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EHR 5.9/8.4 Enhancements: Medications - ePrescribing

Presenter: Katie Baker

Note: Please be advised this information is consistent with the 5.9 BETA application version. Additional changes may occur prior to the final application release.

Agenda

- Medication Reconciled Checkbox

- Limit Oral Liquid Medication Units

- Advanced Auditing for eRX Transactions

- Order Date/Start Date on Rx Print/Fax

- Rx Fill

- Rx Change

- Electronic Prior Authorization

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Medication Reconciled Checkbox

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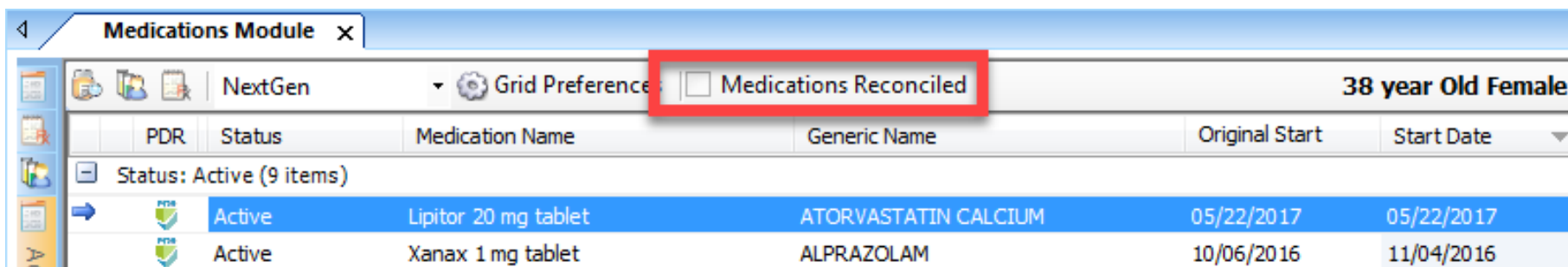# Medication Reconciled Checkbox

Purpose

- Medication Reconciled Checkbox was added to the Medication Module

    - Multiple Medicare QPP and Medicaid Meaningful Use Stage 3 measures include the need to review medication lists or perform medication reconciliation

    - New checkbox was added to provide more opportunities to document medication reconciliation

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Medication Reconciled Checkbox

Functionality

- Checkbox indicates medications were reconciled on an encounter basis

  - Medication Module is a Summary module and shows medications across all encounters

  - Medication Reconciliation Checkbox must be selected in each encounter where it is performed

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Medication Reconciled Checkbox

Functionality

- Checkbox does not depend on whether medications are present or not
    - Indicates that a review was done during that encounter
- Some standard encounter business rules will apply to the checkbox
    - Checkbox cannot be modified in a locked encounter
    - Unlocking the encounter will not allow the checkbox to be modified
        - User can make changes in the Medication Reconciliation template or Clinical Reconciliation module
    - Checkbox cannot be modified if the documentation encounter date is within 7 days from today's date
    - Checkbox can only be modified from the practice that was selected at the time of documentation
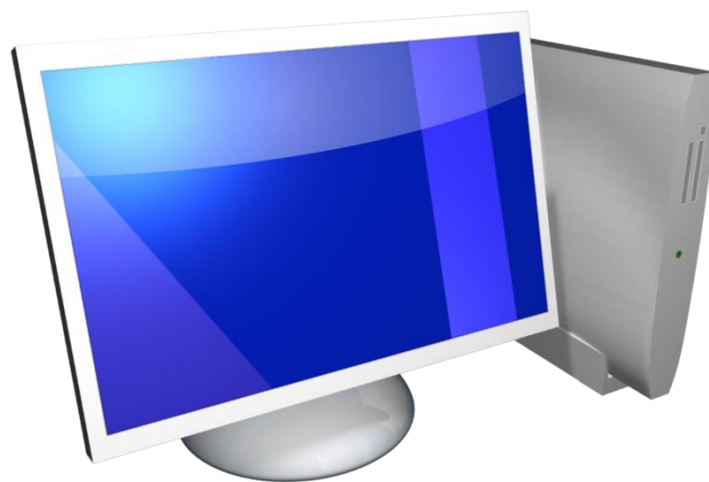
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Medication Reconciled Checkbox

Functionality

- Medication Reconciliation checkbox in KBM was replaced with new patient_encounter.medication_reconcilied field

  - Same field used in the Medication Module and Clinical Reconciliation Module

  - User can select the checkbox in any location in the encounter

  - Upon upgrading, a migration script will be applied to display the selected checkbox from previous encounters

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Demo

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Limit Oral Liquid Medication Units

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Limit Oral Liquid Medication Units

Purpose

- Oral Liquid medications can only be prescribed in metric standard of units (mL)
  - No other units will be permitted
  - Examples of oral liquid medications include:
    - Oral drops
    - Elixirs
    - Emulsions
    - Liquids
    - Solutions
    - Suspensions
    - Syrups

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Limit Oral Liquid Medication Units

Functionality

- Prescriptions for oral liquid medications cannot be printed, faxed or eprescribed if the wrong unit is used

    - The system will alert the user if the wrong unit is used

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Limit Oral Liquid Medication Units

Functionality

- Areas where medication units are affected:
  - Medication Favorites
  - Medication Reconciliation Imports
  - Medication Renewals
  - eRX Refill Requests
  - Rx Change Requests
  - Existing Active Medications
  - Template Triggers

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Limit Oral Liquid Medication Units

Functionality

- First Databank will automatically use the most common unit of measure for each medication

  - Ensure medication database is up to date

  - Many medications may already have the correct unit listed

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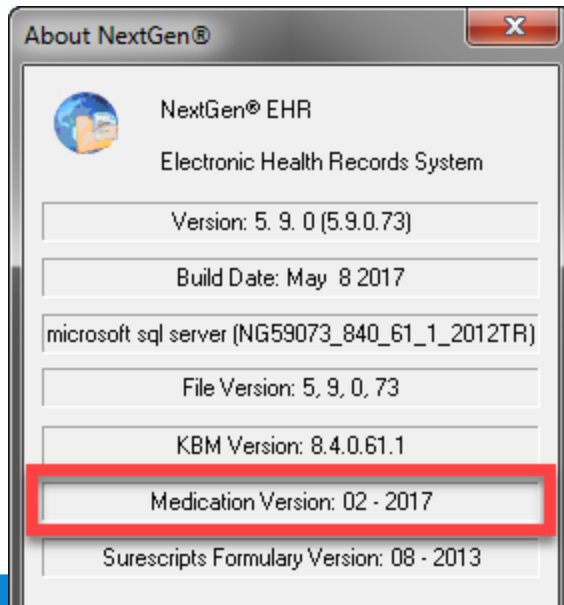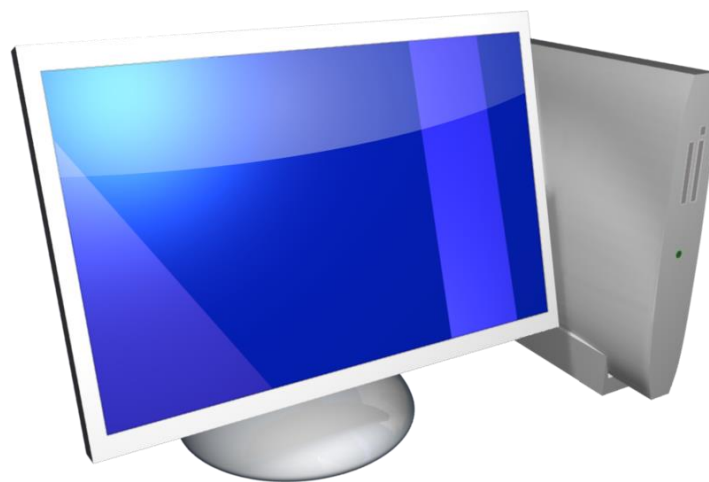
Limit Oral Liquid Medication Units

Setup

- No additional setup required

- Oral Liquid units will need to be manually updated in the following areas

  - Existing Medication Favorites

  - Existing active Oral Liquid medication orders

- User Defined Medications will not be affected by this change

  - System does not recognize the required unit of measure for these types of medications

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Advanced Auditing for eRX

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Advanced Auditing for eRX

Purpose

- Medicare QPP and Medicaid Meaningful Use certification indicates all auditing must be recorded in one tool

  - All existing SureScripts audits recorded in the Medication Module will be moved to Advanced Audit

