Responding to DUR Outcome Rejects

If you receive a DUR outcome conflict code while trying to process a prescription, you can use soft edit codes and resolve the reject at the pharmacy.

The following are the conflict codes that can be used; they need to be entered in the appropriate software application at the pharmacy.

Do not change any claim information such as NDC or quantity unless you are indicating your change with the appropriate outcome codes listed below. Changing claim information could cause your claim to deny online.

Response fields and codes are listed in the following table:

Response Field	Response Codes	

Conflict Codes	HD	High Dose
	ER	Early Refill
	LR	Late Refill
	DD	Drug Drug Interaction
	TD	Therapeutic Duplication
	PS	Product Selection
Intervention Codes	M0	Prescriber Consulted
	P0	Patient Consulted
	R0	Other Source Consulted
Outcome Codes	1A	Filled as is, False Positive
	1B	Filled Prescription as is
	1C	Filled, w/Different Dose
	1D	Filled, w/Different Directions
	1F	Filled, w/ Different Quantity
	2A	Prescription Not Filled
	2B	Not Filled, Directions Clarified

Note: Intervention codes contain the number zero, not the letter O. Using the letter O will cause the claim to deny online.