



New NCPDP Pharmacy Profile Credentialing Enhancement Frequently Asked Questions

Question	Answer
<p>What is credentialing?</p>	<p>Healthcare organizations such as PBMs and health plans evaluate pharmacies with which they contract to confirm that they are adequately trained, certified and/or licensed and to confirm services they are able to provide.</p> <p>The credentialing process provides the means for determining and validating a pharmacy's credentials, ensuring that they are in good standing with applicable State and Federal laws, and meet quality performance standards.</p> <p>Your NCPDP Pharmacy Profile provides PBMs and payers with the information and documentation to begin their validation and verification portion of the credentialing process.</p>
<p>Why am I being charged an annual maintenance fee?</p>	<p>NCPDP is a not-for-profit organization. The maintenance fee is used to cover NCPDP's incurred expenses for providing and maintaining your pharmacy profile. This includes document management software, server hosting and storage fees and other IT maintenance and support necessary.</p>
<p>How much is the maintenance fee for my online Pharmacy Profile?</p>	<p>\$250 each year.</p>
<p>Is the fee based on a calendar year?</p>	<p>No. Your annual fee is paid once each year and is based on the date of your first fee payment. If you pay your annual fee on March 1. It becomes due again on March 1 of the next year.</p>
<p>What if I do not want to update the expanded section of my Pharmacy Profile, do I still have to pay the annual maintenance fee?</p>	<p>Yes. The maintenance fee is separate from the new expansion to your Pharmacy Profile. The fee is required each year whether or not you complete the new required information.</p>
<p>How do I pay the maintenance fee?</p>	<p>The maintenance fee will be invoiced and paid through PayPal when you access your online Pharmacy Profile.</p>



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<p>How do I take advantage of NCPDP's offer to waive my 2017 annual fee?</p>	<p>NCPDP will waive your annual fee if you login to your online Pharmacy Profile between February 12, 2017 and July 31, 2017 and update and complete ALL required sections and attestations (both Part 1 and Part 2) of your Pharmacy Profile by July 31, 2017.</p>
<p>When will I be able to start entering my credentialing information?</p>	<p>February 12, 2017</p>
<p>How long will it take me to complete my entire profile?</p>	<p>The entire Pharmacy Profile will take approximately 90 minutes to review and complete. This assumes that all required documentation is available for uploading. A NCPDP Online Pharmacy Profile Required Documentation Checklist is provided with this FAQ.</p>
<p>What if I start my updates, but do not have all the required information available?</p>	<p>The system will allow you to save what you have entered and complete it at a later time. All data you have input will be saved. However, your profile cannot be credentialed until all required fields and documents are accurate and up-to-date and you must affirm and attest the Credential Date field on the Profile.</p>
<p>What information is included in the updated NCPDP Pharmacy Profile?</p>	<p>Beginning February 12, 2017, your NCPDP online Pharmacy Profile will include two (2) parts.</p> <p>Part 1 is the part that you currently maintain and includes basic information such as name, address, contact information, pharmacy FEIN, state board of pharmacy license and DEA license.</p> <p>Part 2 contains CMS 42 CFR 455 regulatory information as well as many of the credentialing items requested by the PBMs such as ownership details, insurance, sanctions and disciplinary information, immunizations offered, compounding and other licensing, certification and accreditations information and documentation.</p>