  - Additional transactions will now be audited

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Advanced Auditing for eRX

Functionality

- Audit Options

  - SureScripts Query Transactions

    - Eligibility Requested

    - Medication History Requested

    - Medication History Viewed

  - Prescribing Transactions

    - Currently viewed in the eRX Status window

      - Will now display in Advanced Audit
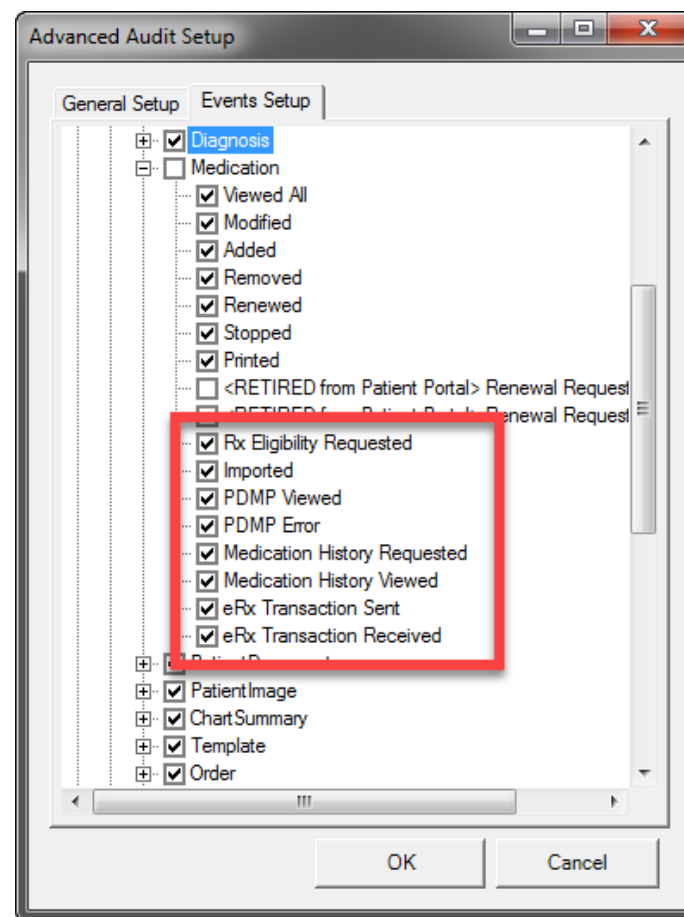
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Advanced Auditing for eRX

Functionality

- Prescribing Transactions
  - Split into two categories
    - Outbound Transactions
      - New Rx
      - Refill Response
      - RxChange Response
      - Cancel Rx
      - Prior Authorization Initiation
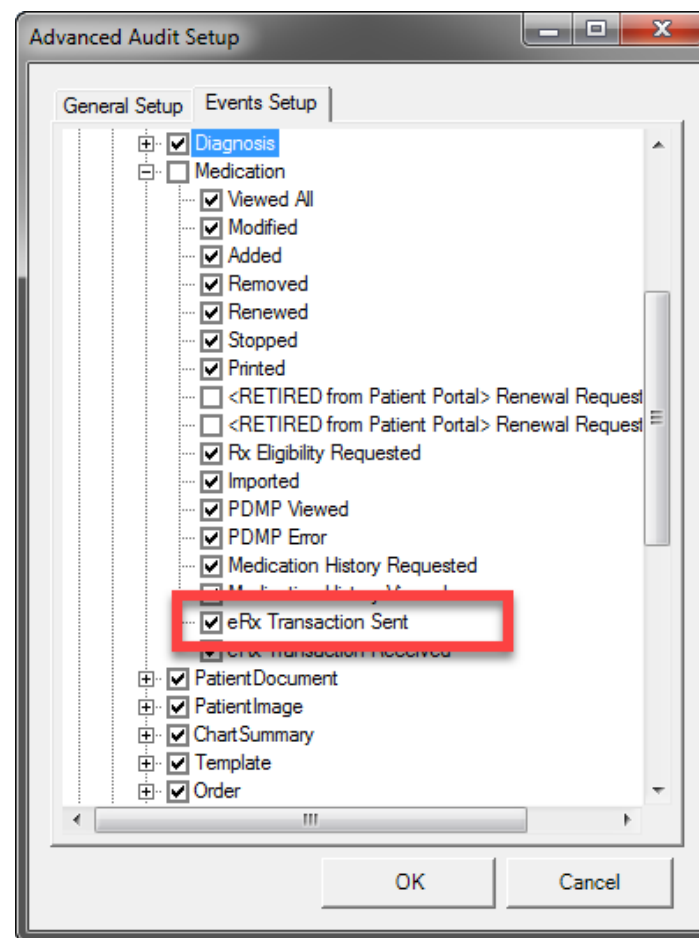
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Advanced Auditing for eRX

Functionality

- Prescribing Transactions

    - Split into two categories

        - Inbound Transactions

            - Refill Request

            - RxFill Notification

            - RxChange Request

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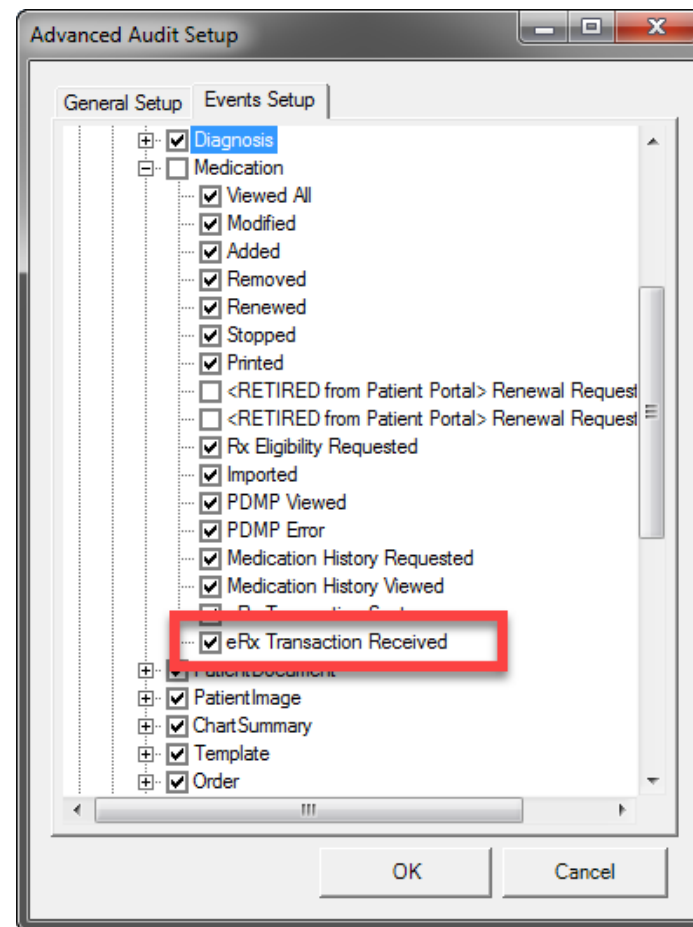
Advanced Auditing for eRX

Functionality

Audit Records (Count: 48) Report Hash Code: cpd6qrBwm1D0dCiUex/dvLmqKzgYnHPcdx6ul7yJa6l=

