



A Public Entity

Inland Empire Health Plan

# PHARMACY TIMES

BY IEHP PHARMACEUTICAL SERVICES DEPARTMENT

April 6, 2022

## Rejected Claims Due To Prescriber Error Codes

Dear IEHP Pharmacy Provider,

IEHP would like to remind pharmacies that **claims rejecting due to the Prescriber related Error Codes listed below may be overridden at Point of Sale (POS) via Submission Clarification Code (SCC) 42.** However, pharmacies should verify the Prescriber NPIs are valid prior to submitting the appropriate SCC.

Error Code	NCPDP Reject Code	NCPDP Message
65	71	PRESCRIBER ID IS NOT COVERED
396	56	NON-MATCHED PRESCRIBER ID
435	44	PLAN'S PRESCRIBER DATABASE INDICATES THE ASSOCIATED DEA TO SUBMITTED PRESCRIBER ID IS NOT FOUND

This is applicable to pharmacy claims for IEHP Cal Medi-Connect Members.

If you have any additional questions, please contact the IEHP Pharmacy Team at (909) 890-2049, between 8am-5pm, Monday through Friday.

Thank you for your attention to this matter.

Sincerely,  
IEHP Pharmaceutical Services