



340B SPLITNAV **EXCEPTIONS**



Exceptions

This guide outlines the process for identifying and clearing exceptions within the Cervey SplitNAV software to ensure accurate accumulations and maximize 340B savings. Regularly addressing exceptions helps prevent missed opportunities and supports program compliance.

Definitions

Exception: An item number within the covered entity usage file that the software does not recognize. The item number (NDC users) is not in the item catalog or is not in the crosswalk file (CDM users) for matching to the appropriate NDC.

Clearing an Exception: Removing an exception off the list by moving accumulations to the proper NDC, adding it as a direct item or ignoring it.

Item Catalog: Typically referring to primary wholesalers' item catalog but can include secondary wholesaler or other vendors in which items are purchased directly via EDI.

Direct Items: Items purchased directly through a secondary vendor that are billed directly to covered entity (not billed through wholesaler) and EDI is not set-up within the software for that vendor.

Why Should you Clear Exceptions?

It's a savings issue! When an item is in the exception area, the accruals on that item will not be available for purchase until it is linked to the NDC being purchased and used. It is recommended to check for any new exceptions on the dashboard daily, but at minimum weekly. Any unlinked exception will cause the covered entity to miss out on potential 340B savings for that item.

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How to Clear an Exception for an Item within the Item Catalog

- From the *SplitNav* dashboard, click on the 'View Exceptions' button at the top left of the screen (see screenshot below).



- Highlight the item to be cleared and software will automatically search item catalog for a matching description and list possible matches on the bottom half of the screen (see screenshot below).

Exceptions

Item #	Matched Item #	Description	Matched Description	OP Qty	IP Qty	First Import	Last Import
N 51079020601		ALLOPURINOL TAB 300 MG 100UD		1.00	0.00	2025.06.24	2025.06.24
N 0000065140		ENALAPRIL TAB 5 MG 100UD		0.00	1.00	2025.06.24	2025.06.24
N 99998009611		GI Cocktail		0.00	3.00	2025.06.24	2025.06.24
N 000019484		OXYCODONE HCL TAB 10 MG 100		0.00	1.00	2025.06.25	2025.06.25
N 000224026		SWEET CHEEKS GLSL 1.2 GRAM /3 ML (40 %) 3		0.00	1.00	2025.06.25	2025.06.25

Page size: 100 6 items in 1 pages

Sample Record

Item #	Descr / [Client ID]	Org Qty	Trans / [Service]	Prescriber	Payor	Location	Cust ID	User Defined Field 1	User Defined Field 2	User Defined Field 3
51079020601	ALLOPURINOL TAB 300 MG 100UD [XX1234-ENDOCRINOLOGY AT OCCS-Ozark, Shelly-Humana Gold Choice]	1	2025.06.24 [2025.06.15]	Ozark, Shelly	Humana Gold Choice	ENDOCRINOLOGY AT OCCS	XX1234			

Rebuild Exceptions

ALLOPURINOL Search Generic Status Mixed Link Item None Value Clear Ignore Note Ignore

Description	Mfg	Pkg	IP LP	OP LP	NC LP	Item #	NDC #	IP Cost	IPC	OP Cost	OPC	NC Cost	NCC	QOH
ALLOPURINOL TAB 300 MG 100UD	MYI	100	11/1/2019		12/5/2019	1284579	51079-0206-20	\$49.820		\$0.930		\$56.840		0
ALLOPURINOL TAB 100 MG 100	AHI	100				5107057	16729-0134-01	\$16.150		\$0.870		\$10.230		0
ALLOPURINOL 300MG TABS 10X10EA	AHP	100				3587094	62584-0713-01	\$37.280		\$0.930		\$94.190		0
ALLOPURINOL TAB 100 MG 100UD	MYI	100				1422674	51079-0205-20	\$24.150		\$0.930		\$29.210		0
ALLOPURINOL TAB 300 MG 100	MYL	100				1813922	00378-0181-01	\$84.030		\$0.930		\$84.030		0
ALLOPURINOL 300MG TABS 100 EA		100				4368049	55111-0730-01	\$25.610		\$1.170		\$25.610		0

