

Error Codes Booklet for Community Pharmacy and PCT Pharmacy Electronic Claiming (PEC) V12.0

Updated 7th October 2025, by Health New Zealand | Te Whatu Ora, PO Box 793, Wellington, 6140, New Zealand

This document is available on the Health New Zealand | Te Whatu Ora Web site:
http://www.tewhatuora.govt.nz

**Contents**

[Introduction 1](#_Toc210293981)

[Integrated Community Pharmacy Services Agreement (ICPSA) and Pharmacy Wholesaler Agreement (PWA) Errors 2](#_Toc210293982)

[PCT Errors 17](#_Toc210293983)

**Version History**

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| **Version** | **Date** | **Update** |
| V12.0 | 7th October 2025 | 1. PCT errors updated with changes resulting from the HSAAP ICPSA go live. Moved PCT Errors section to be after the ICPSA / PWA Errors section.
2. Existing ICPSA errors updated and new ICPSA errors added from moving ICPSA claims to the HSAAP system.
3. Middle ‘Example Explanation’ column removed as no longer required – Error Descriptions include more context and other guidance has been moved to ‘Actions required by users’ column. New column (Data Spec Field) added to list the field/s related to the data entered, if relevant.
4. New guidance added relating to errors for claims submitted under a PWA agreement.
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| V11 | 12th August 2024 | 1. Slightly updated PCT Error codes that have resulted in the HSAAP go live.
2. Changing all references from the Ministry of Health to Health New Zealand | Te Whatu Ora, (Health NZ) including for ICPSA Error references.
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| V10 | 5th August 2024 | 1. New PCT Error codes for moving PCT TO HSAAP Systems.
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# Introduction

This booklet explains the error codes and error information that appear in reports after Health New Zealand | Te Whatu Ora processes an electronic claim submitted under a PCT, Integrated Community Pharmacy Services Agreement (ICPSA) or pharmacy wholesaler agreement (PWA) in the HSAAP system. Following is some key supporting information.

### Actions required by users

There are two scenarios that may occur when a claim item is not paid as expected: It has an error or appears as a variance.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Action | Toniq users | RxOne users | Script Sense users |
| Error | When a claim item has an error, it has not been paid. Where appropriate, the claim item should be corrected and resent | Resend - ONE transaction with Transaction Category ‘I’ (Invoice) | Resubmit claim item not yet paid | Resend the 'Rejected' line with correct data in next claim file using the same Prescription ID |
| Variance | When a claim item appears as a variance, it has been reimbursed at the amount appearing in the ‘Amount Payable’ column. If, for example, you wish to change the quantity claimed, the claim item should be credited and resubmitted | Resubmit - consists of TWO transactions, one with Transaction Category ‘C’ (Credit) AND one with Transaction Category ‘R’ (Resubmit) | Cancel Health NZ payment and price again | Resubmit - consists of TWO transactions, one with Transaction Category ‘C’ (Credit) AND one with Transaction Category ‘R’ (Resubmit). This will only work on previously 'Accepted' lines |

### Data Specification documents

The data specification document for your service provides detail about the file format and data to be included for processing a pharmaceutical claim. Reference should be made to this document for further clarification. Please note that some fields required for electronic payment are completed by your software from your entry. These examples are identified in this Booklet, and where applicable you are referred to your software vendor for assistance. See below for the data specification to use for each service.

|  |  |
| --- | --- |
| Use for community pharmacy (ICPSA and PWA) claims | Use for PCT pharmacy claims |
| [Pharmaceutical Transactions Data Specification version 3.03](https://www.tewhatuora.govt.nz/health-services-and-programmes/community-pharmacy/procedures-and-payments#pharmacy-procedures-manual) (Note: No updates/changes needed for the ICPSA go live)  | PCT Electronic Claims Data Specification version 1.06 |

### Key contact details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Health NZ | Te Whatu Ora Contact Centre | Contact | Related contacts | Contact | Related contacts | Contact |
| Eligibility (Special Authority, High Use Health Card) | 0800 243 666 | [RxOne](https://www.rxone.co.nz/contact) | (09) 300 7007 | [Pharmac | Te Pātaka Whaioranga](https://schedule.pharmac.govt.nz/ScheduleOnline.php) | 0800 660 050 |
| Pharmacy Contact Centre queries | 0800 353 2425 | [Toniq](https://toniq.zendesk.com/hc/en-nz) | (03) 341 0195 | [Pharmacy Guild of New Zealand](https://www.pgnz.org.nz/contactus) | (04) 802 8200 |
| National Health Index (NHI) | 0800 855 151 | [Script Sense](https://scriptsense.co.nz/) | sales@scriptsense.co.nz | [Error Codes Booklet online](https://www.tewhatuora.govt.nz/for-health-providers/claims-provider-payments-and-entitlements/pharmacy-claims#publications) (link) |  |

# Integrated Community Pharmacy Services Agreement (ICPSA) and Pharmacy Wholesaler Agreement (PWA) Errors

### Overview

These errors apply for claims submitted under an Integrated Community Pharmacy Services Agreement (ICPSA) or under a pharmacy wholesaler agreement (PWA).

See the [Introduction section](#_Introduction) at the beginning of the Booklet for contact phone numbers, links to websites, and links to electronic versions of this Booklet and the Pharmaceutical Transactions Data Specification (Data Specification).

The new ‘Data Spec Field’ column references the field related to the data entered, as per the Data Specification, e.g. Field 48 - Special Authority Number.

#### Error changes

Following are the key updates applied due to changes from moving to the HSAAP system.

* Existing errors: Some error Descriptions have been reworded to provide additional guidance. Error codes have been renumbered to have 4 digits, e.g. Error code ‘31’ is now ‘0031’.
* New errors: These have error codes that begin with ‘9’, e.g. ‘9941’.
* Error code numbering is temporarily not consecutive, for now. Codes will be updated soon to align to the PCT error code numbering pattern. For the most part, errors are grouped together by topic.
* *To find an error code*: Open an electronic version of the Booklet, select **CTRL+F** on your keyboard, type the **Code,** click **Enter**.

