KASPER Tips: Reducing your Reports that Require "Manual Processing"

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It's Saturday. You have a new patient and need to check their KASPER prescription history. You request the report then see that dreaded phrase, "Manual Process." NO! Now you have to wait until Monday to get the report because KASPER offices are closed.
Unfortunately, this situation happens more than it needs to. The following tips can be incorporated into your practice to reduce the number of reports that require Manual Processing.

1. **Social Security Number**. Use the entire Social Security Number. This is *key* for the computer to match and return your results quickly. If you make up a 9 digit number (e.g., 123456789), be prepared to see that request go to Manual Processing. If you do not know the SSN (or if the patient does not have a SSN), use only 000000000.
2. **Name**. Enter the first name in the first name field and the last name in the last name field. It sounds simple enough, but double check. Every day this results in hundreds of reports that are manually processed. Also, if you know that someone changed names recently, you can use the **Alias** field to enter this information. This can assist KASPER staff in recognizing that, yes, Mrs. Smith now goes by Mrs. Jones and they are indeed the same person.
3. **Date of Birth**. You would be surprised at how many typos are entered in the DOB field. 1/16/1981 can quickly become 11/6/1981 and result in Manual Processing because the DOB entered doesn't match KASPER records. Check very carefully. If you don't, you may receive a blank KASPER report, or one with a message that says check DOB and resubmit.
4. **Address**. Entering the entire patient address is most effective. Please do not use abbreviations for the city name (for example, "ville" could stand for Louisville or Barbourville). If you don't have the patient's entire address, an accurate zip code will be most helpful data to enter. This helps us regionalize the data and more quickly respond to your request. (Do you know how many John Smith's there are in KY?)

Finally, unless you are absolutely sure you submitted incorrect data that caused the Manual Processing please do not request the report again. This only adds to the number of reports to process and may actually delay your receipt of the KASPER report in a timely manner.

Remember KASPER staff is available to help with any questions or problems you may encounter. For support please contact the KASPER Help Desk at eKASPERHelp@ky.gov or (502) 564-2703, or the Drug Enforcement and Professional Practices Branch at (502) 564-2815.

Next time: Tips on interpreting KASPER reports.

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