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<p>Why is NCPDP implementing these changes?</p>	<p>Pharmacies are familiar with entering their information via the NCPDP Online website. These NCPDP self-reported pharmacy profiles provide a strong foundation to expand and capture a standard set of credentialing data and 42 CFR 455 Subpart B Disclosure of Information by Providers and Fiscal Agents requirements. The industry believes the NCPDP Pharmacy Profile is the most logical place for the information to reside due to NCPDP’s continued support and respect within the pharmacy industry.</p> <p>NCPDP’s consensus building forum provides a proven framework for bringing all stakeholders together to standardize pharmacy credentialing requirements. Expanding the NCPDP online Pharmacy Profiles to capture this information would provide the industry with a single Source of Truth for Pharmacy Network Credentialing.</p>											
<p>What new information am I being asked to provide?</p>	<table border="1"> <tbody> <tr> <td data-bbox="818 1001 1094 1283"> <ul style="list-style-type: none"> Additional Pharmacy Detail Information </td> <td data-bbox="1094 1001 1404 1283"> Miscellaneous information about the pharmacy including but not limited to contact information, vendor specifics and other questions regarding pharmacy operations </td> </tr> <tr> <td data-bbox="818 1283 1094 1430"> <ul style="list-style-type: none"> Ownership and Control Information </td> <td data-bbox="1094 1283 1404 1430"> Information specific to the ownership structure of the pharmacy </td> </tr> <tr> <td data-bbox="818 1430 1094 1608"> <ul style="list-style-type: none"> Owner and Control Entities Information </td> <td data-bbox="1094 1430 1404 1608"> Information on the listed owners which may include company / entity or individual owners PII details </td> </tr> <tr> <td data-bbox="818 1608 1094 1787"> <ul style="list-style-type: none"> Owner Pharmacist License Information </td> <td data-bbox="1094 1608 1404 1787"> Owner PIC information including name and license specifics </td> </tr> <tr> <td data-bbox="818 1787 1094 1894"> <ul style="list-style-type: none"> Company Officers/Directors/ Owners </td> <td data-bbox="1094 1787 1404 1894"> Ownership information for company officers, directors and owners </td> </tr> </tbody> </table>		<ul style="list-style-type: none"> Additional Pharmacy Detail Information 	Miscellaneous information about the pharmacy including but not limited to contact information, vendor specifics and other questions regarding pharmacy operations	<ul style="list-style-type: none"> Ownership and Control Information 	Information specific to the ownership structure of the pharmacy	<ul style="list-style-type: none"> Owner and Control Entities Information 	Information on the listed owners which may include company / entity or individual owners PII details	<ul style="list-style-type: none"> Owner Pharmacist License Information 	Owner PIC information including name and license specifics	<ul style="list-style-type: none"> Company Officers/Directors/ Owners 	Ownership information for company officers, directors and owners
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	Information	including address and other PII details
	<ul style="list-style-type: none"> Ownership Relationship Details Information 	Related owner information and how the owners are related to each other
	<ul style="list-style-type: none"> Other Pharmacies Owned Information 	Information of other pharmacies owned by the owners
	<ul style="list-style-type: none"> Insurance Information 	Professional liability insurance details
	<ul style="list-style-type: none"> Pharmacist In Charge (PIC) Information 	Includes owners who are PICs.
	<ul style="list-style-type: none"> Additional Pharmacy Licensing Information 	Additional licenses the Pharmacy carries. Includes the list of different license types along with specific information
	<ul style="list-style-type: none"> Additional Pharmacy Accreditations Information 	Additional accreditations the Pharmacy carries.
	<ul style="list-style-type: none"> Practice Setting Information 	Includes taxonomy codes and percentage of business by taxonomy code
	<ul style="list-style-type: none"> Sanctions, Exclusions, Disciplinary Actions Information 	Information related to questions asked of the pharmacy regarding Sanctions. Exclusions and Disciplinary actions.
<ul style="list-style-type: none"> Immunizations Services Information 	Information related to pharmacy immunizations certification and immunizations offered by the pharmacy.	



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	<ul style="list-style-type: none"> <li data-bbox="818 323 1404 426">• Clinical Services Information Information related to clinical services offered at the pharmacy <li data-bbox="818 432 1404 535">• Compounding Information Information related to compounding services offered at the pharmacy
<p>How will having all of these additional fields of information help me?</p>	<p>Your NCPDP Pharmacy Profile simplifies the process of credentialing by enabling you to submit your information into a single source to satisfy the credentialing requirement associated with PBMs, PSAOs and other payers. This single-source repository will help you maintain compliance with federal and state regulations and payers while reducing the duplicative, time-consuming, paper-intensive task of submitting the same information to many contracted payers.</p>
<p>Do I have to answer every question in my NCPDP Pharmacy Profile?</p>	<p>Yes. All pharmacies must complete all required fields and affirm their full Online NCPDP Pharmacy Profile by December 31, 2017 to ensure their NCPDP Number remains active and current.</p> <p>Updates made to Part 1 of your NCPDP online Pharmacy Profile’s will continue to be processed, while Part 2’s new additional fields of information are pending completion and affirmation.</p>
<p>I am not a Medicare Part D participating pharmacy. Do I still need to fill out the credentialing fields?</p>	<p>Yes. Your Online NCPDP Pharmacy Profile is part of the trusted source and industry standard for collecting pharmacy data used for claims processing, credentialing and adjudication.</p>
<p>I have given all this information to my PSAO. Can they update my NCPDP Pharmacy Profile online?</p>	<p>Ultimately, it is the pharmacy’s responsibility to complete its credentialing data on its NCPDP online Pharmacy Profile. Your PSAO can help, but do not rely on them to complete the profile on your behalf. Your PSAO will not have access to update every data field in your expanded profile.</p> <p>Your pharmacy will still need to review all the information in your NCPDP online Pharmacy Profile, complete any missing requirements, and acknowledge that all the information is accurate to the best of your knowledge.</p>
<p>How will confidentiality be maintained with the database?</p>	<p>The confidentiality and security of pharmacy information and the privacy of system users are</p>



