Direct Claims Self Service (DCSS) DoD

Proposed Approach, presented Nov 2021

EXPRESS SCRIPTS®

Informational Claim Page

Requirements

Beneficiaries can submit an electronic direct claim if:

- It is a single-ingredient drug
- It is a compound drug
- It was purchased in the US
- Coordination of benefits (COB)
- They are registered on express-scripts.com

Starting a Direct Claim – Select Your Claim

Select claim type:

- Single-ingredient medicine

- Compound drug

Select Your Claim

Before we get started with your claim

What type of medicine will you be submitting a claim for today?

○ Single ingredient medicine
Standard brand-name and generic medicine.

○ Compound drug
Medicine, often from a compounding pharmacy, with different ingredients combined to meet individual needs.

Start Claim

Starting a Direct Claim – Regular vs COB

Regular vs COB (Coordination of Benefits) claim

- By selecting Yes or No beneficiary indicates claim type

Starting a Direct Claim - Regular

Getting Started (regular claim)

- Beneficiaries eligibility address is the default address.

- The address can be changed but will only be used for reimbursement.

- The beneficiary can't submit the claim under any other benefit except the one they are logged in under.

Starting a Direct Claim - CO

Getting Started (Coordination of Benefits claim)

- Beneficiary can submit an electronic claim for a COB, where they have their Rx claim already covered by their primary coverage and they're submitting it under a secondary coverage.

Prescription Information

Completing each step – Single ingredient drug

- Beneficiary enters all the information from their pharmacy receipt.

- A progress bar lets them know where they are in the process.

Prescription Information

Completing each step – Compound drug

- Beneficiary enters all the information from their pharmacy receipt or Universal Compound Claim Form.

- A progress bar lets them know where they are in the process.

Contextual Help

- Beneficiaries are given contextual help throughout the process, showing them where different fields can be found on a typical pharmacy receipt.

- This will help in reducing beneficiary abandonment and confusion.

Retail Pharmacy

- Beneficiary enters a NCPDP or NPI number from their receipt

OR

- They must enter the phone number of the pharmacy that filled the Rx

Retail Pharmacy

- If no pharmacy returned for entered phone number or NPI, beneficiary can proceed with claim submission without pharmacy.

- In this case default pharmacy information will be passed to the back-end by the system.

< Claim Submission   ✕

③

Pharmacy

Please help us find the pharmacy where you filled this prescription by telling us the pharmacy's phone number, or enter the NCPDP or NPI listed on the receipt

Find pharmacy by:

◉ **Pharmacy phone number**

○ NCPDP or NPI number

(245)324-6537   ⊘   Search

We're sorry. We couldn't find a pharmacy that matches the information you gave us.

Please try again or click **Next** to continue without pharmacy information.

Back   Next

Receipt Upload

The beneficiary must upload at least one receipt to attach to the claim.

Please note: Currently, beneficiaries are only able to upload JPG/JPEG files. We will be extending this to additional files in the future.

< Claim Submission

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Receipt(s)

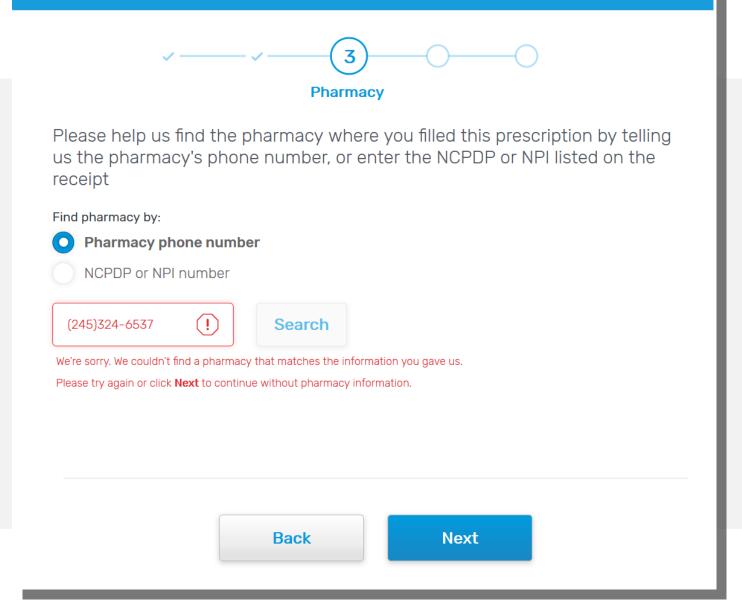Please send us an image of your **compound drug pharmacy receipt**. In addition to your pharmacy receipt, you may also upload your Universal Claim Form for a Compounded Medication. Both documents include details such as your prescription or Rx number, the name and NDC number of your medicine, and dose instructions. We can't process a claim without a pharmacy receipt.

