

## Green Shield Canada Response and Intervention Codes

Response Code	Message Description	Response Type	Condition Generating Response Code	Intervention Code by Pharmacist and Description
ME	Drug/Drug Interaction Potential	SEVERITY LEVEL 3 Information message	Indicates a potential drug/drug interaction between the prescription being filled and one which the patient is already receiving. The claim has been approved for payment. However, if the Rx is not filled, the claim may be reversed using the appropriate intervention codes	UD= consulted prescriber and changed drug UL= pharmacist decision Rx not filled
ME	Drug/Drug Interaction Potential	SEVERITY LEVEL 1&3 Overrideable Warning	Indicates a potential drug/drug interaction between the prescription being filled and one which the patient is already receiving. <b>The claim has not been approved for payment.</b> The claim may be processed by using the appropriate intervention codes.	UA= consulted prescriber and filled Rx as written UC= consulted prescriber and changed instructions for use UB= consulted prescriber and changed dose UF= patient gave adequate explanation. Rx filled as written UI= consulted other source. Rx filled as written UG= cautioned patient. Rx filled as written
MH	May Be Double Doctoring	Information Message	Indicates that the patient may be visiting multiple prescribers to obtain drugs which have a potential to be abused. The claim has been approved for payment. However, if Rx is not filled, the claim may be reversed using the applicable intervention code.	UD= consulted prescriber and changed drug UL= pharmacist decision Rx not filled. UE= consulted prescriber and changed quantity
MI	Poly-pharmacy Use Indicated	Information Message	Indicates that the patient may be visiting multiple pharmacies to obtain drugs which have a potential to be abused. The claim has been approved for payment. However, if Rx is not filled, the claim may be reversed using the intervention codes.	UD= consulted prescriber and changed drug UL= pharmacist decision. Rx not filled UE= consulted prescriber and changed quantity.
D7	Fill Too Soon	Overrideable Warning	Indicates a refill should not be required at this time. <b>The claim has not been approved for payment.</b> The claim may be processed by using the appropriate intervention codes.	MK= good faith emergency coverage established. MN= replacement claim due to dose change MV= vacation supply
D9	Call Adjudicator	Call Customer Service Centre 1-888-711-1119	Indicates that there have been excessive online submissions for the same participant on the same day for the same DIN.	As determined with the assistance of a Customer Service Centre Agent.
OF	Initial Days Supply	Overrideable Warning	Indicates that this is the first claim for this medication for a given patient. May be overridden if the patient is already established on the drug	NH= Initial Rx program declined
OC	Initial Days supply	Overrideable warning	Indicates that a claim initially denied due to the Initial Days Supply program was resubmitted with a reduced days supply, but without a corresponding reduction in quantity. If it is not possible to further reduce quantity due to package size constraints, an override may be used	NF= Override- Quantity appropriate