40.2 – Using On-line Processing
(Rev. 17, Issued: 08-23-13, Effective Date: 06-07-10, Implementation Date: 01-01-11)

CMS expects beneficiaries to take advantage of automated real-time prescription drug claim processing whenever it is available so that the supplemental payer information can be utilized to coordinate benefits seamlessly at the point of sale. Paper claim (receipt) submission should be limited to those situations in which on-line claims processing is not available at the pharmacy. *This limitation promotes accurate TrOOP accounting by minimizing administrative costs to the Part D sponsors and the Medicare program, as well as opportunities for fraudulent, duplicative claim reimbursements*. Further information on CMS rules for sponsor processing of paper claims is in section 50.4.3 of this chapter entitled, Direct Member Reimbursement.