If your pharmacy receipt doesn't have your prescriber information, you can write your prescriber's name, address, and phone number on the receipt.
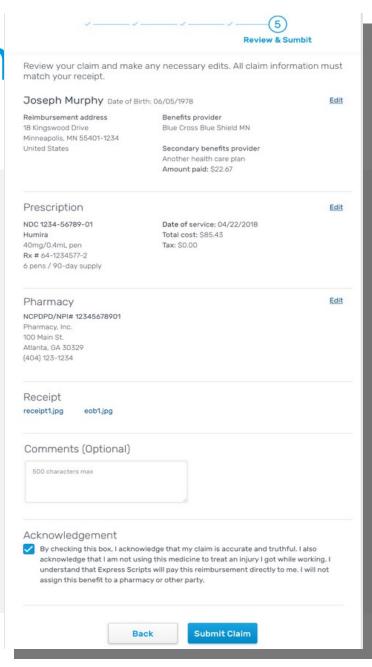
You might have more than one receipt. You can use the following button to send one or all of your receipts.
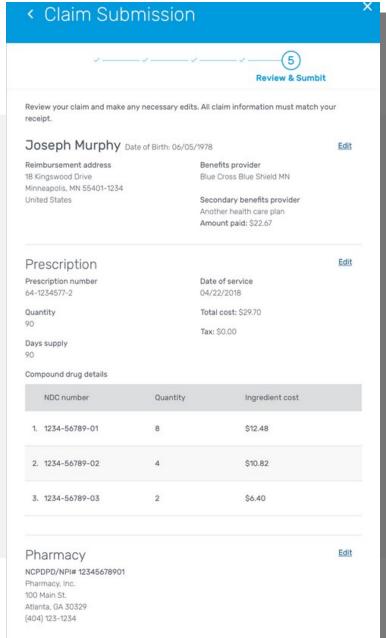
Upload Receipt(s)

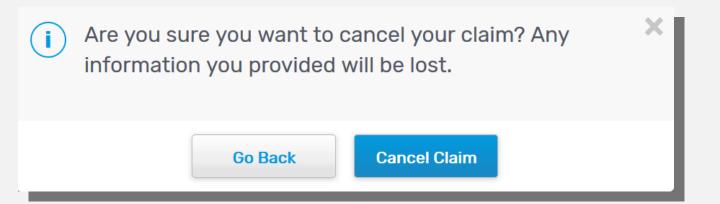Accepted file format: JPG/JPEG

Review & Subn

- Beneficiary has the opportunity to make edits, view the receipt they've uploaded and submit their claim.

- The beneficiary must agree to the legal terms before they can submit the claim.
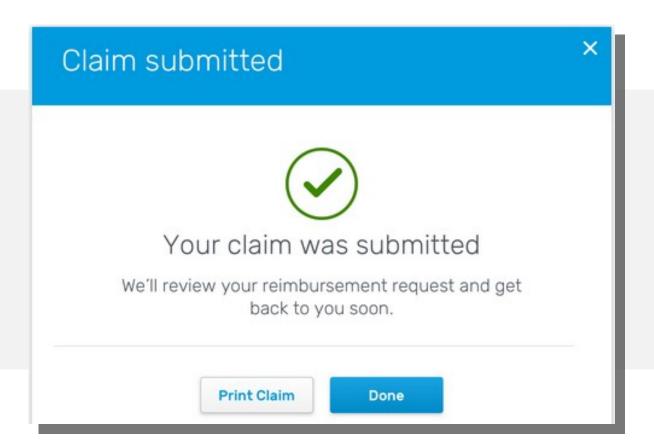
- Compound vs Single Ingredient drug view

Close Prompt

- If the beneficiary chooses the close button at any point, the beneficiary will receive this message asking them if they wish to close out of the application.

(i) Are you sure you want to cancel your claim? Any information you provided will be lost.

Go Back   Cancel Claim

Confirmation

- Beneficiary can print the claim information that they submitted, if desired.

- Once beneficiary clicks Done, the application closes and the beneficiary is returned to the member website page they started from.

Pending Additions

- The following will be presented on a new screen, either at the beginning of the process or the final submission screen:
  - Privacy Act Statement
  - OMB Approval Number
  - OMB Approval Expiration Date
  - Agency Disclosure Notice