



HIN Technical Bulletin

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HIN Re-Submittals: Reasons and Next Steps

All HIN requests submitted by subscribers to the HIN database are converted into work orders in HIMS, HIBCC's proprietary HIN enumeration software. At any given moment, HIBCC may have hundreds of OPEN HIN request work orders in HIMS. A work order is considered OPEN until all requests are either successfully processed or rejected. Once all requests in a work order have been completed the work order is considered CLOSED. Once a work order has been marked as CLOSED it may no longer be updated.

For example, a request for the following entity may have been submitted on a HIN request template:

GENERAL PHARMACY
123 S MAIN ST
ANYCITY, STATE 12345 US
888-555-1212
MARKET SEGMENT: PH

Assume that this request was rejected and not completed for a number of possible reasons: incorrect address, wrong business name, etc. The HIN subscriber that submitted the record may re-submit the request with updated (corrected) information so that HIBCC could attempt to re-contact the pharmacy to assign it a HIN. Since the original record was part of a work order that had been marked as CLOSED, it cannot be reprocessed. Therefore, the subscriber must submit the new HIN request on a new template with the updated information. If the HIN request is submitted without an updated (if applicable) HIN request template it is subject to a \$2.49 data entry fee per record.

Should you have additional questions regarding HIN work orders, please contact the HIN Department at 1-877-GET-HINS or email us at dba@hibcc.org.

HIN Reminders:

- Want to know why you're receiving an "Out of Scope" message while searching for a HIN record? There are several possible reasons. Please [click here](#) to learn more.
- The Top 20 Pharmaceutical Companies, ranked by U.S. sales from October 2008-September 2009, are all HIN subscribers. The Top 5 Pharmaceutical Companies include [\(click here to view all 20\)](#):
 - Pfizer, HIN subscriber since 1991
 - AstraZeneca, HIN subscriber since 1992
 - GlaxoSmithKline, HIN subscriber since 1989
 - Merck & Co., HIN Charter Subscriber
 - Hoffmann-La Roche, HIN subscriber since 1992
- A new set of HIN distribution files is now available online at iHIN. To learn how to download the periodic HIN distribution from iHIN, please [click here](#).
- Unless there has been a prior arrangement made with HIBCC, a submission of 500 or more records in a single submission, or a total number of requests in a calendar month of 1,500 or more records, is handled by HIBCC as an Initial Customer Load (ICL). Please [click here](#) to read more about this change.
- HIBCC has begun implementing proposed changes to HIN Procedures for 340B Pricing Programs. Please [click here](#) to read more about those changes.
- If you have HIN questions or if there is a topic you would like to see discussed in greater detail, please email suggestions to news@hibcc.org.

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