User	Category	Action	Action Type	Date / Time	Time Zone	Message
Tickle, Alison	Medication	Medication History Viewed	Query	4/20/2017 10:02:52 AM	EDT	No Medication History returned for patient David Cross
Tickle, Alison	Medication	Medication History Requested	Query	4/20/2017 10:02:52 AM	EDT	User requested Medication History for patient David Cross
New59Dev, Abhinav	Medication	eRx Transaction Sent	Export	4/20/2017 9:39:31 AM	EDT	Abhinav New59Dev sent Prior Authorization initiation request for Crestor 5 mg tablet for David Cross
New59Dev, Abhinav	Medication	eRx Transaction Sent	Export	4/20/2017 9:21:00 AM	EDT	Abhinav New59Dev sent Prior Authorization initiation request for Zithromax TRI-PAK 500 mg tablet for Fre
New59Dev, Abhinav	Medication	Rx Eligibility Requested	Query	4/20/2017 9:20:39 AM	EDT	User requested Rx Eligibility for patient Jockey, Fred A
Services, NextMD	Medication	eRx Transaction Sent	Export	4/20/2017 9:05:15 AM	EDT	Shreyas New59Dev sent new prescription for Zithromax Z-Pak 250 mg tablet for TEAGUE RODGERSSON.
Services, NextMD	Medication	eRx Transaction Sent	Export	4/20/2017 8:55:43 AM	EDT	Shreyas New59Dev sent Approved Refill Response for Coumadin 2 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Received	Import	4/20/2017 8:53:20 AM	EDT	Refill Request received for Coumadin 2 mg tablet for Johnathan Swift.
New59Dev, Shreyas	Medication	eRx Transaction Sent	Export	4/20/2017 8:46:53 AM	EDT	Shreyas New59Dev sent Prior Authorization initiation request for Zithromax Z-Pak 250 mg tablet for TEAGU
New59Dev, Shreyas	Medication	Rx Eligibility Requested	Query	4/20/2017 8:45:24 AM	EDT	User requested Rx Eligibility for patient RODGERSSON, TEAGUE
Services, NextMD	Medication	eRx Transaction Sent	Export	4/20/2017 8:38:46 AM	EDT	Shreyas New59Dev sent new prescription for Coumadin 2 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Sent	Export	4/20/2017 8:35:47 AM	EDT	Shreyas New59Dev sent Therapeutic Interchange Response for lisinopril 10 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Sent	Export	4/19/2017 4:24:40 PM	EDT	Shreyas New59Dev sent Approved Refill Response for Tylenol 325 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Received	Import	4/19/2017 4:10:49 PM	EDT	Refill Request received for Tylenol 325 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Sent	Export	4/19/2017 3:55:34 PM	EDT	Shreyas New59Dev sent new prescription for Tylenol 325 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Sent	Export	4/19/2017 3:33:34 PM	EDT	Shreyas New59Dev sent Approved Refill Response for Advil 200 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Received	Import	4/19/2017 3:30:48 PM	EDT	Refill Request received for Advil 200 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Sent	Export	4/19/2017 2:30:23 PM	EDT	Shreyas New59Dev sent new prescription for Advil 200 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Sent	Export	4/19/2017 2:26:29 PM	EDT	Shreyas New59Dev sent CancelRx request for Advil 200 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Sent	Export	4/19/2017 9:52:50 AM	EDT	Shreyas New59Dev sent Therapeutic Interchange Response for lisinopril 10 mg tablet for Johnathan Swift.
Services, NextMD	Medication	eRx Transaction Sent	Export	4/19/2017 9:50:51 AM	EDT	Shreyas New59Dev sent Generic Substitution Response for Advil 200 mg tablet for Johnathan Swift.

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Order Date/Start Date on Rx

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Order Date/Start Date on Rx

Purpose

- Change made to existing Rx Print and Rx Fax reports

Westside Medical Clinic
123 Tates Way
Horsham, PA 19044
Tel: (219) 978-1200 • Fax:

Matthew M Abbott, MD

LIC #: 96459334   •   NPI #: 2362943344   •   DEA #: BA6653097

| NAME | Tina Acuna | | SEX Female | AGE 38 | DOB | 08/29/1978 |
| ADDRESS | 9501 E Broadway Belleview, FL 34420 | | | | ORDER DATE | 06/02/2017 |

℞

amoxicillin 400 mg/5 mL oral suspension
Disp: 187.5 (One Hundred Eighty-Seven And 5 / 10) Milliliter
Sig: take 6.25 milliliter by oral route every 8 hours

☐ 1-24
☐ 25-49
☐ 50-74

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Order Date/Start Date on Rx

Functionality

- If Order Date is the same as the Start Date, Rx Print/Fax will display the Order Date

Neighborhood Physicians Practice EMR
2472 Rocky Place
Beaverton, OR 97006
Tel: (555) 555-1002 • Fax: (555) 555-1002

Kira Campbell

LIC #:   •   NPI #: 1255522876   •   DEA #: AA8642490

| NAME | Kyre Green | | SEX Female | AGE 33 | DOB | 07/01/1983 |
| ADDRESS | 1245 North Lake Dr Oklahoma City, OK 73101 | | | | ORDER DATE | 04/05/2017 |

℞

Allegra Allergy 60 mg tablet
Disp: 60 (Sixty) Tablet
Sig: take 1 tablet by oral route 2 times every day

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Order Date/Start Date on Rx

Functionality

- If Order Date is different from the Start Date, Rx Print/Fax will display both dates

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Order Date/Start Date on Rx

Functionality

- An updated version of both RxPrint and RxFax will be needed
    - Located in the Distributed Reports folder
        - //ServerName/NextGenRoot/PROD/DistributedReports
    - Move reports to Report Path designated in Universal Preferences

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Rx Fill

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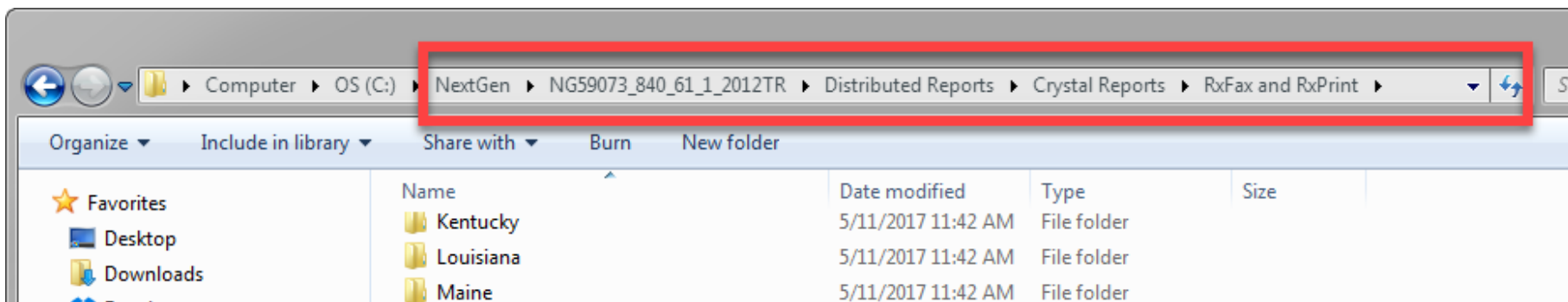
Rx Fill

Purpose

- New SureScripts Service Level

  - Enables messages to be sent by the pharmacy to the prescriber regarding the fill status of a prescription that was sent via eRX previously

  - Both prescriber and pharmacy must be enrolled in the service level to receive these messages

  - RxFill is a requirement for the Medicare QPP and Medicaid Meaningful Use 2015 certification, but it is not specifically required for the eRX ACI measure

Rx Fill

Functionality

- View RxFill Status
  - Medication Module
    - Status returns directly back to the module in the RxFill status column
      - Column must be added in Grid Preferences for each user that wants to see the column
    - Prescriber cannot respond to the RxFill notifications from the pharmacy

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Rx Fill

Functionality

- View RxFill Status
  - eRX Status Window
    - Track RxFill messages

Rx Fill

Functionality

- Message Statuses
    - Used to notify prescriber of dispense status of new prescriptions, refills or medication resupply requests
        - Dispensed
            - Notifies the prescriber when a prescription has been dispensed to the patient
        - Not Dispensed
            - Notifies the prescriber when the pharmacy has not dispensed a previously filled medication and it has been returned back to stock

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Rx Fill
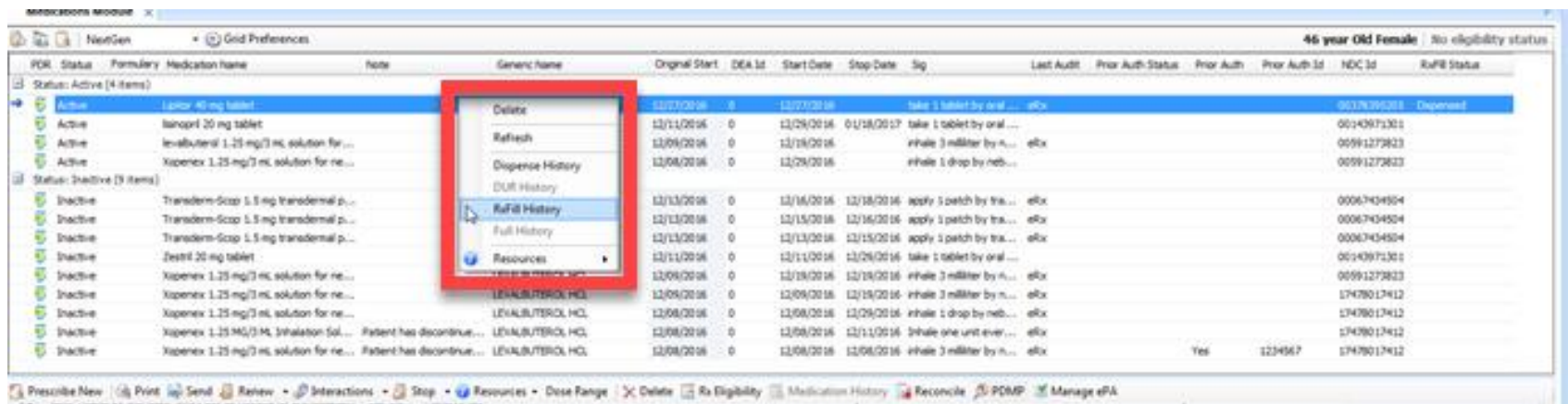
Functionality