### Errors

|  |  |  |  |
| --- | --- | --- | --- |
| **ICPSA / PWA Error Code** | **Description** | **Action Required by User** | **Data Spec Field** |
| 0031 | Pharmaceutical is not found in the Pharmac Schedule, and no Special Authority number has been provided. | Check your record and the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php). * If the pharmaceutical has been delisted and/or is not subsidised, no further action is required.
* If an incorrect Pharmacode was selected, or no Special Authority number was added, amend the claim and resend, if appropriate.
 | Field 65 |
| 0005 | No Unique Transaction Number provided. | This is system generated. Contact your software vendor.  | Field 22 |
| 0110 | No Transaction Category provided. | Contact your software vendor. | Field 23 |
| 0102 | Patient Category has not been provided, or is invalid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 39 |
| 0029 | No Date of Service provided. | Check your record.Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 64 |
| 0030 | No Claim Code provided. | Check your record. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 65 |
| 0121 | No Quantity Claimed provided. | Check your record. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 68 |
| 0046 | No Claim Amount provided. | Check your record. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 78 |
| 0809 | No Prescription ID Suffix provided. | Check your record. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 63 |
| 0173 | No Health Professional Group Code provided. | Check your record. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 29 |
| 0009 | No Form Number provided. | This is system generated. Contact your software vendor. | Field 85 |
| 0025 | Dose not provided. | Check your record. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 57 |
| 0026 | Daily Dose not provided. | Check your record. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 58 |
| 0142 | Pack Unit of Measure has not been provided, or does not equal the value in the Pharmac Schedule. | Check the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) to identify the Pack Unit of Measure used in payment calculation. Correct if necessary and resend. | Field 70 |
| 0109 | Transaction Category provided is not valid. | A description of the related field and valid codes are listed in the Data Specification. Contact your software vendor. | Field 23 |
| 0020 | CSC Status Flag has not been provided, or is invalid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. This flag is generated by your system. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 40 |
| 0021 | HUHC Status Flag has not been provided, or is invalid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. This flag is generated by your system. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 43 |
| 0024 | Dose Flag has not been provided, or is invalid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. This flag is generated by your system. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 61 |
| 0035 | Prescriber Flag provided is not valid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. This flag is generated by your system. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 36 |
| 0039 | Prescription Flag provided is not valid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. This flag is generated by your system. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 60 |
| 0045 | Compound Classification Flag provided is not valid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. This code is generated by your system. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 27 |
| 0812 | Extended Supply Flag provided is not valid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. This flag is generated by your system. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 71 |
| 0123 | Quantity Dispensed provided, but is greater than Quantity Prescribed on the first transaction for a repeat. | Check your record - a description of the related fields are listed in the Data Specification. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 69Field 67 |
| 0122 | Quantity Dispensed not provided. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend.  | Field 67 |
| 0037 | Patient Flag has not been provided, or is invalid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. This flag is generated by your system. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 49 |
| 0065 | Prescription Subsidy Card Flag has not been provided, or is invalid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. This flag is generated by your system. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 46 |
| 0036 | Health Professional Group Code provided but the code is not valid. | A description of the related field and Health Professional Group Code (HPGC) codes are listed in the Data Specification, noting not all those listed are currently valid (some are listed for future use). Check your record - the HPGC submitted is something other than the following, which are the only HPCGs that are currently valid.* MC, NC, DC, MX, DX, OP, WF, ET, PC

Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 29 |
| 0598 | Order Type has not been provided, or is invalid. | Check your record - a description of the related field and valid codes are listed in the Data Specification. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 76 |
| 0501 | Date of Service is later than Claim Date. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend.  | Field 64 |
| 9935 | Quantity Claimed provided is not valid. | Check your record - a description of the related field is listed in the Data Specification.Correct if necessary and resend.  | Field 64 |
| 9936 | Dose provided is not valid. | Check your record - a description of the related field is listed in the Data Specification.Correct if necessary and resend.  | Field 64 |
| 9937 | Daily Dose provided is not valid. | Check your record - a description of the related field is listed in the Data Specification.Correct if necessary and resend.  | Field 64 |
| 9938 | Quantity Dispensed provided is not valid. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend.  | Field 64 |
| 9934 | Prescription ID format is not valid. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 64 |
| 0699 | Special Authority found in our records, but the pharmaceutical dispensed is not covered. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If the information has been recorded correctly, contact Health NZ Contact Centre. | Field 48 |
| 9931 | Special Authority found in our records, but it has an invalid prefix / type for a pharmaceutical that is not found in the Pharmac Schedule. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If the information has been recorded correctly, contact Health NZ Contact Centre | Field 48 |
| 9996 | Special Authority found in our records, but the NHI provided does not match, or no NHI number has been provided. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If the information has been recorded correctly, contact Health NZ Contact Centre | Field 48 |
| 9995 | Unable to check if the NHI number matches, since the Special Authority is missing an NHI. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If the information has been recorded correctly, contact Health NZ Contact Centre | Field 48 |
| 9994 | Special Authority found in our records, but the NHI provided does not match, or no NHI number has been provided. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If the information has been recorded correctly, contact Health NZ Contact Centre | Field 48 |
| 9993 | Unable to check if the NHI number matches, since the Special Authority is missing an NHI. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If the information has been recorded correctly, contact Health NZ Contact Centre | Field 48 |
| 0599 | Special Authority number not found in our records. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If the information has been recorded correctly, contact Health NZ Contact Centre. | Field 48 |
| 0402 | No matching historical transaction found for this Credit transaction. | Health NZ has not received a claim relating to the Credit, or the original claim relating to the Credit was not paid. Check your record - a description of the related field and codes is listed in the Data Specification. * If you intend to claim for an item that previously had an error, amend the claim and resend. Do not Credit and Resubmit – a Credit should only be made when you wish to reverse out a payment already received relating to a claim item.
* If this item had an 0160 error (‘duplicate’) in a previous claim, contact Health NZ to confirm payment. You can then ignore the error.
* Note: This can also apply to repeat dispensings and will always be with an 0404 error (‘Credit +/or Resubmission failed determination’) as this is a two-part transaction.

