



## **NCPDP Health Care Identification Card Fact Sheet** **Pharmacy and/or Combination ID Card**

The National Council for Prescription Drug Programs (NCPDP) is an American National Standards Institute (ANSI)-accredited Standards Developer (ASD). There are over 1,500 NCPDP members representing chain and community pharmacies, manufacturers, payers and others with a vested interest in the industry, such as software vendors. This Fact Sheet relates to the current NCPDP *Health Care Identification Card Pharmacy and/or Combination ID Card Implementation Guide Version 7.0* ("The NCPDP Guide"). Information on obtaining The NCPDP Guide is available at [www.NCPDP.org](http://www.NCPDP.org).

The NCPDP Guide provides parameters for utilizing an ANSI-approved health care ID card standard which clearly and consistently defines the information and format required by the pharmacy provider. NCPDP has adopted the ANSI INCITS 284 standard titled *Information Technology – Identification Cards – Health Care Identification Cards* as the basis for The NCPDP Guide. The NCPDP Guide defines the information placed on the health ID card that is used to route and adjudicate claims at the time of service, thereby improving service levels for clients and patients.

The NCPDP Guide requires the minimum necessary information that must be included and lists additional information that may be included in specific situations. The NCPDP Guide was designed to reflect available technologies and current industry practices and is updated accordingly. It also identifies information that was considered for inclusion on the card but was intentionally omitted. (See Excluded Data Elements).

### **I. Mandatory Information for All Cards**

A font size of eight (8) points or greater must be used when printing mandatory data; font style should clearly differentiate letters vs. numbers (e.g., alpha "O" vs. numeric "0" and alpha "I" and numeric "1"). The mandatory data elements should be printed in uppercase font and non-italic style. Labels are required when specified for the corresponding information element.

### **II. Pharmacy-Only ID Cards**

Pharmacy-only ID cards are used solely to provide information about pharmacy benefits.

#### **A. Front of Pharmacy-only ID Card Requirements:**

1. **Card Issuer Name or Logo.** The name or logo of the benefit administrator issuing the identification card. This information is to be located at the top of the card.
2. **Insured's Identification Number.** This element is intended to identify the cardholder and to correspond with the data submitted in a prescription claim transaction. This field should NOT be left blank. The cardholder ID is to be left justified on the ID card. Enumeration of cardholders should follow all appropriate laws and practices regarding the use of the Social Security Number (SSN). Instructions or directions regarding the ID, such as "see member for SSN", are NOT to appear in the essential information window of the ID card.
3. **Complete Electronic Transaction Routing Information.** The routing information must include an ANSI or NCPDP-issued Issuer Identification Number (RxIIN). It must also include a

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Processor Control Number (RxPCN) and/or a Group Number (RxGRP) when required by the benefit administrator for proper adjudication of claims. The order of the data must be as indicated, and no other data may be interspersed between these data elements when printing pharmacy ID cards. To conserve vertical space on the ID card, the RxIIN and the RxPCN may be printed on the same line. This information is left justified.


4. **Card Issuer Identifier.** The NCPDP implementation guide is based on the INCITS 284 Standard which mandates the use of the card issuer ID for unique identification of the health plan; therefore, NCPDP requires the use of a card issuer ID for machine-readable and electronic formats, but not in printed format. The pharmacy industry uses the RxIIN (required), RxPCN (situational) and RxGRP (situational) for human-readable identification of the pharmacy benefit plan (see Routing Information, above). Per the NCPDP Guide, printing a card issuer ID on a physical ID card is optional for pharmacy-only ID cards. The card issuer ID used must be a valid 10-digit identifier – either one specifically assigned to the card issuer, or the ID assigned to NCPDP, 9151014609 (used as a universal card issuer ID).
5. **Cardholder Name.** The sequence of the name is: first name, middle initial, last name, and name suffix (e.g., Jr or Sr). The name should not contain punctuation such as periods or commas.
6. **Deductible and Maximum Out-of-Pocket Amounts.** The Consolidated Appropriations Act of 2021 requires card issuers to include deductible and maximum out-of-pocket amounts, when applicable. Because of the physical space requirements needed to print such information, The NCPDP Guide recommends card issuers print individual ID cards rather than combination medical/pharmacy ID cards when deductible and maximum out-of-pocket amounts are to be printed.

**B. Back of Pharmacy-Only ID Card Requirements:**

1. **Name and Address of Benefit Administrator.** This should be located on the back where non-electronic prescription claims, patient or provider correspondence can be sent. Its placement must be one of the lower-most elements on the back of the card. Additional addresses for member submitted claims or information is situational.
2. **Help Desk Telephone Number(s), Website(s) and Name(s).** Help desk telephone number(s), website(s) and name(s) are required data elements for the pharmacy ID card. Their placement must be on the back of the card near the pharmacy claim submission name(s) and address(es). It must be clearly labeled/named (e.g., “Help Desk”, “Customer Service”, “Pharmacy Services”, etc.).