- Message Statuses
  - Partially Dispensed
    - Notifies the prescriber when a prescription has only been partially dispensed
      - Example: Patient picked up 15 of 30 tablets
  - No Status
    - Internal message
    - Indicates that a participating pharmacy has not send an RxFill notification for this medication
  - Not Participating
    - Internal message
    - Indicates the selected pharmacy is not participating in RxFill

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Rx Fill

Functionality

- RxFill Status History
    - Provides information on previous messages sent
        - Right click on medication to view status history
        - View each status one at a time, if multiple statuses exist

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Rx Fill

Functionality

- RxFill Status History

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Rx Fill

Workflow

- Medication Module

  - Use existing standard eRX or EPCS workflow

  - Pharmacy that is chosen for prescription must be enrolled in RxFill service

  - Send Prescription via eRX

  - Status will return back to Medication Module once the pharmacy has sent the message

    - The timing will depend on the actions of the patient and pharmacy

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Rx Fill

Setup

- NCS must be running
  - No additional processes need to be enabled
- Pharmacy
  - Pharmacy must be enrolled in the RxFill service level
    - Recommend running an update to the pharmacy download to get the most recent data

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Rx Fill

Setup

- Provider

    - Providers must be enrolled in the RxFill service level

        - Provider Master File – ePrescribing tab

            - Checkbox RxFill under Retail Service level

            - Click Menu button > Retail Service Level > Update Enrollment

        - Update each provider individually

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Rx Fill

Setup

- User

  - Add RxFill Status column for each user that wants to view the status information

    - Must be done per user

    - Medication Module

      - Grid Preferences

      - Set Columns to Display > RxFill Status

Demo

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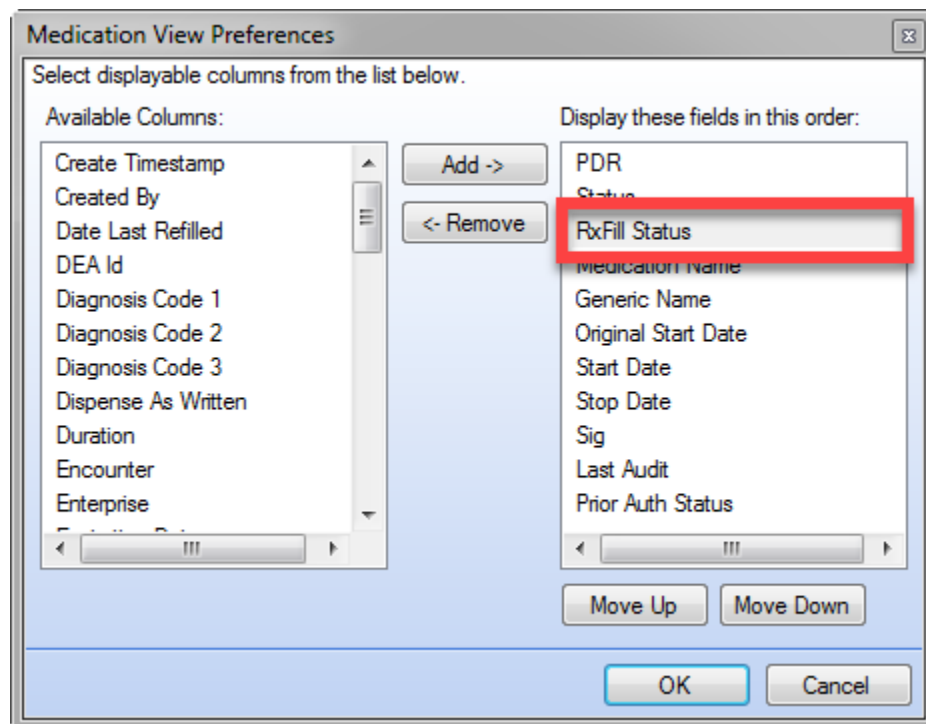
Rx Change

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Rx Change

Purpose

- New SureScripts Service Level
  - Enables pharmacies to send messages to the prescriber requesting that a change be made to an existing prescription
    - The prescriber will then respond to approve or deny the change request
  - Both prescriber and pharmacy must be enrolled in the service level to receive these messages
  - RxChange is a requirement for the Medicare QPP and Medicaid Meaningful Use 2015 certification, but it is not specifically required for the eRX ACI measure

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Rx Change

Functionality

- Tasking

  - Rx Change messages sent from the pharmacy will be routed to the providers inbox as a Clinical Task

    - Tasks can be routed to a new workgroup through File Maintenance

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Rx Change

Functionality

- Tasking
    - Responses include Approve, Approve with Changes, and Deny
        - Approve
            - Prescriber accepts the suggested medication as is with no additional changes
        - Approve with Changes
            - Prescriber accepts the request but would like to make modifications prior to approving
        - Deny
            - Prescriber would like to keep the original prescription without making any changes
                - User must enter Denial Reason
                - New denial reasons added for Rx Change

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Rx Change

Functionality

- Message Types

  - Prior Authorization

    - Pharmacy sends this request when a Prior Authorization is needed for the patient's insurance

    - User can either approve or deny request

      - Modifications cannot be made to the actual medication

    - User must enter a valid Prior Authorization ID in order to submit approval

      - This is not related to the new Electronic Prior Authorization feature

      - Prior Authorization would be completed the same way it is currently

	Due Date ▽	Patient Name	Subject
⊛ ☐	05/18/2017	Green, Kyre	RxChange Request: Prior Authorization
⊛ ☐	05/18/2017	Green, Kyre	RxChange Request: Prior Authorization
⊘ ☐	02/10/2017	Kneeland, Keith	RxChange Request: Therapeutic Interchange

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Rx Change

Functionality

- Prior Authorization

Rx Change

Functionality

- Prior Authorization
  - Additional details will be viewable in the Medication Module to reflect change request
    - Additional Details > Prior Authorization

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Rx Change

Functionality

- Message Types
  - Generic Substitution
    - Pharmacy sends this request when a generic substitution is available for the prescribed medication
      - Pharmacy can send a request for more than one medication at a time
    - User can either approve or deny the suggested medication
      - No additional modifications can be made to the medication

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Rx Change

Functionality

- Generic Substitution

Rx Change

Functionality

- Message Types
    - Therapeutic Interchange Request
        - Pharmacy sends this request when they recommend a change be made to the prescribed medication for therapeutic reasons or to assist with patient compliance
        - User can either approve, approve with changes, or deny suggested medication
        - Pharmacy can make requests for more than one medication at a time

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Rx Change

Functionality

- Therapeutic Interchange Request

Rx Change

Functionality

- Message Types
    - Therapeutic Interchange Request
        - DUR
            - Used to switch to an alternative drug based on a DUR alert
            - Pharmacy may have additional medication information that the prescriber didn't have
        - Formulary Compliance
            - Used to switch to a different medication that is a formulary preferred product or is offered at a lower cost to the patient

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Rx Change

Functionality

- Message Types
    - Therapeutic Interchange Request
        - Day Supply Change
            - Used when a 30-day supply is prescribed, but the pharmacy determines the patient has a 90-day benefit

        - Daily Dose Optimization
            - Used when pharmacy determines a change to the daily dose may be helpful to the patient
            - Example: Prescription is for 10 mg table 2x per day, but patient would rather take 20 mg table 1x per day

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Rx Change

Functionality

- Message Types
    - Therapeutic Interchange Request
        - Script Clarification
            - Pharmacy is unsure of the prescribers intent (i.e. possible prescriber error)

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Rx Change

Workflow

- Pharmacy sends Rx Change request for an existing prescription
- Task is received by User/Workgroup
  - User should accept the task to ensure no other users are trying to respond
- User enters necessary response to Rx Change request

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Rx Change

Workflow

- Patient's chart updated based on response
  - New medications that are approved will be added to the medication module
    - Original medication will be stopped
  - Approval or Denial messages will be tracked in an encounter (message format)
- Task is marked as complete

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Rx Change

Workflow

RxChange Response-1
Request Type: Prior Authorization
Time: 04/20/2017 01:41 PM
User: Campbell, Kira
Prescriber Name: Campbell, Kira
Responding Provider: Campbell, Kira

Pharmacy
CA Pharmacy 10.6MU
65432 Cabernet Turn
Sonoma, CA 95476
(707) 210-7071

Original Prescription
Request Date: 04/18/2017 05:29 AM
Prescription: Xopenex 1.25 MG/3 ML Inhalation Solution
SIG: Inhale one unit every 4-6 hours via nebulizer or as necessary for wheezing.
Quantity: 75.555
Refills: 3
Last filled: 02/01/2014
Notes to Pharmacy: Patient has discontinued use of other inhalers.