If no apparent error or further clarification is needed, contact your software vendor. | Field 23 |
| 0403 | No matching Credit transaction found for Resubmission transaction. | Check your record - a description of the related field and codes is listed in the Data Specification. Check that you have submitted the Credit. * If No: Submit a Credit and resend the Resubmission.
* If Yes: Did the Credit receive an error message?
* If Yes: Correct the Credit error and resend with the Resubmission.
* If No: Contact your software vendor.
 | Field 23 |
| 0404 | Credit and/or Resubmission have failed determination. | Check your record - a description of the related field and codes is listed in the Data Specification. Check that you have submitted the original claim item. * If Yes: Contact Health NZ Contact Centre with details of original dispensing for clarification.
* If No: Include original in your next claim, do not resubmit this item.
* Note: This error can also apply to repeat dispensings and will always be with a 0402 error (‘Credit with no original transaction’) as this is a two-part transaction.
 | Field 23 |
| 9992 | Most recent matching historical transaction is also a Credit. | Check your record - a description of the related field and codes are listed in the Data Specification. Correct if necessary and resend. If the information has been recorded correctly, contact Health NZ Contact Centre. | Field 23 |
| 0146 | Claim item has not been received on time, and no late claim approval has been provided. | Claim item has been submitted for payment more than three months (ICPSA) or six months (PWA) after the Date of Service. Check the Date of Service recorded. Correct if necessary and resend. If the claim item is ‘late’, contact Health NZ Contact Centre. If the information has been recorded correctly, contact your software vendor.  | Field 64 |
| 0100 | Claim has less than 90% Health Professional Group Code (HPGC) registration numbers. | Check your records. Correct if necessary and resend. |  |
| 0160 | Duplicate found of this dispensing. | Reasons for this could be one of the following:* Already processed e.g. a telephone prescription already claimed.
* Item has been reprocessed as a Transaction Category ‘I’ instead of Transaction Category C + R and is already a paid item on Health NZ database.

Check your records. Correct if necessary and Credit/Resubmit. If you need more information, contact Health NZ Contact Centre. |  |
| 0076 | Claim is a duplicate. | A claim file with this Claimant Number and File ID already exists in the database. |  |
| 9990 | Pharmac Schedule rule is not met - pharmaceutical cannot be dispensed under agreement. | Check your record – the Pharmacode for this pharmaceutical cannot be dispensed under your agreement.Correct if necessary and resend. |  |
| 9991 | Pharmac Schedule rule not met - Special Authority decision failed. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If the information has been recorded correctly, contact Health NZ Contact Centre. | Field 48 |
| 0085 | Pharmac Schedule rule is not met - wastage cannot be claimed for the pharmaceutical. | Check the Pharmacode recorded for the pharmaceutical, correct if necessary and resend.Contact Pharmac for pharmaceuticals for which wastage is payable. |  |
| 0301 | Pharmac Schedule rule not met - Special Authority required but no Special Authority number provided, or decision failed and no endorsement has been given to waive this rule. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If the information has been recorded correctly, contact Health NZ Contact Centre. | Field 48 |
| 0312 | Pharmac Schedule rule is not met - maximum value allowed for this Order Type has been exceeded, and no Special Authority or Endorsement waives this rule. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend.  | Field 76 |
| 0311 | Pharmac Schedule rule is not met - this pharmaceutical is not allowed on a BSO, or it is only allowed on a PSO. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 76 |
| 0322 | Pharmac Schedule rule is not met - this pharmaceutical requires endorsement. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. If endorsed as appropriate, correct and resend. If not endorsed, contact prescriber for appropriate endorsement, then correct and resend. | Field 60 |
| 0306 | Pharmac Schedule rule is not met - daily dose maximum value has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0313 | Pharmac Schedule rule is not met - this pharmaceutical is only allowed on a Rx and Order Type for this transaction is not equal to a Rx. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 76 |
| 0308 | Pharmac Schedule rule is not met - weekly dose maximum value allowed has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0317 | Pharmac Schedule rule is not met - maximum quantity dispensed value has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record. Correct if necessary and resend. | Field 67Field 68 |
| 0314 | Pharmac Schedule rule is not met - maximum quantity prescribed value has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record. Correct if necessary and resend. | Field 69 |
| 0310 | Pharmac Schedule rule is not met - maximum treatment days value has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record. Correct if necessary and resend. |  |
| 9989 | Pharmac Schedule rule is not met - maximum treatment days value has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record. Correct if necessary and resend. |  |
| 0309 | Pharmac Schedule rule is not met - monthly dose maximum value allowed has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0318 | Pharmaceutical cannot be dispensed on PSO (unless rural) without specific rule type (e.g. FormReqd). | This claim item does not include the Prescriber flag as Y (es) to indicate the PSO is for a practitioner with a rural practice.Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record (section E) - a description of the related field and codes are listed in the Data Specification. Correct if necessary and resend. | Field 36 |
| 9988 | Pharmaceutical is not subsidised under this agreement. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record. Correct if necessary and resend. |  |
| 0386 | Pharmac Schedule rule is not met - maximum form weight value allowed has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9987 | Pharmac Schedule rule is not met - maximum form weight value allowed has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9986 | Pharmac Schedule rule is not met - maximum form weight value allowed has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9985 | Pharmac Schedule rule is not met - maximum form weight value allowed has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9984 | Pharmac Schedule rule is not met - maximum units per dose allowed has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9983 | Pharmac Schedule rule is not met - maximum units per dose value allowed has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9982 | Pharmac Schedule rule is not met - maximum units per dose value allowed has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9981 | Pharmac Schedule rule is not met - maximum units per dose value allowed has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0380 | Pharmac Schedule rule is not met - maximum product weight per daily dose has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9980 | Pharmac Schedule rule is not met - maximum product weight per daily dose has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9979 | Pharmac Schedule rule is not met - maximum product weight per daily dose has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9978 | Pharmac Schedule rule is not met - maximum product weight per daily dose has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0383  | Pharmac Schedule rule is not met - maximum product weight per monthly dose has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9977 | Pharmac Schedule rule is not met - maximum product weight per monthly dose has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9976 | Pharmac Schedule rule is not met - maximum product weight per monthly dose has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9975 | Pharmac Schedule rule is not met - maximum product weight per monthly dose has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0381 | Pharmac Schedule rule is not met - maximum product weight per single dose has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9974 | Pharmac Schedule rule is not met - maximum product weight per single dose has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9973 | Pharmac Schedule rule is not met - maximum product weight per single dose has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9972 | Pharmac Schedule rule is not met - maximum product weight per single dose has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0382 | Pharmac Schedule rule is not met - maximum product weight per weekly dose has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9971 | Pharmac Schedule rule is not met - maximum product weight per weekly dose has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9970 | Pharmac Schedule rule is not met - maximum product weight per weekly dose has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9969 | Pharmac Schedule rule is not met - maximum product weight per weekly dose has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0086 | Pharmac Schedule rule not met - wastage can be claimed for the pharmaceutical, but the total quantity wasted is more than 95% of the total pack size. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 9961 | Pharmac Schedule rule not met - only in combination with another subsidised product. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0825 | Cost Brand Source (CBS) in Pharmac Schedule but no CBS Subsidy has been provided. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 79 |
| 0821 | Cost Brand Source (CBS) in Pharmac Schedule but no CBS Packsize has been provided. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 80 |
| 9965 | Exceptional Circumstances but no Cost Brand Source (CBS) Subsidy has been provided. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 79 |
| 0053 | NHI number cannot be found in our records. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 38 |
| 0054 | NHI number provided is for a deceased health service user. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 38 |
| 0023 | A Prescription Suffix of 1 has been provided with 0 required dispensings. A repeat must have one or more dispensings required. | Check your record. Correct if necessary and resend. |  |
| 0830 | Maximum number of dispensings is greater than 99. Must be 99 or less for a repeats PRN claim. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 55 |
| 0151 | No initial transaction found in Health NZ records for this repeat. | Reasons for this could be one of the following:* A claim for the original supply has never been submitted.
* The claim for the original supply had an error.
* The original supply was submitted as Transaction Category NS.
* The original supply was paid with a Prescription ID Suffix of /0.

