



January 3, 2012

## Urgent Update from PCCA PK Software Regarding D.0

PCCA PK Support is experiencing a high volume of support calls due to the D.0 Insurance Billing Standard that went into effect January 1, 2012. Also, due to the nature of the D.0 related calls, they are taking a longer than usual time to answer. Please bear with us during this time and understand that we are answering calls as quickly as possible.

### **For those of you using the Insurance Billing Module, here are a couple of tips that may help:**

- **Check the version number of your current software.** You must be running at least 4.9.2.X to submit D.0 claims. If your software is not up to date, please download the current version. Download instructions are below.
- **If you need a username and password** to access the downloads section of the PK Software site, please send an e-mail to [pksupport@pccarx.com](mailto:pksupport@pccarx.com) and provide the following:
  - o Subject line: Request for Username & Password
  - o Include PCCA Member Number (if you are a PCCA member), first and last name of pharmacy owner, and pharmacy name
  - o The e-mail address where you would like your username & password sent.
- **If your pharmacy is using RSI to process claims**, please do the following:
  - o Go to File → Options → #7 Tab (RxSetup2). At the bottom left of this window, you will see a checkbox next to OLB: Correct Invalid Response (STX & ETX). Make sure this box is checked.
- **Express Scripts & Level of Effort issues:** We have been hearing a lot of issues with LOE. The PK Support team has spent many hours on the phone with Express Scripts about this issue and at this point, they cannot inform us of what needs to be sent for LOE. We are working on this issue, but do not have any answers right now.
- **Caremark & Vendor Certification ID #** - Caremark is not requiring D.0 submissions until 04/01/12 and has yet to certify The Compounder Rx. Please use 5.1 Billing Standards until the software is certified.
- **Please make sure to read all the release notes available on the PK website.** They can be found by going to [www.rxcmpd.com](http://www.rxcmpd.com), click on Support & then Software Updates & Downloads. Login to the website using your username and password, then on the left side of the page, click on "Browse release note for ALL updates."
- When submitting messages via the Members-only Website, please be as detailed as possible in your message.

If any of these **did** resolve your issue and you have already submitted a call to PK Support, please contact us back letting us know that your issue is resolved.

**If you are not using the Insurance Billing Module**, please do NOT update to 4.9.X.X until late January 2012. We are currently prioritizing Insurance Billing Module/D.0 and urgent calls and if your request is non-urgent, please bear with us during this time.

Thank you for your understanding.

- The PK Support Team

9901 South Wilcrest Drive  
Houston, Texas 77099-5132

Tel. 281.933.6948 • 800.331.2498  
Fax 281.933.6627 • 800.874.5760  
[www.pccarx.com](http://www.pccarx.com)



## A Few of the Changes in The Compounder Version 4.9

Make sure to read ALL update changes before you convert or update to Version 4.9. Some changes may affect your pharmacy operation and require the setup of certain new features. To view the entire list of updates and enhancements please visit:

[http://www.rxcmpd.com/support/download\\_release\\_notes.aspx](http://www.rxcmpd.com/support/download_release_notes.aspx).

Reference ID      Enhancement Description

#469      **STORED CREDIT CARD INFORMATION & PCI COMPLIANCE.** Due to PCI compliance, we are no longer able to allow the storage of the CVV (security code) for credit cards, even for a short period of time. After you run this update, these numbers will no longer be available. For more information on PCI compliance, visit <https://www.pcisecuritystandards.org> or talk with your credit card processor.

*\*User Security with complex passwords must be setup before viewing credit card information in the software. Contact PCCA PK Software Support for assistance.*

#590      Doctor notes: You can now use the !! for doctor notes. The double ! means that the note is very important. You can turn off having the system display all the notes but if a patient, doctor or Rx note contains !! (Anywhere within the note) it will be displayed.

#594      When editing a prescription, the software would recalculate the price based on several items: new drug selected, qty changes, days supply change, etc. This has been changed in this update. The price is ONLY changed when you press a button to recalculate the price.

#731      **NCPDP D.0 insurance billing requirements are now included.**

*Watch the D.0 webinar at [www.youtube.com/pccarx](http://www.youtube.com/pccarx)*

#757      **Controlled Substance reporting changes have been made for the following states: AL, AK, AZ, CA, CT, FL, HI, IL, IN, KS, KY, MA, ME , MI, MN, MS, NJ, NY, OK, OH, OR, PA, SD, TX, VA, VT, WA.**

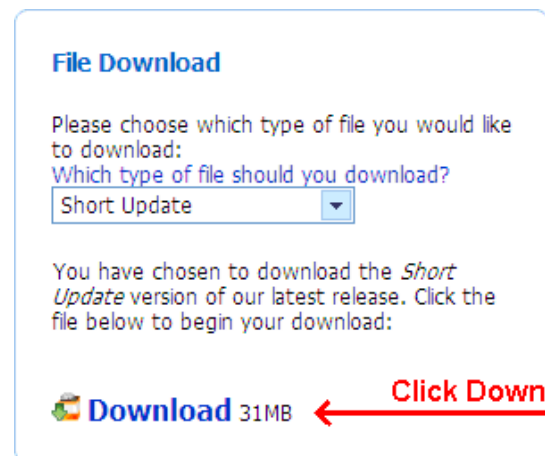
Please call if you have any questions!

**PCCA PK Software Support**

**Ph: 800.331.2498 | Fax: 800.874.5760**

## Part 1: Preparing to Update

1. In The Compounder 4, press **Help** and **About** to verify the file version number from the server computer. The file version should start with the number 4 (Example: 4.7.0.0). If the file version starts with a 3 or less (Example: 3.5.16.4) then you should contact PCCA PK Software Support for assistance with updating your software. **DO NOT RUN THIS UPDATE IF YOU ARE ON VERSION 3 OR BELOW.** If you are using a version higher than 4.9.0.0 (Beta/Release Candidate Version) you do not need to run this update.
2. **We recommend that you run this update after hours as The Compounder must be closed during the update process. You will be unable to use The Compounder until all computers have been updated.**
3. **Before running an update, it is HIGHLY recommended that you run a backup. If you need assistance running a backup contact PCCA PK Software Support.**
4. Start your Internet browser and go to <http://www.rxcmpd.com>.
5. Place your mouse over **Support** and select **Software Updates & Downloads**.
6. You will need your License ID and Password. If you do not have your License ID and Password, please contact PCCA PK Software Support.
7. Select **Short Update** from the File Download menu. A download option will appear below allowing you to save the update to your computer. *(Be sure to **save** the file somewhere easy to locate, such as the Desktop or My Documents.)*  
*(Tip: If you save the update file to a USB Flash Drive you can save time when updating additional computers.)*



## Part 2: Running the Update

1. Close The Compounder on all computers.
2. If you have multiple computers running The Compounder, update the Server first.
3. Locate the update file you downloaded in Part 1.
4. Run the update by double clicking the update file.
5. **DO NOT REBOOT THE COMPUTER IF PROMPTED.**
6. You may be prompted to run a database conversion if you are running the update on a server. Run the database conversion if prompted.
7. Once the update is completed on the server, if you have multiple computers, run the update file on all of your client computers.

If you encounter any problems, please contact PCCA PK Software Support.

**PCCA PK Software Support**

**Ph: 800.331.2498 | Fax: 800.874.5760**