

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HEALTH AND RECOVERY SERVICES ADMINISTRATION
Olympia, Washington**

To: Pharmacies
All Prescribers

Memo #: 08-12
Issued: June 18, 2008

From: Douglas Porter, Assistant Secretary
Health and Recovery Services
Administration (HRSA)

For information, contact ProviderOne Response Team at (800) 562-3022, select option 2, then option 4, email your questions to providerone@dshs.wa.gov or visit the pharmacy website at:
<http://hrsa.dshs.wa.gov/pharmacy>

Subject: New ProviderOne Pharmacy Point-of-Sale System Implementation

On August 18, 2008 the Department of Social and Health Services plans to implement the new ProviderOne Point-of-Sale (POS) system. The purpose of this memorandum is to notify pharmacies of the implementation date and outline what they need to do to prepare.

When will the new POS system “go live?”

DSHS is committed to “go live” with the new ProviderOne POS system *only* when the system is fully tested, DSHS staff are prepared, and pharmacy readiness activities have been performed.

DSHS feels confident we can begin routing POS transactions through the new ProviderOne system on August 18, 2008. If we encounter any problems during the system testing that require additional time to be resolved, this date would be adjusted and pharmacies notified.

How should I prepare for the new POS system?

DSHS has updated the *ProviderOne Pharmacy POS Readiness Checklist* that outlines the potential changes to your business processes and the activities pharmacies should complete before “go live”.

The Pharmacy POS Readiness Checklist includes new routing information needed to redirect claims to DSHS beginning August 18, 2008 and resources available to help you prepare. You can find the checklist at:

<http://hrsa.dshs.wa.gov/providerone/Providers/Checklists/Check%20Lists.htm>.

What Provider ID Number Will be Required in the New POS System?

On and after August 18, 2008, pharmacy providers will be required to provide the pharmacy and prescribing providers' NPIs on all electronic prescription drug claims.

Note: If a prescribing provider does not have an NPI, the dispensing pharmacy may continue to submit the prescribing providers' Drug Enforcement Agency (DEA) number until an individual NPI (Type 1) is obtained. DSHS will allow pharmacy providers to continue to submit a DEA number as the Prescriber ID for a period of six months from the time of ProviderOne Pharmacy System implementation if the prescribing provider has not yet obtained an NPI.

Please review Numbered Memorandum 08-05 issued on February 25, 2008 which outlines the details of this requirement at:

<http://hrsa.dshs.wa.gov/download/Memos/2008Memos/08-05.pdf>

How can I receive updates about the new ProviderOne POS?

DSHS has established an email distribution list that pharmacies can join or leave at any time. You can sign up on the pharmacy list serve at <http://hrsa.dshs.wa.gov/providerone> to ensure you receive important updates. DSHS will also continue to use our existing pharmacy fax list to update independent pharmacists when we have a fax number on file.

How will DSHS know if providers are ready?

DSHS will assess provider readiness as we consider our overall readiness to "go live" with the new system. We want to validate that your pharmacy will be prepared for "go live" before we make our "go live" decision.

There are just a few key pieces of information we will collect from your pharmacy as we prepare to make our "go live" decision – which we will gather in the form of a short web based survey closer to implementation.

Who may pharmacy providers contact if they have questions?

Pharmacy providers may call DSHS at (800) 562-3022, select option 2, then option 4 or send email to providerone@dshs.wa.gov for assistance with the readiness checklist.

How do I conduct business electronically with HRSA?

You may conduct business electronically with HRSA by accessing the WAMedWeb at <http://wamedweb.acs-inc.com>.

How can I get HRSA's provider documents?

To obtain DSHS/HRSA provider numbered memoranda and billing instruction, go to the DSHS/HRSA website at <http://hrsa.dshs.wa.gov> (click *the Billing Instructions and Numbered Memorandum* link). These may be downloaded and printed.