Contact Health NZ Contact Centre. |  |
| 0152 | The initial paid transaction was submitted with no repeats. | Reasons for this could be one of the following:* A claim for the original supply has never been submitted.
* The claim for the original supply had an error.
* The original supply was submitted as Transaction Category NS.
* The original supply was paid with a Prescription ID Suffix of /0.

Check the original was submitted and did not have an error.Correct if necessary and resend. |  |
| 0153 | The maximum number of dispensings identified on the initial transaction for this repeat have already been made. | Check the total number of repeats prescribed on the original.If appropriate, correct and resubmit the original with valid number of dispensings, and resend this repeat claim. |  |
| 0323 | This pharmaceutical is a Stat medicine, and the initial dispensing was not endorsed as 'close control' so repeat dispensings are not valid. | This error only applies to ‘Stat’ pharmaceuticals.Check the original dispensing to ensure the item was endorsed ‘close control’. |  |
| 0325 | The initial dispensing was not endorsed as 'close control' so only three dispensings are allowed. | Check the original dispensing. If appropriate, correct and resubmit the original with close control, and resend this repeat claim. |  |
| 0597 | The quantity that has been claimed to date for this Prescription ID is more than the Total Quantity Prescribed on the initial dispensing. | Check your record - a description of the related field is listed in the Data Specification. Check with Health NZ Contact Centre to find out the Total Quantity Prescribed submitted with the initial claim. * If payment has been received for the Total Quantity Prescribed, do nothing.
* If an incorrect total was submitted for the Total Quantity Prescribed, correct and Credit / Resubmit the initial and subsequent paid claims. Then resend the claim with errors.
 | Field 69 |
| 0833 | The Date of Service (dispensing date) on this repeat transaction is before the Date of Service on the initial dispensing transaction. | Check your record. Correct if necessary and resend. If no apparent error, contact your software vendor. | Field 64 |
| 0138 | A quantity greater than 90 days has been supplied over all dispensings (including this transaction). | Check quantities supplied and other details. Correct if necessary and resend. |  |
| 0139 | A quantity greater than 180 days has been supplied over all dispensings (including this transaction). | Check quantities supplied and other details. Correct if necessary and resend. |  |
| 0140 | A quantity greater than 90 days has been supplied over all dispensings (including this transaction). | Check quantities supplied, dose and other details. Correct if necessary and resend. |  |
| 0141 | A quantity greater than 180 days has been supplied over all dispensings (including this transaction). | Check quantities supplied and other details. Correct if necessary and resend. |  |
| 0144 | A quantity greater than 30 days has been supplied over all dispensings (including this transaction). | Check your records. Correct if necessary and resend. |  |
| 0333 | A quantity greater than 84 days has been supplied over all dispensings (including this transaction). | Check quantity supplied and other details. Correct if necessary and resend. |  |
| 0132 | Quantity Claimed for contraceptives exceeds the 90 day limit, and Extended Supply or statim has not been indicated. | Check your record, including quantity supplied and other details - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 71 |
| 0137 | Quantity Claimed for contraceptives exceeds the 180 day limit. | Check quantity supplied and other details.Correct if necessary and resend. |  |
| 0131 | Quantity Claimed exceeds the 30 day limit, and Extended Supply or statim has not been indicated. | Check your record, including quantity supplied and other details - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 71 |
| 0133 | Quantity Claimed exceeds the 90 day limit. | Check quantity supplied and other details. Correct if necessary and resend. |  |
| 0134 | Quantity Claimed for Methylphenidate Hydrochloride or Dexamphetamine Sulphate or Lisdexamfetamine exceeds the supply limit allowed. | Check quantity supplied and other details. Correct if necessary and resend. |  |
| 9967 | Quantity Claimed for Methylphenidate Hydrochloride or Dexamphetamine Sulphate or Lisdexamfetamine with statim is not valid. | Check your records. Correct if necessary and resend. |  |
| 0135 | Quantity Claimed for a controlled pharmaceutical exceeds the 10 day limit, and Extended Supply or statim has not been indicated. | Check your record, including quantity supplied and other details - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 71 |
| 0145 | Quantity Claimed for a controlled pharmaceutical exceeds the 30 day limit. | Check quantity supplied and other details. Correct if necessary and resend. |  |
| 0331 | Quantity Claimed for clozapine exceeds the 28 day limit, and Extended Supply or statim has not been indicated. | Check your record, including quantity supplied and other details - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 71 |
| 0332 | Quantity Claimed for clozapine exceeds the 84 day limit. | Check quantity supplied and other detailsCorrect if necessary and resend. |  |
| 9962 | Quantity Claimed for a controlled pharmaceutical exceeds the 30 day limit and is not valid for OriginalPack. | Check your records. Correct if necessary and resend. |  |
