSELLING PER TREATMENT |        |                    |
| \$115.00                                    |     |    | \$0.00  |            |                | \$0.00 |                                   | \$0.00 | \$0.00             |
| Patient3, T,NHI: ZZZ0067                    |     |    |         |            |                |        |                                   |        |                    |
| 2760763/0                                   |     | NS |         | GADGIL     | 25/05/18 16:01 | 1      | MAVIRET COUNSELLING PER TREATMENT |        |                    |
| \$115.00                                    |     |    | \$0.00  |            |                | \$0.00 |                                   | \$0.00 | \$0.00             |
| Patient4, Ms S J,NHI: ZZZ5277               |     |    |         |            |                |        |                                   |        |                    |
| 2757229/0                                   |     | NS |         | KABANE     | 18/05/18 15:35 | 1      | MAVIRET COUNSELLING PER TREATMENT |        |                    |
| \$115.00                                    |     |    | \$0.00  |            |                | \$0.00 |                                   | \$0.00 | \$0.00             |
| Total number of prescriptions: 4            |     |    |         |            |                |        |                                   |        |                    |
| Total quantity: 4                           |     |    |         |            |                |        |                                   |        |                    |
| Total prices:                               |     |    |         |            |                |        |                                   |        |                    |
| \$460.00                                    |     |    | \$0.00  |            | \$0.00         | \$0.00 |                                   | \$0.00 | \$0.00             |

The **Dispensary Summary report** cannot be run for a specified fee, but if the fee can be put into a medicine group and the report can be run for that.

|                     |          |               |               |               |             |               |              |
|---------------------|----------|---------------|---------------|---------------|-------------|---------------|--------------|
| Fees/Charges        | 3        | 345.00        | 115.00        | 345.00        | 0.00        | 115.00        | 100.0        |
| NSS ('NS', 'P')     | 0        | 0.00          | 0.00          | 0.00          | 0.00        | 0.00          | 0.0          |
| OTC ('NT', 'R')     | 0        | 0.00          | 0.00          | 0.00          | 0.00        | 0.00          | 0.0          |
| Interstore ('IS')   | 0        | 0.00          | 0.00          | 0.00          | 0.00        | 0.00          | 0.0          |
| LTC & Case Mix Fees | 0        | 0.00          | 0.00          | 0.00          | 0.00        | 0.00          | 0.0          |
| <b>TOTAL</b>        | <b>3</b> | <b>345.00</b> | <b>115.00</b> | <b>345.00</b> | <b>0.00</b> | <b>115.00</b> | <b>100.0</b> |

**To do this:**

Go to: **Stock control, Maintain medicine groups** to create a group eg. **AbbVieCare**

Then go to **Edit medicine** and set the Medicine group on the 3<sup>rd</sup> page of the **Service fee** medicine.

**General**

Brand name **MAVIRET COUNSELLING**

Generic name Toniq Fee

Strength PER TREATMENT Units

Form Pack size 1

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**Other**

Medicine group AbbVieCare

## APPENDIX

### SUPPLIER USED ON ORDERS

If a supplier exists for **Healthcare Logistics** with the same customer header code specified in the plan, this supplier will be used for plan medicine orders.

If a **Healthcare Logistics** supplier cannot be found with the same customer header code, the dispensary software attempts to find a supplier name match that has a blank customer header code. If a match is found, this supplier will be updated with the header code and used for plan medicine orders.

Otherwise a new supplier is created for **Healthcare Logistics**.

The **AbbVieCare Plan** 'remembers' the supplier that has been found, regardless of whether it was an existing supplier or a new supplier. This supplier will be used for all future orders of the special plan medicine.

### ERROR MESSAGES

**There are no special medicine plans setup for this pharmacy. Please contact Toniq for more information.**

In this case there is likely to be an administrative registration timing problem that Toniq will probably be able to resolve for the pharmacy.

**Cannot dispense prescription for special plan medicine: (medicine name).**

The error message continues to identify the problem by specifying what the problem is:

- **Failed to get special plan details from Internet.** If the Internet is not working on a workstation this error message will be displayed and the medicine cannot be dispensed. Try another workstation?
- **No authorised plan available to dispense this medicine.** Contact Toniq in the first instance to check details of plan.
- **Patient requires NHI number.** Lookup patient NHI and update patient details. Try again.