Notes:

- User can sort by 'OP Qty' or 'IP Qty' if they want to attack exceptions with most quantity available first to maximize effort in recovering savings.
- Sample record is shown in middle of screen that can be used for seeing a dispense quantity or getting information for looking up in EMR system on a dispense.
- Status or unit factors can be changed or added to the item straight from this screen – located right above bottom section (or you can save it for later).
- When clicking on item description at bottom of screen, 'Generic' button can be used to list both brand and generic of item.

3. If the correct match does not appear in list, use search text to find by NDC, wholesaler item # or description used by primary vendor.

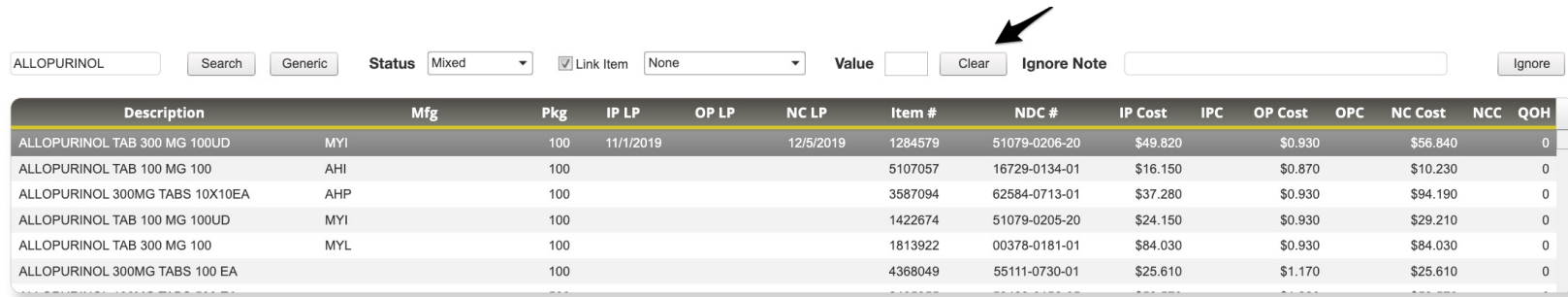
a. Charge Code vs. NDC

Charge code: Charge codes that come across as an exception must be linked to the NDC currently being purchased/used that represents that charge code. In this case, the 'Link Item' box should remain checked (default). This will add the charge code to the crosswalk and prevent the user from getting the same exception next time that number comes across.

NDC: NDC's that come across as an exception are most-likely one of three things: (1) an inner-NDC that needs to be linked to the package NDC of the vendor, (2) a user created 'fake' NDC that represents a compound or piggy-back, or (3) an invalid NDC that is either discontinued or not in the catalog of a new vendor. In the first two scenarios, the 'Link Item' box should remain checked (default). In the case of an invalid NDC, the 'Link Item' box should be unchecked, and the accumulations should be cleared to the correct NDC being used. ****NOTE** A tip/trick that can be used if wanting to delete the exception is clearing to a non-used item without linking the two numbers. This will get rid of the exception but, in order to prevent it from coming back across, user will have to update EMR system to appropriate NDC.**

4. Highlight the description of matching item. Confirm item number should be linked to NDC (If not, uncheck 'Link Item' box).