| 9968 | Quantity claimed for a class C pharmaceutical with statim which is not valid. | Check your records. Correct if necessary and resend. |  |
| 0111 | Health NZ does not have a record of the initial dispensing of this item. | Check the claim item was submitted or did not have an error.Resend the item and claim for the balance as appropriate. |  |
| 0113 | The Balance Owing is being claimed against a supply that does not have a quantity recorded as an owed balance. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 26 |
| 0114 | This item was identified as the remainder of a Balance Owing. The Quantity Claimed is greater than the quantity recorded as ‘owed’ on the original prescription item. | Check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 26 |
| 9963 | One or more of the components in the mixture has an error. | Check your records. Correct if necessary and resend. |  |
| 0149 | All components in the mixture are submitted as Not Subsidised. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) for the availability of each item claimed. Contact Pharmac if you require any advice.Check quantities supplied and other details. Correct if necessary and resend. |  |
| 0150 | Less than 2 components in the mixture are submitted as Subsidised. | Check your records. Correct if necessary and resend. |  |
| 0315 | This component can only be used in combination with another subsidised product as per the Pharmac Schedule. There are no other subsidised components in this mixture. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0316 | This component is not subsidised when used in a mixture, as per the Pharmac Schedule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| 0815 | This component has an O Transaction Category, which identifies an owed balance. Owed balances are not payable on components of mixtures. | Check your record - descriptions of the related fields are listed in the Data Specification.Correct if necessary and resend. | Field 23Field 26 |
| 9946 | Owed Balance transactions found as part of an ECP. | Check your records. Correct if necessary and resend. |  |
| 0520 | Dispensing occurred outside of the funded service effective dates. | On the Date of Service, the funded service the claim item was provided under was not active in your agreement.Check the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php), your record and your agreement. Correct if necessary and resend. If no apparent error, contact Health NZ Contact Centre. |  |
| 0521 | Pharmaceutical dispensed is not included under a funded service in this agreement. | The service that the pharmaceutical was dispensed under is not included as a funded service in your agreement.Check your record and your agreement. Correct if necessary and resend. If no apparent error, contact your software vendor for further clarification. |  |
| 9964 | Funded service does not have pricing set up for this agreement. | Contact Health NZ Contact Centre. |  |
| 9947 | Multiple Credit transactions found. | This is an invalid combination for a Prescription ID and Prescription ID Suffix – multiple Credits cannot be submitted for a Prescription ID and Prescription ID Suffix.Check your records. Correct if necessary and resend. |  |
| 9945 | Credit transactions found with Invoice transactions. | This is an invalid combination for a Prescription ID and Prescription ID Suffix – a Credit cannot be submitted with an Invoice transaction.Check your records. Correct if necessary and resend. |  |
| 9944 | Credit transactions found with Non-Claim transactions. | This is an invalid combination for a Prescription ID and Prescription ID Suffix – a Credit cannot be submitted with a Non-Claim transaction.Check your records. Correct if necessary and resend. |  |
| 9943 | Credit transactions found with Owed Balance transactions. | This is an invalid combination for a Prescription ID and Prescription ID Suffix – a Credit cannot be submitted with an Owed Balance transaction. Check your records. Correct if necessary and resend. |  |
| 9942 | Multiple Invoice transactions found for a dispensing that is not an ECP. | This is an invalid combination for a Prescription ID and Prescription ID Suffix – multiple Invoice transactions cannot be submitted unless for a mixture.Check your records. Correct if necessary and resend. |  |
| 9941 | Multiple Invoice and Non-Claim transactions found for a dispensing that is not an ECP. | This is an invalid combination for a Prescription ID and Prescription ID Suffix – multiple Invoice and Non-Claim transactions cannot be submitted unless for a mixture.Check your records. Correct if necessary and resend. |  |
| 9940 | Multiple Non-Claim transactions found for a dispensing that is not an ECP. | This is an invalid combination for a Prescription ID and Prescription ID Suffix – multiple Non-Claim transactions cannot be submitted unless for a mixture.Check your records. Correct if necessary and resend. |  |
| 9939 | Credit and multiple Resubmission transactions found for a dispensing that is not an ECP. | This is an invalid combination for a Prescription ID and Prescription ID Suffix – a Credit and multiple Resubmission transactions cannot be submitted unless for a mixture.Check your records. Correct if necessary and resend. |  |

# PCT Errors

### Overview

See the [Introduction section](#_Introduction) at the beginning of the Booklet for contact phone numbers, links to websites, and a link to an electronic version of this Booklet.

The new ‘Data Spec Field’ column references the field related to the data entered, as per the PCT Electronic Claims Data Specification, e.g. Field 48 - Special Authority Number.

