**CMS 10147 Policy**

When our Pharmacy receives a “569 error”, which means the claim was rejected due to the patient not being eligible to receive Part D coverage for the prescription they are presenting, the pharmacy does the following:

1.) Provides and documents (in patient notes) that the pharmacy has provided the CMS 10147 Patient Rights document to the patient so they are aware of their rights to request a coverage determination called an “exception.

2.) Contacts the prescriber to request a prior authorization or request a change in medication and notifies the patient of any changes.