5. Click the 'Clear' button.



ALLOPURINOL Search Generic Status Mixed ☒ Link Item None Value **Clear** Ignore Note Ignore

Description	Mfg	Pkg	IP LP	OP LP	NC LP	Item #	NDC #	IP Cost	IPC	OP Cost	OPC	NC Cost	NCC	QOH
ALLOPURINOL TAB 300 MG 100UD	MYI	100	11/1/2019		12/5/2019	1284579	51079-0206-20	\$49.820		\$0.930		\$56.840		0
ALLOPURINOL TAB 100 MG 100	AHI	100				5107057	16729-0134-01	\$16.150		\$0.870		\$10.230		0
ALLOPURINOL 300MG TABS 10X10EA	AHP	100				3587094	62584-0713-01	\$37.280		\$0.930		\$94.190		0
ALLOPURINOL TAB 100 MG 100UD	MYI	100				1422674	51079-0205-20	\$24.150		\$0.930		\$29.210		0
ALLOPURINOL TAB 300 MG 100	MYL	100				1813922	00378-0181-01	\$84.030		\$0.930		\$84.030		0
ALLOPURINOL 300MG TABS 100 EA		100				4368049	55111-0730-01	\$25.610		\$1.170		\$25.610		0

6. Once clear button is clicked, a pop-up will appear that will show Item detail (make sure pop-ups are allowed).

User can change status of item (i.e. mixed, inpatient), type in form EMR is using for quantity (i.e. TAB, ML), or add unit factor to code (i.e. multiplier, round to increment).

Item Information

Current Status: Mixed

Change Status to: Do Not Change

Item Number: 1284579

Description: ALLOPURINOL TAB 300 MG 100UD

Manufacturer: MYI

NDC: 51079-0206-20

OP Quantity: 7.0000

IP Quantity: 0.0000

Form Override: ☐

BUV:

Vial Type (SDV, MDV):

Package Size: 100

Package Size Note:

Default Multiplier: 1.0000

OP On Order: 0

Import Codes

51079020600

Add Code

Refresh

Code	Unit Factor	Orphan Code	First Date	Last Date
51079020600				

Item Numbers

Item #	Description	MFG	Pkg Size
1284579	ALLOPURINOL 300MG TABS 10X10EA	MYI	100

- Once reviewed, click on 'Save' button to save any changes or 'Close' button to close out without any other changes.

How to Clear an Exception for an Item Purchased from a Direct Vendor

1. From the *SplitNav* dashboard, click on the 'View Exceptions' button at the top left of the screen (see screenshot below).



2. Highlight the item to be cleared and change status in middle of screen from 'Mixed' to 'Direct'.

Exceptions

Item #	Matched Item #	Description	Matched Description	OP Qty	IP Qty	First Import	Last Import
51079020601		ALLOPURINOL TAB 300 MG 100UD		2.00	0.00	2025.06.24	2025.06.25
00000065140		ENALAPRIL TAB 5 MG 100UD		0.00	2.00	2025.06.24	2025.06.25
00944270009		Gammagard Liq 2.5GM 25ML		25.00	0.00	2025.06.25	2025.06.25
00944270010		Gammagard Liq 5GM 50ML		50.00	0.00	2025.06.25	2025.06.25
99998009611		GI Cocktail		0.00	6.00	2025.06.24	2025.06.25

Page size: 100 6 items in 1 pages

Sample Record

Item #	Descr / [Client ID]	Org Qty	Trans / [Service]	Prescriber	Payor	Location	Cust ID	User Defined Field 1	User Defined Field 2	User Defined Field 3
00944270009	Gammagard Liq 2.5GM 25ML []	25	2025.06.25 [2025.06.25]							

Rebuild Exceptions

Gammagard Search Generic Status **Direct** ☒ Link Item None Value Clear Ignore Note Ignore

Item 00944270009 NDC 00944270003 Description Gammagard Liq 2.5GM 25ML Map to Direct Item Vendor Baxter Pkg Size **25** Convert To Direct

3. Type in NDC in NDC field, Vendor into Vendor field and Pkg Size into Pkg Size field.

4. Click on 'Convert to Direct'

5. Once clear button is clicked, a pop-up will appear that will show Item detail (make sure pop-ups are allowed).

User can change status of item (i.e. mixed, inpatient), type in form EMR is using for quantity (i.e. TAB, ML), or add unit factor to code (i.e. multiplier, round to increment). See screenshot above from step 6 of 'How to Clear an Exception for an Item within the Item Catalog'.