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	critical priorities for NCPDP. Our system is designed to be compliant with all laws, rules and regulations relating to the privacy of individually identifiable health information. In addition, NCPDP will comply with applicable laws and regulation pertaining to confidentiality and security in the development of the database and the data collection process.
How do PBMs and payers gain access to my credentialing and compliance information?	The PBM/payer must purchase a subscription from NCPDP to access your Pharmacy Profile information.
Why are all of these documents being required to submit?	Based on feedback provided by PBMs, PSAOs, independent pharmacies, pharmacy chains and payers, these are the standard documents required by these organizations for credentialing and regulatory compliance in order to participate in their network as a pharmacy provider.
Will CMS be receiving this information directly from NCPDP?	At this time NCPDP cannot say whether CMS will receive and use a file from NCPDP with the expanded Pharmacy Profile information. However, CMS and other federal agencies do currently receive and use Part 1 Pharmacy Profile data. NCPDP has been in discussion with CMS and they are supportive of our effort and wanted to make sure that the States are aware this information will be available in a single source from NCPDP.
What if I do not offer compounding? How can I complete this information?	You are not required to provide documentation or detailed information for any services or materials that your pharmacy does not provide, such as compounding.



NCPDP Online Pharmacy Profile Required Documentation Checklist Effective February 12, 2017

Part 1 Required Documentation

- Federal Tax ID (EIN) letter sent by the IRS
- NPI confirmation email from the NPI enumerator or screen shot from NPPES website.
- Signed Authorized Official Signature form
- Current State Board of Pharmacy license(s) for Pharmacy
- Current Pharmacy DEA license

Part 2 Required Documentation

- Federal Tax ID (EIN) letter sent by the IRS for **any company that owns (in whole or in part) your pharmacy**
- General & Professional Liability Insurance document (\$1M / \$3M each)
- Pharmacy State Board License(s) for Pharmacist-in-Charge (PIC)

The following documents are required if applicable to your pharmacy:

- Inspection Report if pharmacy has any disciplinary action recorded by State Board of Pharmacy in past 10 years
- Recent site visit by the State Board of Pharmacy
- Supporting documentation to contest a mistaken sanction
- Federal Anti-Kickback Statute Compliance Policy & Procedures document
- Pharmacy Accreditation document(s)
- Immunization certification(s) if pharmacy provides vaccinations and/or immunizations
- Pharmacist-in-Charge (PIC) NPI confirmation letter
- Pharmacist-in-Charge (PIC) Controlled Substance License(s)

If your pharmacy does sterile compounding or complex non-sterile compounding, the following documentation is required:

- Compounding Accreditation certificate
- Compounding marketing material
- Sales force listing of contractors (IRS 1099 form) or employees
- Pre-printed prescriptions (if applicable)
- Policy and procedures for checking for allergies (if applicable)
- Policy and procedures for providing samples or medications to physicians/prescriber offices (if applicable)
- Policy and procedures for USP 795 compliance (if applicable)
- Policy and procedures for USP 797 compliance (if applicable)
- Standard Operating Procedures (SOP) for compounding a gel cream or ointment (if applicable)
- Policy and procedures for dispensing or selling compounds to other parties (if applicable)
- Policy and procedures for accessing MSDS sheets (if applicable)
- Policy and procedures for submitting Usual and Customary (U&C) price (if applicable)
- Policy and procedures for anticipatory compounding (if applicable)