Change Response
Status: APPROVED
Prescription: Xopenex 1.25 mg/3 mL solution for nebulization
SIG: inhale 3 milliliter by nebulization route every 8 hours
Quantity: 30
Refills: 0
Last filled: 01/27/2017 12:00 AM
Notes to Pharmacy:

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Rx Change

Setup

- NCS must be running

  - No additional processes need to be enabled

- Pharmacy

  - Pharmacy must be enrolled in the RxChange service level

    - Recommend running an update to the pharmacy download to get the most recent data

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Rx Change

Setup

- Provider

    - Providers must be enrolled in the Rx Change service level

        - Provider Master File > ePrescribing tab

            - Checkbox RxChange under Retail Service Level

            - Click Menu button > Retail Service Level > Update Enrollment

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Rx Change

Setup

- Provider
  - Assign workgroup and category to new RxChange option
    - Provider Master File > ePrescribing
      - Assign workgroup
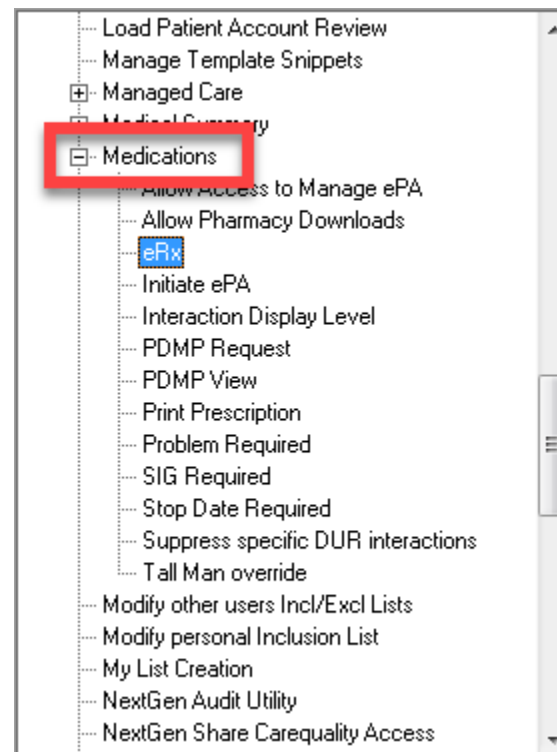   - It may be necessary to create a new workgroup

Task Type	Workgroup		Categories	
eRx Refills	Clinical Staff	▼		▼
RxChange	Clinical Staff	▼		▼

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Rx Change

Setup

- User

  - User must have eRX permissions in System Admin to be able to respond to RxChange requests

    - Operations > Medications

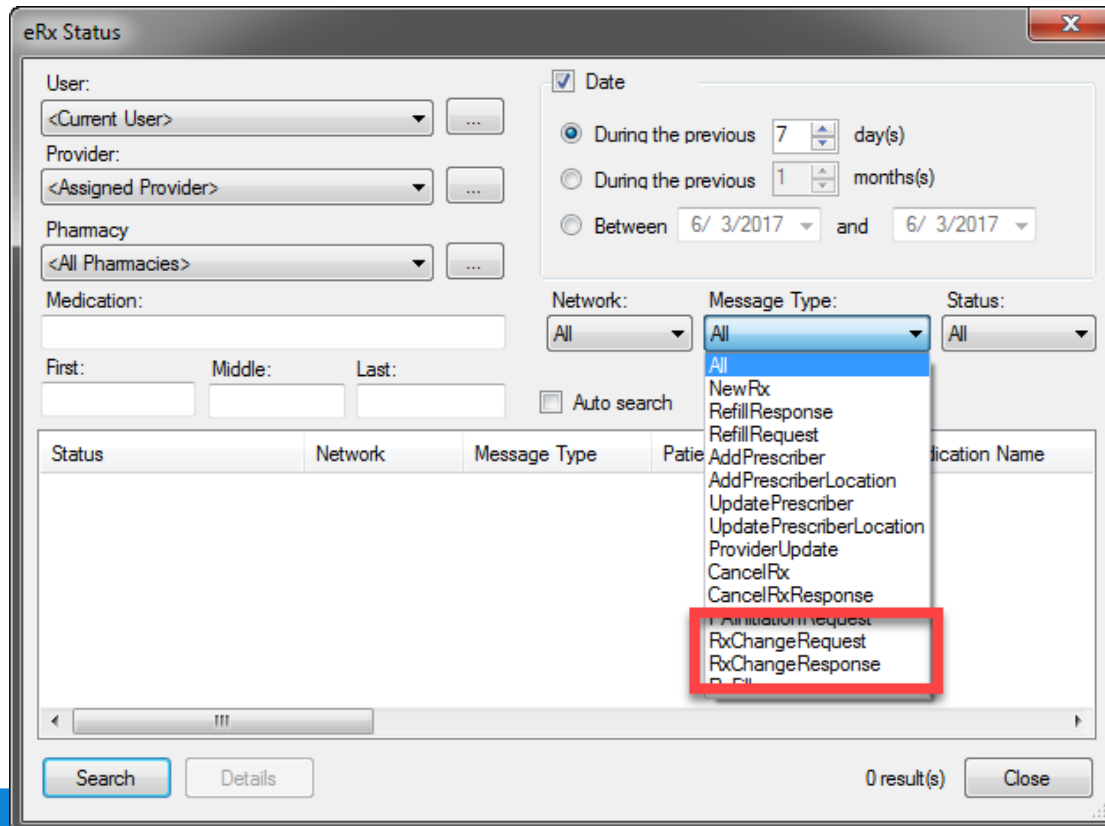   - eRX = Yes

Rx Change

Additional Details

- Provider RxChange enrollment status can be viewed in eRX Provider Status window

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Rx Change

Additional Details

- Track RxChange messages in the eRX Status window

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Demo

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Electronic Prior Authorization (ePA)

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Electronic Prior Authorization (ePA)

Purpose

- New Electronic Prior Authorization functionality used to manage all medication prior authorization needs directly in the EHR application
  - Roll out is divided into 2 Phases
    - Both Phase 1 and 2 will be released with 5.9
    - Phase 1 will also be added to a special release of 5.8 UD3
      - Helps meet state requirements for ePA

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Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Partnered with SureScripts to provide the CompletEPA service
    - Provides a solution to the current manual Prior Authorization process
    - Web Service hosted within the EHR application

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Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Providers or Clinical Staff can request Prior Authorization approval when they create the medication order
    - Before the prescription is sent to the pharmacy
    - Requests are completed per medication (one at a time)

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Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Click Initiate ePA link in the Medication Module to start the process
  - Once link is clicked, the medication is locked for edit until the PBM responds with the next step