6. Once reviewed, click on 'Save' button to save any changes or 'Close' button to close out without any other changes.

How to Clear an Exception that is a Compound

To clear a compound, the compound must first be created using the Compound Tool located under 'Inventory' then 'Compounds' link.

1. Click on 'Inventory' tab and then choose 'Compounds'.
2. Create your compound by naming it and clicking the 'Add' button. Once added, click the magnifying glass icon next to the newly created compound.

Compounds

GI Cocktail

	Description	Added
	GI Cocktail	6/17/2021

3. Search for the ingredients of the compound by typing in description or NDC of item in search box and clicking 'Search Inventory'. ****NOTE**** If item does not come up when searching, it may not be in virtual inventory. To add, go to Accruals page and click 'Add Item' button to search for and add to virtual inventory page. Once added, go back to compounds page and try again.

Compound Details for: GI Cocktail

NDC #	Description	Last Purchase	Mfg	Pkg Size
45678-9123-14	Donnatal 100mL Bottle	Test		100
59212-0423-04	DONNATAL ELIXIR 4OZ GRAPE	CON		118
59212-0423-16	DONNATAL ELIXIR 16OZ GRAPE	CON		473

- Once item is listed, click on description of item and a page will appear asking showing package size and asking for multiplier value. Unit factor can be used to ensure accuracy of accumulation. Value should equate to amount of this item being used within one dispense quantity of compound.

Compound Details for: GI Cocktail

Donnatal 100mL Bottle

NDC # 45678-9123-14

Mfg Test

Pkg Size 100

Multiplier

Value

- Once unit factor is set, click on 'Add Item to Compound' button and it will be added to list at bottom of page.

Compound Details for: GI Cocktail

Donnatal 100mL Bottle

NDC # 45678-9123-14

Mfg Test

Pkg Size 100

Multiplier

Value

Code Added

No records to display.

	NDC #	Description	Manufacturer	Pkg Size	Unit Factor	Changed	
	45678-9123-14	Donnatal 100mL Bottle	Tes	100	Multiplier: 10.0000	6/17/2021 10:04:14 AM	
	00054-3500-49	LIDOCAINE VISCOUS 2% 100ML	ROX	100	Multiplier: 5.0000	6/17/2021 10:04:49 AM	
	78912-3456-78	Maalox 40mL Bottle	Tes	40	Multiplier: 30.0000	6/17/2021 10:05:12 AM	

- Repeat this process until all ingredients in the Compound are added. DO NOT add a code at this point. The Code will be added through clearing the exception.
- Go to Exceptions page by clicking on 'Import Data' then 'Exceptions'.

Exceptions

Item #	Matched Item #	Description	Matched Description	OP Qty	IP Qty	First Import	Last Import
N 51079020601		ALLOPURINOL TAB 300 MG 100UD		3.00	0.00	2025.06.24	2025.06.26
N 00000065140		ENALAPRIL TAB 5 MG 100UD		0.00	3.00	2025.06.24	2025.06.26
N 00944270010		Gammagard Liq 5GM 50ML		50.00	0.00	2025.06.25	2025.06.25
N 99998009611		GI Cocktail		0.00	9.00	2025.06.24	2025.06.26
N PP2501033		PYXIS PAPER		0.00	1000.00	2025.06.25	2025.06.25

1

Page size: 100

5 items in 1 pages

Sample Record

Item #	Descr / [Client ID]	Org Qty	Trans / [Service]	Prescriber	Payor	Location	Cust ID	User Defined Field 1	User Defined Field 2	User Defined Field 3
99998009611	GI Cocktail [XX85670~D1-SAMEDAY~Chappell, David~Mcd Lacare Amerihith Caritas]	3	2025.06.26 [2025.06.06]	Chappell, David	Mod Lacare Amerihith Caritas	D1-SAMEDAY	XX85670			

