

Third Party Exception Routing Overview

On the Third Party Exception Routing window, you can assign NCPDP rejection codes to a specific third party exception level from 1 to 5. After you define the exception level for each rejection code, you can use the Workstation Configuration window to determine which third party exceptions the system displays at each workstation based on the level of the exception.

Also, you can use the User Group window to create user groups for third party exception levels. For example, you can create a user group for third party specialists that includes only level 1 third party exceptions. Then, you can use the Third Party Exception Routing window to define the third party rejection codes that only third party specialists should process as level 1 exceptions.

Set Third Party Exception Level for Rejection Codes

To set the third party exception level for rejection codes:

1. Select **Administration > Third Party Exception Routing**.
2. To narrow the list of rejection codes, enter a code and/or a description in the **Code** and **Rejection Description** fields and select **Refresh**.
3. Highlight the appropriate third party rejection code.
4. Select **Edit**.


The system adds the information in the **Edit the Settings for This Rejection Code** section.

5. Set the **User Role** option to the appropriate level: **TP Exceptions Lvl 1** through **TP Exceptions Lvl 5**.
6. Select **Save**.


Third Party Exception Routing Window

To access the Third Party Exception Routing window, select **Administration > Third Party Exception Routing**.

The following describes the fields on the Third Party Exception Routing window.

Code	Unique code that identifies the third party rejection
Rejection Description	Description of the third party rejection
	Select to refresh the rejection codes list based on the criteria entered in the Code and Rejection Description fields.

Third Party Rejection Codes

Code	Unique code that identifies the third party rejection
Rejection Description	Description of the third party rejection
User Role	User role allowed to process a third party exception created as a result of the rejection code
	Select to edit the highlighted record. The system displays the selected information in the Edit the Settings for This Rejection Code section.

Edit the Settings for This Rejection Code

Code	Unique code that identifies the third party rejection
Description	Description of the third party rejection
User Role	Determines the user role allowed to process a third party exception created as a result of the rejection code Options include TP Exception Lvl 1 through TP Exception Lvl 5 . For example, you can group the rejection codes that require the highest level of expertise to resolve as TP Exception Lvl 1 exceptions. Then, you can create a Third Party Specialist user group for users who can process level 1 exceptions. You can use the Workstation Configuration window to determine which third party exceptions the system displays at each

workstation based on the level of the exception.

Save

Select to save a third party exception level setting or save changes to an existing setting.

Undo Changes

Select to clear the information you entered and restore the fields with the last saved information.

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