Some existing error ‘Description’ and ‘Action Required by User’ content has been reworded to provide additional guidance.

There are a number of new errors added due to ICPSA going live in the HSAAP system, mainly related to Pharmac Schedule rules.

### Errors

|  |  |  |  |
| --- | --- | --- | --- |
| PCT Error Code | Description | Action Required By User | Data Spec Field |
| DET039.001 | Pharmaceutical is not found in the Pharmac Schedule, and no Special Authority number has been provided. | The Pharmacode provided was not found in the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php). Check the Pharmacode is correct, or if a Special Authority is required for the claim item. | Field 65 |
| DET040.002 | No File ID provided. | Resubmit the claim with a File ID. | Field 3 |
| DET040.013 | No total claim value provided. | Resubmit the claim with a total claim value. | Field 93 |
| DET040.015 | Claim Date provided is not valid. | The Claim Date provided was not the 15th or the last day of a month. Correct the Claim Date and resubmit the claim. | Field 12 |
| DET040.016 | No Claim Date has been provided. | Correct the Claim Date and resubmit the claim. | Field 12 |
| DET040.018 | No File Date provided. | Resubmit the claim with a File Date. | Field 5 |
| DET041.002 | No Unique Transaction Number provided. | Resubmit the claim item with a Unique Transaction Number. | Field 22 |
| DET041.004 | Transaction Category provided is not valid. | The Transaction Category provided was not "I" or "R". Resubmit the claim item with a valid Transaction Category. | Field 23 |
| DET041.005 | No Transaction Category provided. | Transaction Category was not provided for the claim item. Resubmit the claim item with a Transaction Category. | Field 23 |
| DET041.008 | No Prescriber ID provided, or the Health Professional Group Code is not valid. | Correct the missing or invalid value and resubmit the claim. | Field 28Field 29 |
| DET041.015 | Patient Category provided is not valid. | The Patient Category provided was not "S", "A", "J", "Y", "H", or "W". Resubmit the claim item with a valid Patient Category. | Field 39 |
| DET041.016 | No Patient Category provided. | Resubmit the claim item with a Patient Category. | Field 39 |
| DET041.018 | No Prescription ID provided. | Resubmit the claim item with a Prescription ID. | Field 62 |
| DET041.020 | No Date of Service provided. | Resubmit the claim item with the Date of Service. | Field 64 |
| DET041.022 | No Claim Code provided. | Resubmit the claim item with the Pharmacode. | Field 65 |
| DET041.024 | No Quantity Claimed provided. | Resubmit the claim item with a Quantity Claimed. | Field 68 |
| DET041.026 | No Claim Amount provided. | Resubmit the claim item with an amount claimed. | Field 78 |
| DET041.028 | Prescription ID Suffix provided is not valid. | The Prescription ID Suffix provided was not 0. Resubmit the claim item with the valid Prescription ID Suffix. | Field 63 |
| DET041.029 | No Prescription ID Suffix provided. | Resubmit the claim item with a Prescription ID Suffix. | Field 63 |
| DET041.032 | No Health Professional Group Code provided, or the code is not valid. | Correct the missing or invalid code and resubmit the claim. | Field 29 |
| DET041.034 | Oncology Specialty Patient Grouping provided is not valid. | The Oncology Specialty Patient Grouping provided was not 1-7. Resubmit the claim item with a valid Oncology Specialty Patient Grouping. | Field 37 |
| DET041.036 | No Oncology Specialty Patient Grouping provided. | Resubmit the claim item with an Oncology Specialty Patient Grouping. | Field 37 |
| DET041.039 | No Form Number provided. | Resubmit the claim item with a Form Number. | Field 85 |
| DET041.041 | Dose not provided. | Resubmit the claim item with a Dose. | Field 57 |
| DET041.043 | Daily Dose not provided. | Resubmit the claim item with a Daily Dose. | Field 58 |
| DET042.004 | Special Authority number [Special Authority number] not found in our records. | No Special Authority was found for the number provided, or the Special Authority found did not cover the Date of Service.Check the Special Authority number and the Date of Service are correct, and if not update them and resubmit the claim item. | Field 48Field 64 |
| DET042.005 | Special Authority found in our records, but the pharmaceutical dispensed is not covered. | Check the Special Authority number and Pharmacode are correct, and if not update them and resubmit the claim item. | Field 48Field 65 |
| DET042.008 | Special Authority number [Special Authority number] not found in our records. | No Special Authority was found for the number provided, or the Special Authority found did not cover the Date of Service.Check the Special Authority number and the Date of Service are correct, and if not update them and resubmit the claim item. | Field 48Field 64 |
| DET042.012 | Special Authority found in our records, but the pharmaceutical dispensed is not covered. | Check the Special Authority number and Pharmacode are correct, and if not update them and resubmit the claim item. | Field 48Field 65 |
| DET042.014\* *No longer in use* | ~~Special Authority found in our records, but the pharmaceutical dispensed is not covered.~~ | ~~Check the Special Authority number and Pharmacode are correct, and if not update them and resubmit the claim item.~~ |  |
| DET042.018 | Special Authority found in our records, but it has an invalid prefix / type for a pharmaceutical that is not found in the Pharmac Schedule. | The Special Authority found (for the unlisted pharmaceutical) has a prefix / type other than ‘EXCP’.Check the Special Authority number and Pharmacode are correct, and if not update them and resubmit the claim item. | Field 48Field 65 |
| DET043.001 | No matching historical transaction found for this Credit. | No previous claim item was found for the Prescription ID and Prescription ID Suffix provided on the Credit item.Check the Prescription ID and Prescription ID Suffix are correct, and if not update them and resubmit the Credit item. | Field 62Field 63 |
| DET043.002 | Most recent matching historical transaction is also a Credit. | Check the Prescription ID and Prescription ID Suffix are correct, and if not update them and resubmit the Credit item. | Field 62Field 63 |
| DET044.005 | Claim has not been received within 6 months of the date of dispensing, and no late claim approval has been provided. | Correct the Date of Service (date of dispensing) and resubmit the claim, or apply to have the claim item approved as late. | Field 64 |
| DET045.001 | No matching Credit transaction found for Resubmission Prescription ID [variable]. | The Resubmission claim item does not have a matching Credit claim item in the claim file.Resubmit the Resubmission claim item with a matching Credit claim item, or update the Resubmission to be an ‘Invoice’ claim item (I). |  |
| DET045.004 | Two dispensed items for Prescription ID [variable] with an invalid mix of Transaction Category. | Two claim items have the same Prescription ID, but they are not a Credit and Resubmission pair.Check the claim items that have the same Prescription ID. | Field 62Field 23 |