GI Cocktail

Search

Generic

Status Mixed

☒ Link Item

None

Value

Clear

Ignore Note

Ignore

Rebuild Exceptions

Description	Mfg	Pkg	IP LP	OP LP	NC LP	Item #	NDC #	IP Cost	IPC	OP Cost	OPC	NC Cost	NCC	QOH
GI Cocktail														

- Find compound on exceptions page and click to highlight.
- Once highlighted, use search bar to type in description used for compound.
- Click on description once compound is showing and then click 'Clear' button. Each ingredient will accumulate based on the unit factor set.

Ignoring Exceptions

To ignore an exception simply highlight the exception and click on the 'ignore' button. Any ignored exception can be returned to the Exceptions page by going to 'Import Data' then 'Ignored Exceptions' and clicking on the green arrow next to the description of the item to be un-ignored.

Screenshot of ignoring an exception:

Exceptions

Item #	Matched Item #	Description	Matched Description	OP Qty	IP Qty	First Import	Last Import
00944270010		Gammagard Liq 5GM 50ML		50.00	0.00	2025.06.25	2025.06.25
99998009611		GI Cocktail		0.00	9.00	2025.06.24	2025.06.26
000224046		NITROGLYCERIN IN 5 % DEXTROSE SOLN 25 MG/250 ML (100 MCG/ML) 250		0.00	1.00	2025.06.26	2025.06.26
PP2501033		PYXIS PAPER		0.00	1000.00	2025.06.25	2025.06.25
000229542		VEKLURY		0.00	1.00	2025.06.26	2025.06.26

1

Page size: 100

7 items in 1 pages

Sample Record

Item #	Descr / [Client ID]	Org Qty	Trans / [Service]	Prescriber	Payor	Location	Cust ID	User Defined Field 1	User Defined Field 2	User Defined Field 3
000229542	VEKLURY [XX2488143~ROOM 4324~1093014805~PEOPLES HEALTH MEDICARE ADVANTAGE]	1	2025.06.26 [2025.06.19]	1093014805	PEOPLES HEALTH MEDICARE ADVANTAGE	ROOM 4324	XX2488143			

VEKLURY

Search

Generic

Status Mixed

☒ Link Item

None

Value

Clear

Ignore Note

Ignore

Rebuild Exceptions

Description	Mfg	Pkg	IP LP	OP LP	NC LP	Item #	NDC #	IP Cost	IPC	OP Cost	OPC	NC Cost	NCC	QOH
VEKLURY VL 100 MG		1				61958290102	61958-2901-02							0

Screenshot of un-ignoring an exception:

Ignored Import Exceptions

Start 4/27/2025

End 6/26/2025

Search

View

Item #	Description	Ignored	Last Upload	Accrual
000229314	FENTANYL (PF)-BUPIVACAINE-NACL SOLN 2 MCG/ML- 0.12	06/24/2025	06/26/2025	364.0000
000049102	OXYTOCIN IN LACTATED RINGERS SOLN 20 UNIT/1,000 ML	06/24/2025	06/25/2025	316.0000
000224052	YUPELRI NEBU 175 MCG/3 ML 3	06/24/2025	06/26/2025	1192.0000

****NOTE**** Do not ignore an item that the pharmacy is currently buying. Any item ignored will purchase on the default account which is the WAC account for DSH and Children's Hospitals.

Correcting an Incorrect Link

If a charge code is linked to an incorrect NDC or an inner NDC is linked to the wrong package or a dissimilar NDC, the steps below can be used to move that detail to the accurate NDC.