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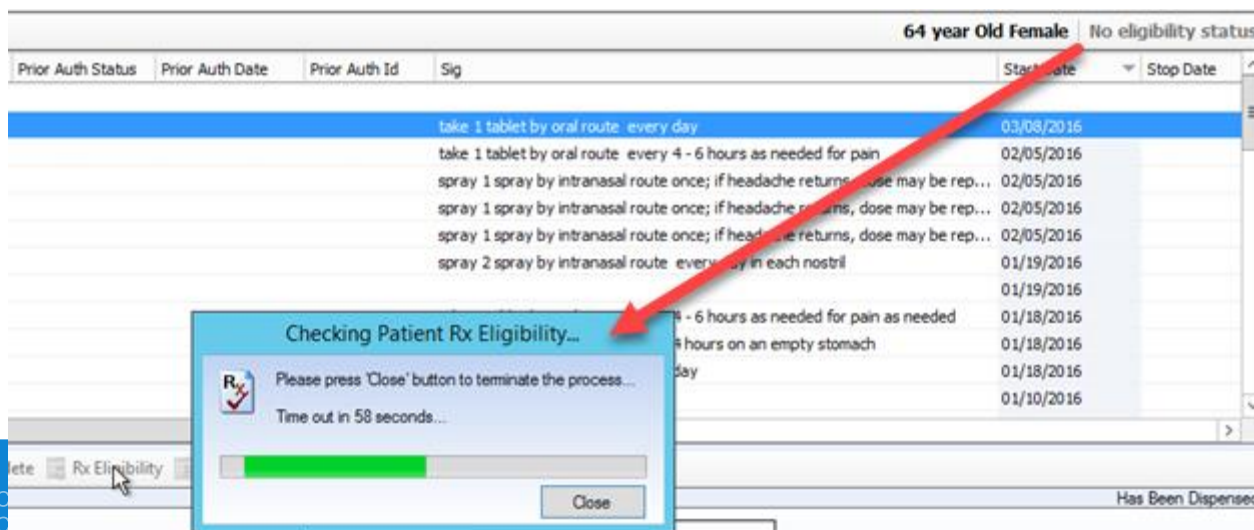
Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Prior Authorization needs are based on the PBM associated to the patient
    - Must run a formulary eligibility check before ePA data can be obtained
        - User may be prompted to "Continue without Formulary"
            - If Yes is selected, it will cancel the ePA process

Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Either Default or Formulary Medication Search windows can be used

    - If the Formulary Search is used, Prior Auth (or PA) will show in the status column

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Electronic Prior Authorization (ePA)

Phase 1 Functionality

- PBM will need to be selected if patient is eligible for more than one
    - Can be selected in the Formulary Search
    - User may be prompted to choose PBM when request is initiated

Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Manage ePA Window
    - SureScripts Accelerator tool
        - Allows users to communicate with the PBM

Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Manage ePA Window

  - Complete and Submit Question Set

    - PBM responds to initial request with Question Set

    - Accessible within seconds of submitting the request

    - Provides information necessary to complete the authorization

    - Once complete, it must be submitted back to the PBM

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Electronic Prior Authorization (ePA)

Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Manage ePA Window
  - View Approval or Denial responses
    - PBM will respond back within 12 hours of submission
    - All necessary ePA details will be provided
    - Prescription can be sent to pharmacy with ePA details included

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Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Manage ePA Window

  - Initiate Appeals, if needed

  - View Historical ePA transactions

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Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Manage ePA Window

    - Access

        - Both Providers and Clinical Staff members can use this tool

        - Medication Module > Manage ePA button

            - Patient Mode

                - Requests can be managed for the current patient only

        - View Menu > Manage ePA

            - Provider Mode

                - Requests can be managed for all patients for the Current Provider only

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Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Medication Module > Manage ePA button
  - Patient Mode

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Electronic Prior Authorization (ePA)

Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Prior Authorization Status Column

  - Various ePA statuses can appear in the Medication Module in the PA Status column

  - Users can use this data to determine what is needed for Prior Authorization for each medication

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Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Statuses
    - PA Required
        - User will see warning if attempting to Send Rx without ePA completion
    - In Progress
        - Once request is initiated, the system will present a Prescribing Warning if the user attempts to send the prescription
    - Action Required

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Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Statuses
    - Approved/Denied
        - Approved requests can be sent via eRX, Fax or Print to the pharmacy
            - All necessary Prior Authorization details will be sent with the prescription
        - Denied requests can still be sent to the pharmacy, but patient may pay more for medication
    - Closed/Cancelled
    - Error

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Electronic Prior Authorization (ePA)

Phase 2 Functionality

- ePA Integration with Clinical Tasking

  - Released with 5.9 only

- NextGen Communication Services (NCS) polls the system for Prior Authorization status changes

  - The web service updates the epa_request.rx_epa_status field in the database

  - NCS monitors this field for changes

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Electronic Prior Authorization (ePA)

Phase 2 Functionality

- User can perform actions directly from task
  - Manage ePA
  - Send Rx (once PA is approved)

Electronic Prior Authorization (ePA)

Phase 2 Functionality

- Tasks are triggered when a status change is detected

    - Tasks are routed to the prescribing Provider or associated Workgroup

    - Looks similar to Refill tasks

    - User should still Accept/Reject tasks to ensure multiple users are not working on the task

    - Reassign task if needed

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Electronic Prior Authorization (ePA)

Workflow

- Create Prescription
  - Run Eligibility request to determine associated PBM
  - Click Prescribe New
  - Select Medication from Search
    - Default or Formulary Search can be used
  - Complete all necessary prescription details (typical workflow)

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Electronic Prior Authorization (ePA)

Workflow

- ePA Request
    - Click Initiate ePA link from the Medication Module
        - Choose PBM popup may appear
        - What to do if Initiate ePA link is disabled
            - Link has a tooltip that explains why it is disabled
            - Hover over the link to review the tooltip
            - Example: Can't be initiated because medication is set to "Always Send Generic if not DAW" from Practice Preferences

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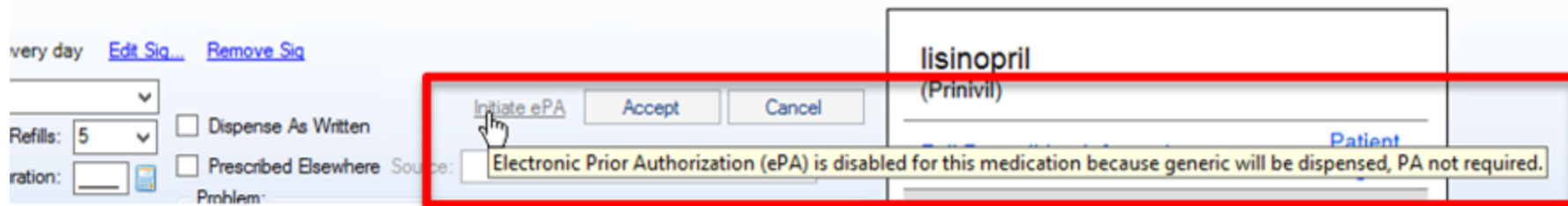
Electronic Prior Authorization (ePA)

Workflow

- ePA Request
  - Access Manage ePA window to complete Question Set
  - Complete questions and submit back to PBM
    - Choose medication (if more than one needs a PA)
    - Click Start to begin

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Electronic Prior Authorization (ePA)

Workflow

- ePA Request

    - Complete questions (survey style)

        - User can start over at any time

        - User can return to worklist or exit tool completely at any time

Electronic Prior Authorization (ePA)

Workflow

- ePA Request
    - Progress bar shows how much has been completed
    - Click Submit when finished

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Electronic Prior Authorization (ePA)

Workflow

- Best Practices
    - Add a Diagnosis to the Medication
        - Used as indication for the medication
        - Will speed up the ePA process since PBM typically requests this
        - Warning will display if no diagnosis is expected
    - Add a Default Pharmacy for the patient
        - Warning will display if no default pharmacy is selected
    - Complete all required medication details
        - PBM needs complete information
            - SIG
            - Quantity

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Electronic Prior Authorization (ePA)

Workflow

• Best Practices

ePA Validation

No diagnosis is selected, this could delay the response from the PBM. Proceed anyway?

OK   Canc

ePA Validation

No Pharmacy info will be sent with ePA Initiation request because the default Pharmacy is not set. Proceed anyway?