| DET045.005 | More than two dispensed items for Prescription ID [variable]. | Check the claim items that have the same Prescription ID. | Field 62 |
| DET046.002 | Pharmac Schedule rule is not met - pharmaceutical cannot be dispensed under Agreement. | Pharmaceutical does not have a rule type of PCT, and has not been dispensed under an exceptional circumstances Special Authority, therefore cannot be approved.Check the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php). |  |
| DET046.006\**No longer in use*  | ~~Pharmac Schedule rule not met - Specialist Endorsement ID and date not provided for this dispensing.~~ | ~~Resubmit the claim item with the Specialist endorsement details.~~ |  |
| DET046.007\**No longer in use* | ~~Pharmac Schedule rule not met - Specialist Endorsement date not provided for this dispensing.~~ | ~~Resubmit the claim item with the Specialist endorsement details.~~ |  |
| DET046.008\**No longer in use* | ~~Pharmac Schedule rule not met - Specialist Endorsement ID not provided for this dispensing.~~ | ~~Resubmit the claim item with the Specialist endorsement details.~~ |  |
| DET046.011 | Pharmac Schedule rule not met - Special Authority decision failed. | Pharmaceutical has a rule type of Special and the claim item has not passed the Special Authority checks, therefore cannot be approved.Check the Special Authority error codes. | Field 48 |
| DET046.013 | No Pack Unit of Measure provided. | Resubmit the claim item with a Pack Unit of Measure. | Field 70 |
| DET046.015 | Pharmac Schedule rule is not met - wastage cannot be claimed for the pharmaceutical. | Pharmaceutical does not have a rule type of PCT, therefore wastage cannot be approved.Check the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php). |  |
| DET046.018 | Pharmac Schedule rule not met - Special Authority required but no Special Authority number provided. | Resubmit the claim item with the Special Authority number. | Field 48 |
| DET046.021 | Pharmac Schedule rule not met - Special Authority decision failed and no endorsement has been given to waive this rule. | Check the Special Authority error codes. | Field 48 |
| DET046.022 | Pharmac Schedule rule not met - Special Authority required but no Special Authority number provided, and no endorsement has been given to waive this rule. | Resubmit the claim item with the Special Authority number. | Field 48 |
| DET046.023 | Pack Unit of Measure provided but is not equal to the value in the Pharmac Schedule. | Resubmit the claim item with the valid Pack Unit of Measure. | Field 70 |
| DET046.038 | Pharmac Schedule rule is not met - endorsement has not been provided. | The pharmaceutical has a rule type of SubRxF, but no endorsement has been given to wait the rule. |  |
| DET046.041 | Pharmac Schedule rule is not met - endorsement has not been provided (standard or specialist). | The pharmaceutical has a rule type of SubRxF, but no endorsement has been given to waive the rule. |  |
| DET046.042 | Pharmac Schedule rule is not met - standard endorsement has not been provided. Specialist endorsement rule waiver is also not valid, as no date of endorsement has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related fields are listed in the Data Specification. If endorsed as appropriate, correct and resend. If not endorsed, contact prescriber for appropriate endorsement, then correct and resend. | Field 60Field 35 |
| DET046.043 | Pharmac Schedule rule is not met - standard endorsement has not been provided. Specialist endorsement rule waiver is also not valid, as no Specialist ID has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related fields are listed in the Data Specification. If endorsed as appropriate, correct and resend. If not endorsed, contact prescriber for appropriate endorsement, then correct and resend. | Field 60Field 34 |
| DET046.047 | Pharmac Schedule rule is not met - standard endorsement has not been provided, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related fields are listed in the Data Specification. If endorsed as appropriate, correct and resend. If not endorsed, contact prescriber for appropriate endorsement, then correct and resend. | Field 60Field 48 |
| DET046.048 | Pharmac Schedule rule is not met - standard endorsement has not been provided. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related fields are listed in the Data Specification. If endorsed as appropriate, correct and resend. If not endorsed, contact prescriber for appropriate endorsement, then correct and resend. | Field 60Field 48 |
| DET046.056 | Pharmac Schedule rule is not met - daily dose maximum value has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.059 | Pharmac Schedule rule is not met - daily dose maximum value has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.060 | Pharmac Schedule rule is not met - daily dose maximum value has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.063 | Pharmac Schedule rule is not met - daily dose maximum value has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.069 | Pharmac Schedule rule is not met - weekly dose maximum value allowed has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.072 | Pharmac Schedule rule is not met - weekly dose maximum value allowed has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.073 | Pharmac Schedule rule is not met - weekly dose maximum value allowed has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.076 | Pharmac Schedule rule is not met - weekly dose maximum value allowed has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.096 | Pharmac Schedule rule is not met - maximum treatment days value has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.099 | Pharmac Schedule rule is not met - maximum treatment days value has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.100 | Pharmac Schedule rule is not met - maximum treatment days value has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.103 | Pharmac Schedule rule is not met - maximum treatment days value has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.105 | Pharmac Schedule rule is not met - monthly dose maximum value allowed has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.108 | Pharmac Schedule rule is not met - monthly dose maximum value allowed has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.109 | Pharmac Schedule rule is not met - monthly dose maximum value allowed has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.112 | Pharmac Schedule rule is not met - monthly dose maximum value allowed has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.116 | Pharmaceutical is not subsidised under this agreement. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.126 | Pharmac Schedule rule is not met - maximum form weight value allowed has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.129 | Pharmac Schedule rule is not met - maximum form weight value allowed has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.130 | Pharmac Schedule rule is not met - maximum form weight value allowed has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.133 | Pharmac Schedule rule is not met - maximum form weight value allowed has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.135 | Pharmac Schedule rule is not met - maximum units per dose allowed has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.138 | Pharmac Schedule rule is not met - maximum units per dose value allowed has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.139 | Pharmac Schedule rule is not met - maximum units per dose value allowed has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.142 | Pharmac Schedule rule is not met - maximum units per dose value allowed has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.144 | Pharmac Schedule rule is not met - maximum product weight per daily dose has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.147 | Pharmac Schedule rule is not met - maximum product weight per daily dose has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.148 | Pharmac Schedule rule is not met - maximum product weight per daily dose has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.151 | Pharmac Schedule rule is not met - maximum product weight per daily dose has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.153 | Pharmac Schedule rule is not met - maximum product weight per monthly dose has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.156 | Pharmac Schedule rule is not met - maximum product weight per monthly dose has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.157 | Pharmac Schedule rule is not met - maximum product weight per monthly dose has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.160 | Pharmac Schedule rule is not met - maximum product weight per monthly dose has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.162 | Pharmac Schedule rule is not met - maximum product weight per single dose has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.165 | Pharmac Schedule rule is not met - maximum product weight per single dose has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.166 | Pharmac Schedule rule is not met - maximum product weight per single dose has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.169 | Pharmac Schedule rule is not met - maximum product weight per single dose has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.171 | Pharmac Schedule rule is not met - maximum product weight per weekly dose has been exceeded for this pharmaceutical. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.174 | Pharmac Schedule rule is not met - maximum product weight per weekly dose has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.175 | Pharmac Schedule rule is not met - maximum product weight per weekly dose has been exceeded for this pharmaceutical. Special Authority rule waiver is also not valid, as no Special Authority number has been provided. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.178 | Pharmac Schedule rule is not met - maximum product weight per weekly dose has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.180 | Pharmac Schedule rule is not met - maximum value allowed for Rx has been exceeded for this pharmaceutical | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET046.183 | Pharmac Schedule rule is not met - maximum value allowed for Rx has been exceeded for this pharmaceutical, and there is no valid Special Authority to waive this rule | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.184 | Pharmac Schedule rule is not met - maximum value allowed for Rx has been exceeded for this pharmaceutical, and no Special Authority number has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record - a description of the related field is listed in the Data Specification. Correct if necessary and resend. | Field 48 |
| DET046.187 | Pharmac Schedule rule is not met - maximum value allowed for Rx has been exceeded for this pharmaceutical, and no endorsement has been given to waive this rule. | Refer to the [Pharmac Schedule](https://schedule.pharmac.govt.nz/ScheduleOnline.php) and check your record.Correct if necessary and resend. |  |
| DET047.002 | Claim has not been received within 6 months of the Claim Date, and no late claim approval has been provided. | Correct the Claim Date and resubmit the claim, or apply to have the claim approved as a late claim. | Field 12 |
| DET050.003 | Duplicate found of this dispensing. | A duplicate claim item with the same Prescription ID and Prescription ID Suffix was found for this dispensing.Check the claim items that have the same Prescription ID. | Field 62Field 63 |
| DET051.001 | Credit and/or Resubmission have failed determination. | The Credit and / or Resubmission claim item was rejected, therefore both items are rejected.Check the error codes for the Credit and Resubmission. |  |
| DET052.002 | This claim is a duplicate of claim [Claim Number] received on [Received Date]. | Check for previous claims with the same File ID. |  |
| DET054.002 | Cost Brand Source (CBS) in Pharmac Schedule but no CBS subsidy has been provided. | Resubmit the claim item with a CBS subsidy amount. | Field 79 |
| DET054.003 | Cost Brand Source (CBS) in Pharmac Schedule but no CBS packsize has been provided. | Resubmit the claim item with a CBS packsize. | Field 80 |
| DET054.007 | Exceptional Circumstances but no Cost Brand Source (CBS) subsidy has been provided. | Resubmit the claim item with a CBS subsidy amount. | Field 79 |
| DET055.002 | NHI number cannot be found in our records. | Check the NHI number, update it and resubmit the claim item. | Field 38 |
| DET055.004 | No NHI number provided. | Resubmit the claim item with the NHI number of the health service user. | Field 38 |
| DET055.006 | NHI number provided is for a deceased health service user. | The date of the dispensing is after the date of death recorded against the health service user.Check the NHI number and the Date of Service. | Field 38Field 64 |
| DET055.007 | Unable to check if the dispensing is valid for a deceased health service user as no date of dispensing has been provided. | Resubmit the claim item with the Date of Service (date of dispensing). | Field 64 |
| DET055.010 | No Pack Unit of Measure provided. | Resubmit the claim item with a Pack Unit of Measure. | Field 70 |
| DET055.011 | Unable to check Quantity Claimed as no quantity has been provided. | Resubmit the claim item with a Quantity Claimed. | Field 68 |
| DET055.012 | Unable to check Quantity Claimed as no Daily Dose has been provided. | Resubmit the claim item with a Daily Dose. | Field 58 |
| DET055.016 | Quantity Claimed exceeds the 90-day supply limit. | The Quantity Claimed, when divided by the daily dose, is more than 90-days worth of supply.Check the Quantity Claimed and the Daily Dose. | Field 58Field 68 |
| DET055.017 | Date of dispensing is after the date the claim was received. | Check the Date of Service (date of dispensing), if it is incorrect, update it and resubmit the claim item. | Field 64 |
| DET056.002 | Unable to check if the NHI number matches, since the Special Authority is missing an NHI. | Check the Special Authority details. | Field 38Field 48 |
| DET056.004 | Special Authority found in our records, but the NHI number does not match. | Check the NHI number and the Special Authority. | Field 38Field 48 |