1. Locate the NDC with dispenses you would like to move to the correct NDC.
2. Navigate to: Import Data > Transaction Management > Text Search.
3. In the Text Search screen, search for the transactions you'd like to review using the following filter options:
 - Start/End Dates
 - Recommended to search by Transaction Date (Transaction date is the date Cervey received the transaction; Service date is the date of administration given by EMR)
****NOTE** Please note you can only choose a 90 days at a time**
 - Uncheck the 'Enable Grid Paging' box
 - Enter your NDC (of original item linked) or charge code used and click 'Search' button
 - All dispenses that meet the criteria selected will populate at bottom of screen
 - You can check all dispenses by using top check box or individually check/uncheck items listed

The screenshot shows the 'Transaction Management' interface. At the top, there's a header bar. Below it, the 'Text Search' tab is selected. The search criteria include 'Start' (6/22/2025), 'End' (6/26/2025), and 'Search By' (Transaction Date). Below these, there are buttons for 'Batch', 'Selection Search', 'Text Search', 'Ineligible Dispense Report', 'Add Note', and 'Change NDC of Dispenses'. The 'Text Search' button is highlighted. Below the buttons, there's a 'Patient Type' dropdown (All), a 'No Eligibility Filter' dropdown, and a text input field containing '00944270003'. A 'Search' button is to the right. Below the search area, there's a text input field for 'Enter your reason for reversal.', a checkbox for 'Check to confirm reversal', a 'Reverse Selected Transactions' button, and an 'Enable Grid Paging' checkbox. At the bottom, there's a table with columns: Status, Item #, NDC #, Description, Service, Transaction, Qty, Upd Qty, Type, and Prescrib. The first row of data shows: Item # 00944270009, NDC # 00944-2700-03, Description Gammagard Liq 2.5GM 25ML, Service 6/25/2025, Transaction 06/25/2025, Qty 25.0000, Upd Qty 25.0000, Type Out-Patient. Arrows point to the Start/End dates, Search By dropdown, Text Search button, Patient Type dropdown, No Eligibility Filter dropdown, Search input field, Search button, Reverse Selected Transactions button, and the first row of the table.

Status	Item #	NDC #	Description	Service	Transaction	Qty	Upd Qty	Type	Prescrib
	00944270009	00944-2700-03	Gammagard Liq 2.5GM 25ML	6/25/2025	06/25/2025	25.0000	25.0000	Out-Patient	

4. Once dispenses to move are found, move them to the accurate NDC using the following steps:
 - Once the appropriate dispenses have been selected, click on the 'Change NDC of Dispenses' tab
 - The dispense detail will stay at the bottom of the screen

- Search for the NDC the dispenses should have gone too by using NDC number or description and clicking 'Search'
- Once the NDC is showing in the box below, highlight it and click 'Move Dispenses' button
- Wait for a pop-up notification that will appear once the dispenses have been successfully moved

Transaction Management

Start 6/22/2025 End 6/26/2025 Search By Transaction Date

Batch Selection Search Text Search Ineligible Dispense Report Add Note Change NDC of Dispenses

Search by Description, Item Number or NDC
 Item must be in inventory. If not found, add item from the Accruals page. Only dispenses are moved. Prescriptions are unaffected.

gammagard Search Move Dispenses

NDC #	Item #	Description	Manufacturer	Pkg Size
00944-2700-05	4025912	GAMMAGARD LIQ 10GM 100ML	PRH	1
00944-2700-05	5372743	GAMMAGARD LIQ 10GM 100ML	PRH	1
00944-2700-06	3774759	GAMMAGARD LIQ 20GM 200ML	BAX	1

Enter your reason for reversal. ☐ Check to confirm reversal Reverse Selected Transactions ☐ Enable Grid Paging

Rows with no status messages will be rejected and zeroed. Rows with status messages will have their quantities restored.

Status	Item #	NDC #	Description	Service	Transaction	Qty	Upld Qty	Type	Prescriber ID
<input checked="" type="checkbox"/>	00944270009	00944-2700-03	Gammagard Liq 2.5GM 25ML	6/25/2025	06/25/2025	25.0000	25.0000	Out-Patient	

Questions?

Call 800-710-9348