OK   Cancel
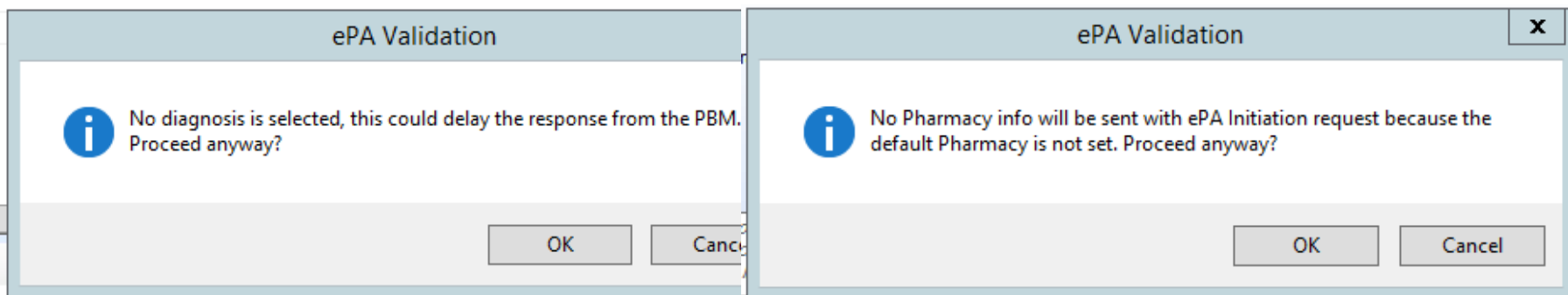
Nasonex 50 mcg/actuation Spray

Sig: spray   2   spray by intranasal route   1   time every day in each nostril   Edit Sig...   Remove Sig

PRN   Reason:

ePA Validation

Quantity: Units:

Start: 01/19/2016   Stop:

Non-Clinical Notes to Pharmacy: This field is for nonclinical c...
Any additional clinical instruc...
added using the 'Additional...

Accept   Cancel

Prior authorization cannot be sent electronically, due to the following errors:

For Med Nasonex 50 mcg/actuation Spray - Quantity must be entered when ePrescribing.

Correct the above error(s) and re-initiate ePA.

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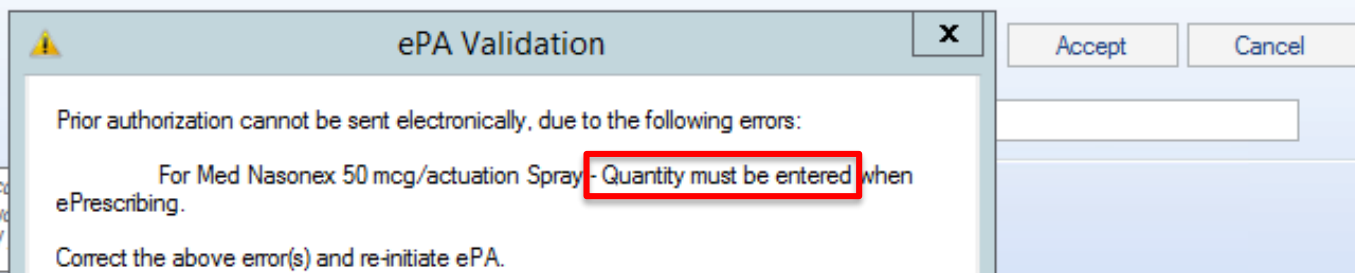
Electronic Prior Authorization (ePA)

Workflow

- Tasking

    - Open Inbox – Clinical Tasking

    - Select Task and Review details

    - Click Manage ePA

        - Necessary if request has not been approved

        - Will open directly to associated Prior Authorization in "worklist"

        - Complete question set

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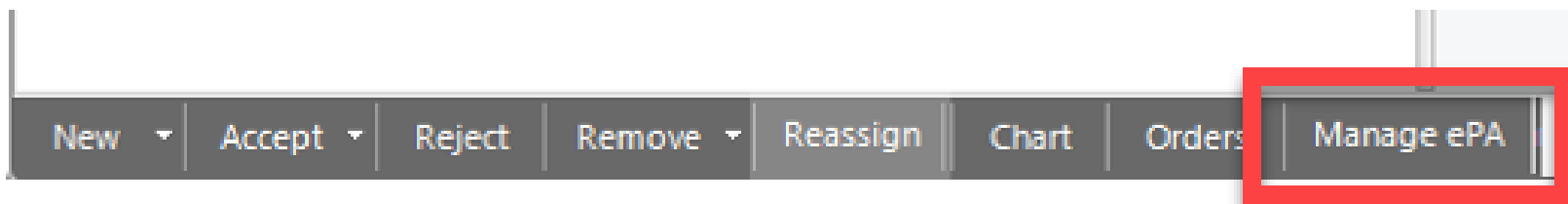
Electronic Prior Authorization (ePA)

Workflow
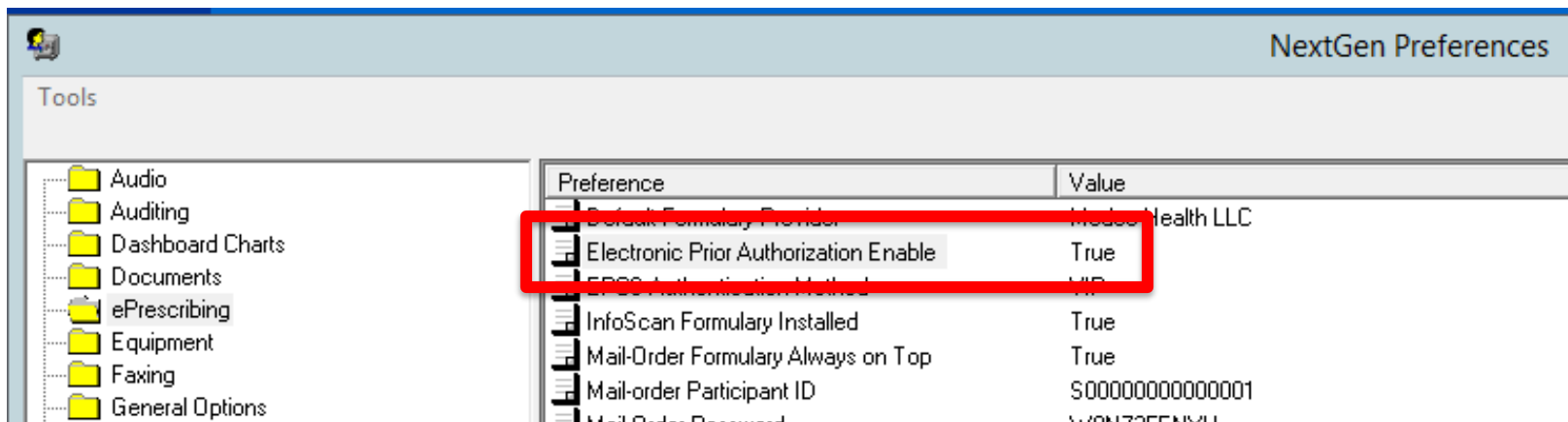
- Tasking

  - Click Send Rx

    - Once request is Approved

    - Uses eRX only

      - If prescription needs to be printed or faxed, the user must go to the Medication Module

  - Task is auto-completed when Manage ePA is done or Send Rx is completed

    - Task will also complete if process is completed in the Medication Module or View Menu

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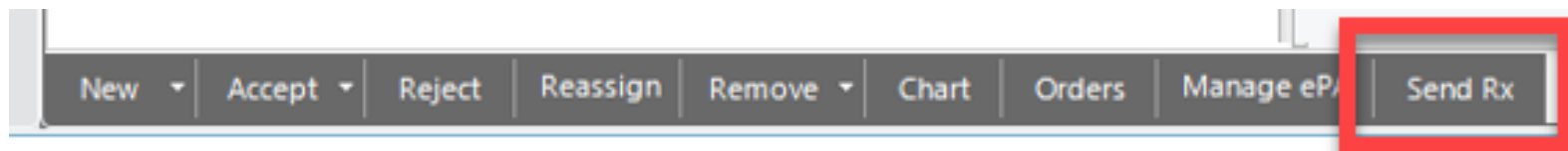
Electronic Prior Authorization (ePA)

Setup

- System Administrator
    - Universal Preferences
        - ePrescribing > Electronic Prior Authorization Enabled
            - Set to False by Default

Electronic Prior Authorization (ePA)

Setup

- System Administrator
    - Group Rights
        - Operations > Medications
            - Initiate ePA
            - Allow Access to Manage ePA
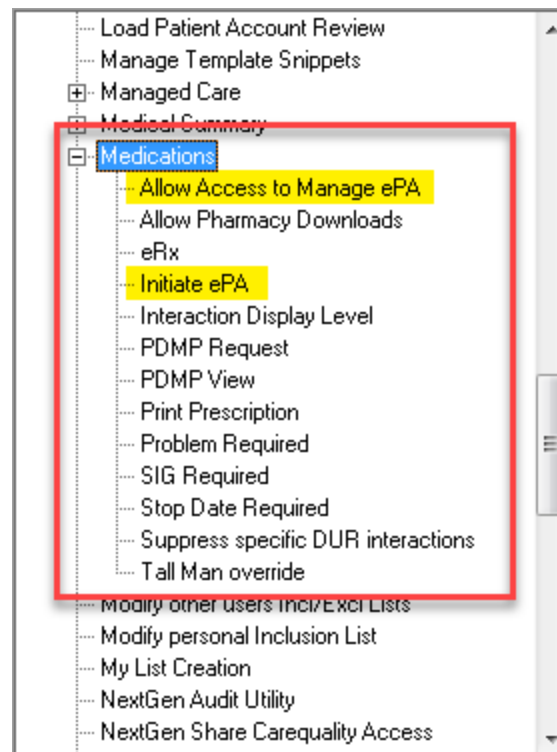
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Electronic Prior Authorization (ePA)