**Sample Pharmacy-only ID Card:**

**FRONT OF CARD**

	Plan Name or Other Identifying Information	
RxIIN	12345600	Issued
RxPCN	ABC1234567	03/23/22
RxGrp	ABC123456789	
ID	123456789	
Name	JOHN Q PUBLIC	
	INN	OON
DED	2500/5000	5000/10000
MOOP	3000/6000	4000/8000

**BACK OF CARD**

Space to be used for legal statements, disclaimers or other desired information.

**Pharmacy Help Desk: 800-555-0100**  
**Member Help Desk: 800-555-0199**

Submit claims to:  
 Any Pharmacy Benefits Manager  
 123 ABC Street  
 Anytown, MO 00000-0000  
  
[www.healthplan.com](http://www.healthplan.com)

**Notes:**

- **Card Issued Date** is recommended but not required. See The NCPDP Guide for further information.
- **Key Tag ID Cards** are allowed. See The NCPDP Guide for further information.

**III. Other Types of Pharmacy ID Cards**


The NCPDP Guide also contains information and examples for the following types of ID cards:


- Family ID cards
- ID Card containing more than one pharmacy benefit
- Combination medical and pharmacy ID cards with references to the *WEDI Health Identification Card Implementation Guide*
- Discount cards

**IV. Machine-Readable Technology**

The NCPDP Guide recommends the PDF417 machine-readable technology for pharmacy benefit information. The PDF417 image may be on the front or back of the card. Please see The NCPDP Guide for additional details.

**Sample Pharmacy-only ID Card with PDF417 Image:**

	Plan Name or Other Identifying Information	
RxIIN	12345600	SFX Dependents
RxPCN	ABC1234567	02 JANE HENDERSON
RxGrp	ABC123456789	03 JOHN PUBLIC JR
ID	123456789 SFX 01	04 SANDRA PUBLIC
Name	JOHN Q PUBLIC	05 THOMAS HENDERSON
		06 LISA PUBLIC
		07 FRANK PUBLIC



**V. Excluded Data Elements**

**Pharmacy Copayment Amounts** are not on the card for the following reasons:

- Real-time on-line processing systems do not require copayments to be submitted with the prescription claim.
- This information changes frequently and would require new cards to be printed.
- Many managed care plans include multiple levels of copayment amounts that would not fit on a card.

**Date(s) of Birth** is NOT on the card for the following reasons:

- The primary reason for excluding the date(s) of birth from the list of mandatory and situational data elements is there is not enough room if a card issuer elects to print dependents on the ID card.
- Additionally, printing a cardholder's date of birth on the card would present security issues related to identify theft. Many payers check the submitted date of birth on prescription claims but purposely do not print it on the ID cards to help guard against fraudulent use.

**Benefit Effective Date and Expiration Date** are NOT on the card for the following reasons:

- An individual may have coverage terminated for any number of reasons prior to the date printed, leading to confusion at the time of service.
- The requirement of the expiration date would require massive reprinting of ID cards. Many plans offer eligibility on a monthly or yearly basis. Effective and expiration dates would require ID cards to be reprinted upon each renewal. The additional card printing costs would likely be passed along to the cardholders, probably through higher premiums.
- NCPDP recommends the use of the card issued date. This date benefits both the member and provider in identifying the most current benefit ID card.

## **VI. Implementation of Combination ID Cards**

To reduce the number of printed ID cards, a number of card issuers print health benefit cards containing information for both medical and pharmacy benefits. Information and identifiers related to other health benefit plans such as dental, vision, workers compensation, etc. may be included on the ID card, but must comply with the requirements. Further, nothing prohibits a card issuer from producing combination ID cards that include financial identification for plans such as debit cards for health savings accounts, flexible spending accounts, etc.

Prior releases of The NCPDP Guide included detailed requirements and guidelines for printing combined medical and pharmacy ID cards. However, effective with version 4 release 0 of the NCPDP *Pharmacy and/or Combination ID Card Implementation Guide*, the guide refers readers to the current release of the WEDI *Health Care Identification Card Implementation Guide*. NCPDP and WEDI have collaborated on the requirements and guidelines for combined benefit ID cards and both organizations will continue to work together. Those who are interested in combination medical and pharmacy ID cards should refer to the WEDI implementation guide which is available via [www.wedi.org](http://www.wedi.org). The information provided in this **NCPDP Health Care Identification Card Fact Sheet** is only intended to be a general summary. It is not intended to take the place of the **NCPDP Health Care Identification Card Pharmacy and/or Combination ID Card Implementation Guide Version 7.0**.

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