



Pharmacy Remittance FAQ

1. What is pharmacy remittance?

Pharmacy remittance is the process by which a PBM communicates payment details and issues funds for processed claims. It includes both the payment (EFT or check) and the remittance detail (835, Excel, or PDF) explaining how the payment was calculated. Remittance allows pharmacies to reconcile claims, identify variances, and validate reimbursement accuracy.

2. How are payment cycles structured?

Pharmacy claims are processed in weekly cycles (Monday through Sunday) based on adjudication date. Payment is issued within 30 days following adjudication.

3. How do we receive remittance information?

Remittance files are delivered via secure SFTP. Available formats include 835 (standard for system posting), Excel (for analysis), and PDF (for summary review). Due to system limitations, only one format may be selected.

4. What is the difference between remittance and payment?

Remittance explains how claims were paid, while the EFT or check represents the actual funds received. Always ensure the remittance total matches the deposit amount.

5. What information is included in remittance?

Remittance includes claim identifiers (Rx number, NDC, fill date), paid amounts, adjustments (fees, reversals, recoupments), denial reasons, and payment references.

6. Why might payments differ from expectations?

Variances may occur due to contract pricing terms, claim reprocessing, reversals or recoupments, and performance or administrative fees.

7. What should we do if a claim is missing?

Verify whether the claim was reversed, included in a different payment cycle, or held for review. If unresolved, contact support with the Rx number, fill date, NDC, and expected versus received payment.

8. How are reversals and recoupments reflected?

These may appear as negative line items, offsets against current payments, or adjustments linked to prior claims.

9. What should we do if something is incorrect?

Confirm the correct payment cycle, check for claim reversals or eligibility updates, and escalate with detailed claim information if needed.

10. What is SFTP and why is it required?

SFTP (Secure File Transfer Protocol) is used to securely deliver remittance data containing financial and PHI information. It includes IP whitelisting, secure authentication, and structured file delivery to ensure compliance.

11. What are common remittance issues to watch for?

Common issues include mismatches between remittance totals and EFT deposits, missing or delayed remittance files, unexpected fees or adjustments, and reprocessed or reversed claims.

12. Why is remittance management important?

Effective remittance management ensures accurate reimbursement, timely identification of issues, reduced revenue leakage, and improved financial visibility.

13. Who do we contact for support?

Payment & Remittance: pharmacypayments@truescripts.com
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