

Pharmacy Audit Guidelines



CODE	DISCREPANCY	DEFINITION	EVIDENCE ACCEPTED-DENIED
LOG1	Signature Log Incomplete	Signature log does not comply with criteria(example: it does not have the patient's/representative's signature and/or ID)	Certification signed by the patient evidencing the receipt of the medication and the date of dispense. NOTE: There must be a signature and an ID number for each medication dispensed. A crossed signature will not be accepted to justify several dispenses.
LOGNE	Signature Log Not Found	The signature log is not found	(1) If the signature is found within the established timeframe, copy of such log will be accepted with the patient's/representative's signature and ID, or (2) a signed certification by the patient evidencing the receipt of the medication and the date of dispense. NOTE: There must be a signature and an ID number for each medication dispensed. A crossed signature will not be accepted to justify several dispenses.
NDI	Different Patient Name	The name of the patient on the prescription is different of that to whom it is charged	No documentation will be accepted.
MDI	Different Medication	The medication charged is different of that prescribed by the physician	No documentation will be accepted.
MDD	Different Prescriber	Prescription is processed with the wrong prescriber	No documentation will be accepted.
REPN	Unauthorized Refill	Prescription does not have a refill documented, refill is charged after 180 days, or remainders are processed as a refill	No documentation will be accepted.
CI	Incorrect Quantity	The quantity charged is incorrect or is different of that prescribed by the physician	No documentation will be accepted.
RXI	Incomplete Prescription	Prescription does not comply with Puerto Rico's Law of Pharmacy, Law Number 247 of September 3, 2004	The pharmacist may complete any missing information writing it down on the back of the prescription after verified with the physician of patient. Certifications by physicians providing the missing information will be accepted. Such certification must be written on either badge paper or prescription paper.
DAW	Dispensed as Written	DAW code is different of that indicated by the physician	No documentation will be accepted.
RNE	Prescription Not Found	Original prescription is not found during an audit	(1) A copy of the original copy found afterwards will be accepted within the established timeframe. (2) A certification by the physician containing all the elements of the prescription (name of patient, drug, directions, etc.). Such certification must be written on either badge paper or prescription paper.
RXE	Expired Prescription	Prescription is processed exceeding the timeframe allowed by law	No documentation will be accepted.
RPD	Postdated Prescription	Prescription is processed before the prescription date indicated by the physician	No documentation will be accepted.
DIN	Incorrect Dispense	Days of supply are processed incorrectly (example: capsules, drops, inhalers, insulin, etc.)	No documentation will be accepted.
DEA	Prescription for Controlled Substances without the Physician's license number	Prescription for controlled substances does not have de physician's DEA license number	No documentation will be accepted.

- All evidence documentation must be submitted before the due date indicated on the Audit Results Notification letter. Documentation received after this date will NOT be accepted.
- The pharmacy must submit the evidence documentation via fax to 787-653-2846, or via mail to Pharmacy Audit Department, MC-21 Corporation, PO BOX 4908, Caguas, PR 00726.
- If you any questions or concerns, please call 787-286-6032, extensions 3208, 3141, 3157, 3285, 3155 or 3122.