PAYMENTS, INVOICES AND REPORTING DATA, CONSEQUENCES OF EDITS AND DELETES

| Action in Dispensary software                             | Prof. Service Fee | Order                                                                                                                                                                       | Reporting                                                     |
|-----------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| <b>HOLD Rx</b>                                            | <u>Dispensed</u>  | Generates an order (to be manually sent)<br>Order is for full treatment qty.                                                                                                | <u>Invoice created for pharmacy</u><br>No data sent to AbbVie |
| Edit a <b>HELD</b> Rx – qty or number of repeats          |                   | If order <i>has not been sent</i> <b><u>manually edit qty to reflect the edit.</u></b><br>If order has been sent <i>contact Toniq.</i>                                      | No data sent to AbbVie                                        |
| Add a 2 <sup>nd</sup> <b>HELD</b> rx to same patient.     |                   | If order <i>has not been sent</i> the qty on the 2 <sup>nd</sup> rx will be added to the order <b><i>automatically.</i></b><br>If order has been sent <i>contact Toniq.</i> | No data sent to AbbVie                                        |
| Dispense <b>HELD</b> Rx                                   |                   |                                                                                                                                                                             | <b>'Treatment' data sent to AbbVie</b>                        |
| <b>Delete</b> a <b>HELD</b> Rx                            |                   | No change<br><b><u>User may wish to delete order</u></b><br>If order has been sent <i>contact Toniq.</i>                                                                    | No data sent to AbbVie                                        |
| <b>DISPENSE</b> Rx                                        | <u>Dispensed</u>  | Generated. (To be manually sent)<br>Order is for full treatment qty.                                                                                                        | <b>'Treatment' data sent to AbbVie</b>                        |
| Edit a <b>DISPENSED</b> - qty or change number of repeats |                   | If order <i>has not been sent</i> <b><u>manually edit qty to reflect the edit.</u></b><br>If order has been sent <i>contact Toniq.</i>                                      | No data is sent to AbbVie                                     |
| <b>DISPENSE</b> a 2 <sup>nd</sup> Rx to same patient.     |                   | If order <i>has not been sent</i> the qty on the 2 <sup>nd</sup> rx will be added to the order <b><i>automatically.</i></b><br>If order has been sent <i>contact Toniq.</i> | <b>Additional treatment data sent to AbbVie</b>               |
| <b>HOLD</b> a <b>DISPENSED</b> Rx                         |                   |                                                                                                                                                                             | No data sent to AbbVie                                        |
| <b>DELETE</b> dispensed Rx.                               |                   | No change.<br><b><u>User may wish to delete order.</u></b><br>If order has been sent <i>contact Toniq.</i>                                                                  | No data sent to AbbVie                                        |
| <b>DISPENSE</b> repeat                                    |                   | No new order created, initial order was for full treatment.                                                                                                                 | <b>Additional treatment data sent to AbbVie</b>               |
| <b>DELETE</b> professional service fee                    | <u>Deleted</u>    | No change                                                                                                                                                                   | No change                                                     |

**Notes about the Professional Service Fee:**

- 1) An **AUTOMATICALLY** dispensed professional service fee triggers an invoice to Healthcare Logistics/AbbVie so that pharmacy receives payments of 1 treatment fee/patient.
- 2) A **MANUALLY** dispensed counselling fee ***will NOT trigger a payment.***

## FAQS

- Q.** The patient only presented one **MAVIRET** Rx initially, apparently for 12 weeks supply. But on week 13 the patient came back in, with a second Rx for another 4 weeks treatment.
- A.** Process the 2<sup>nd</sup> prescription – this will trigger another order but **not** another counselling fee since this is paid per treatment and the software can detect this is an ongoing treatment.
- 
- Q.** A patient presents a prescription for 8 weeks supply of **MAVIRET**. The pharmacy already has sufficient stock of MAVIRET on the shelf ordered for a previous patient **who is not going ahead with the treatment**.
- A.** The pharmacy service fee will be invoiced to Healthcare Logistics at the time that a Rx is held OR dispensed and is *not* dependant on an order being received. If NO stock is required because there is enough stock on the shelf to supply the patient, **DELETE the automatically created order**.
- 
- Q.** A patient presents a prescription for **MAVIRET** and the pharmacy has processed it and received the stock, but the patient has never returned to collect the medicine, despite several reminders.
- A.** Edit the Rx item to a **HELD** item and do not delete the professional service fee. Payment is retained.
- 
- Q.** When MAVIRET is processed, no professional service fee is dispensed, and the Rx code did not change to NS?
- A.** The medicine is not flagged as belonging to the **AbbVieCare Plan**, edit medicine and check pharmacode is **2552019 MAVIRET**, if the pharmacode matches, contact Toniq helpdesk.
- 
- Q.** Why don't I need to INVOICE HealthCare Logistics for the MAVIRET counselling fee?
- A.** Data is sent to Toniq whenever an **AbbVieCare Plan** medicine is processed in Toniq. This data is used for two purposes:
1. To generate invoices for Healthcare Logistics that represent every treatment started by all pharmacies nationwide. By doing this centrally, there are efficiencies for both Healthcare Logistics and AbbVie AND **pharmacies will be automatically paid**.
  2. To provide AbbVie with sufficient anonymised data to confirm that they are being reimbursed appropriately by PHARMAC and to monitor numbers of anonymised patients are getting treated.
- 
- Q.** When I dispense **MAVIRET**, the dispensing system gives me an error 'invalid formula type' at end visit?
- A.** The Fee medicine has the 'Fee' tick box set. Edit the medicine and untick it. Check that the 'No updates' tick box is also unset. If CLASS is not = FEE, enter FEE and save. If pack size is = 0, set to 1 and save.
- 
- Q.** I have accidentally deleted an order for **MAVIRET**, but I don't have enough stock on hand to dispense the full treatment to the patient.
- A.** Contact the Toniq helpdesk, order for **AbbVieCare MAVIRET** must be ordered with an order reference = encrypted patient id. Toniq can help find out what that is for the relevant patient.