



## TIP Sheet: Correcting Prescription Submission Errors in the MPDR

The Montana Prescription Drug Registry (MPDR) uses the PMP Clearinghouse for prescription submission. Prescription submissions with errors must be corrected within 7 days because errored prescriptions **do not** upload to a patient's medication history. Please review the following options for correcting errors:

- 1) Directly in PMP Clearinghouse – Correct errors through your pharmacy's PMP Clearinghouse Account
- 2) PMS resubmission – Correct the prescription error in your pharmacy management system (PMS), then coordinate with your vendor to resubmit those prescriptions with a DSP01 field of 01 (Revise), not 00.

### Correcting errors directly in Clearinghouse

- Login to [PMP Clearinghouse](#)  
*\*Please note: If your vendor set up your Clearinghouse account, they can add you as an additional user. See Section 7.1 Adding Users to your Upload Account in the [Data Submission Guide for Dispensers](#)*
- Click on **File Listings**
- Click on **Pending Dispensation Error** in the "Status" column
- Click on **Correct** at the end of each row to access the record
- Fields that need correction are highlighted in red. Enter in the required information in the "Corrected Value" column. The "Messages" column displays information explaining why the value entered in that field did not pass validation.
- Click **Submit**

### Correcting errors through Pharmacy Management System (PMS) resubmission

- Correct the errors in your PMS (i.e., add missing patient address or update invalid DOB)
- Coordinate with your vendor or manually resubmit the corrected prescriptions to the Clearinghouse with a DSP01 field of 01 (revise) or 02 (void) depending on the error.  
*\*Please note: If resubmitting the corrected prescription with a DSP01 field of 00 (new record), the prescription will upload to the registry, but will remain an outstanding error on your account.*
- If your vendor receives an error that states "Unable to upload file: Validation failed: ASAP file name has already been taken", please rename the file and attempt to re-submit once more.

### Most common prescription submission errors

- DEA number checksum verification failure – DEA is not valid.
  - If a DEA number is valid, but is not in the Clearinghouse database, the RX will still upload if the prescriber's name and address are populated.
- DOB invalid – If a patient's date of birth is before today or more than 125 years ago, the RX will error. Please use a valid DOB even for animal prescriptions.
- Animal name missing – If the species code is "02", an animal name must be provided as well as a patient name. You can put the same name in both fields to fulfill the requirements.
- Patient name/DOB missing – This error most commonly occurs with wholesale prescriptions (i.e., dispensed for office supply), these can be voided if they weren't dispensed directly to a patient. *\*Please note that wholesale controlled substance prescriptions need to have an invoice associated to the sale as well.*

### Resources:

- Bamboo Technical Support 1-833-307-0309
- MPDR State Administrator 406-841-2240
- [Data Submission Guide for Dispensers](#) (Section 5.3 - Error Correction pg.23)
- MPDR homepage [www.mpdrrt.gov](http://www.mpdrrt.gov)