Setup

- File Maintenance
    - Provider Master File – ePrescribing tab
        - Set Retail Service Level for ePA
        - Update Enrollment
        - Complete for each provider individually
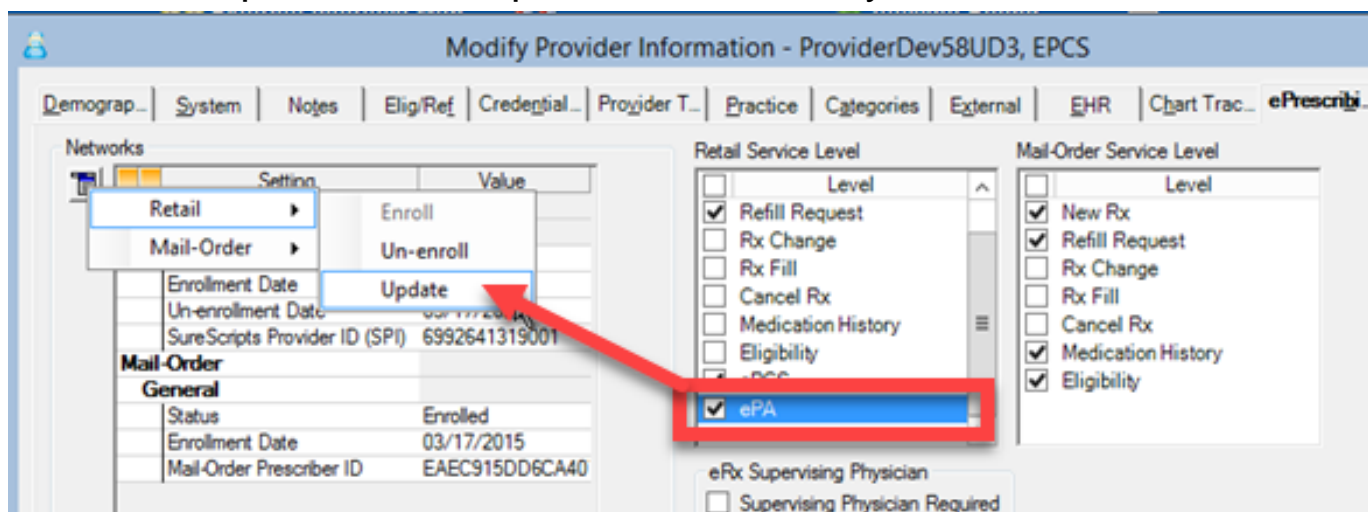
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Electronic Prior Authorization (ePA)

Setup

- File Maintenance

    - Provider Master File – ePrescribing tab

        - Set Tasking Workgroup and Category for ePA tasks

            - Workgroup section has been re-designed for this tab to accommodate new options

        - Complete for each provider individually

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Electronic Prior Authorization (ePA)

Setup

- User Preferences
    - Medication Module > Grid Preferences
        - Add Prior Authorization Status column to all users who need to view ePA info
        - Columns for Prior Auth ID and Date already existi, but may need to be added to the grid preferences for each user

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Electronic Prior Authorization (ePA)

Setup

- NextGen Communication Services (NCS)
  - New Processor under ePrescribing – Retail section
    - ePA Import
      - Should be enabled upon upgrade, but may need to confirm
      - Connects to SureScripts Web Service
      - Set polling period timeframe to look for status changes

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Electronic Prior Authorization (ePA)

Setup

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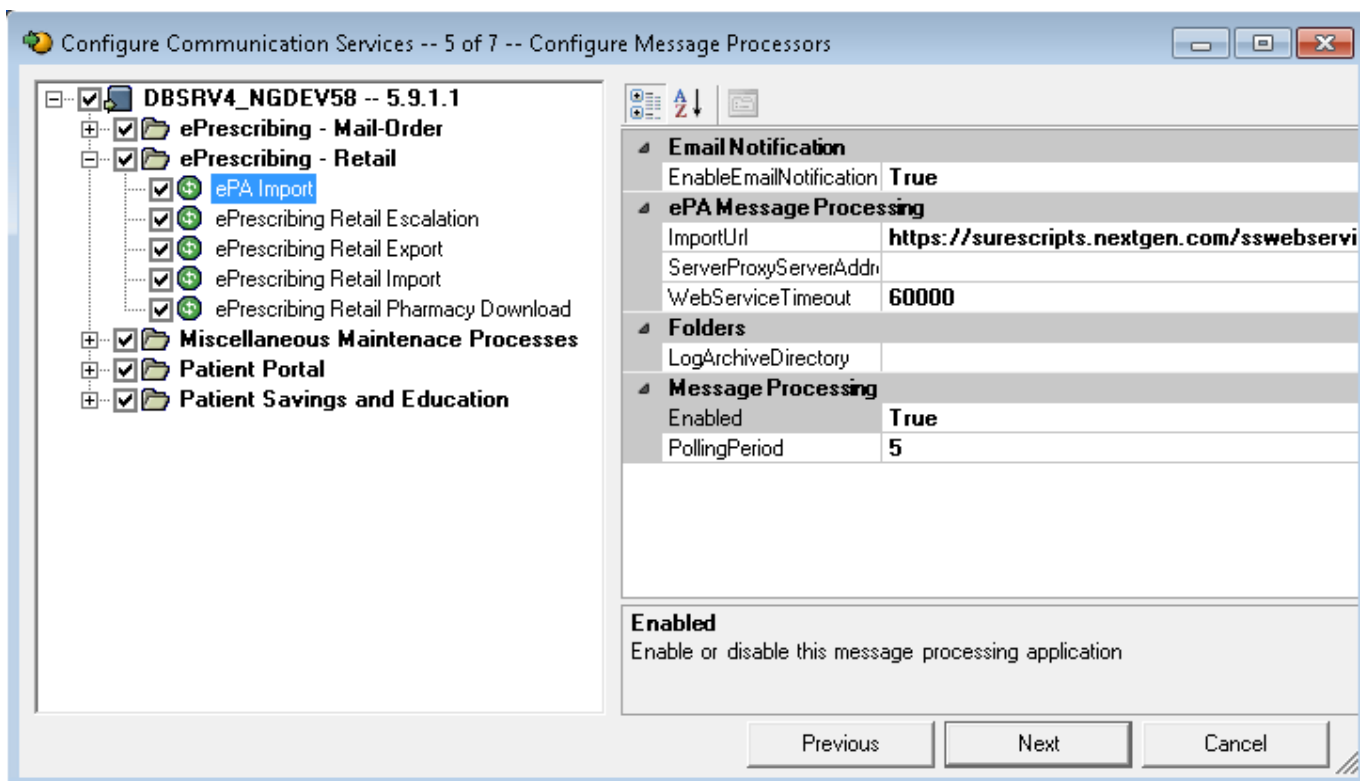
Electronic Prior Authorization (ePA)

Setup

- Task Preferences
    - Users can create a task filter specifically for ePA tasks
        - Separate from Refill tasks
        - Works with Task Category setup in Provider Master File
        - Complete for each user individually

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Electronic Prior Authorization (ePA)

Additional Details

- Exclusion List exceptions
    - ePA cannot be run for any patient on any user Exclusion List
        - SureScripts Accelerator tool (Manage ePA window) does not have the ability to filter restricted patients
        - This process has to be restricted for these patients to prevent accidental PHI exposure
        - Existing Prior Authorization process (paper/phone calls) would have to be used in this situation

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Electronic Prior Authorization (ePA)

Additional Details

- Exclusion List exceptions
    - Clinical Users with any patient on their own Exclusion List will be unable to access Manage ePA through the View Menu (Provider Mode)
        - User can still initiate ePA and access Manage ePA for individual patients from the Medication Module
        - This process also prevents accidental PHI exposure

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Electronic Prior Authorization (ePA)
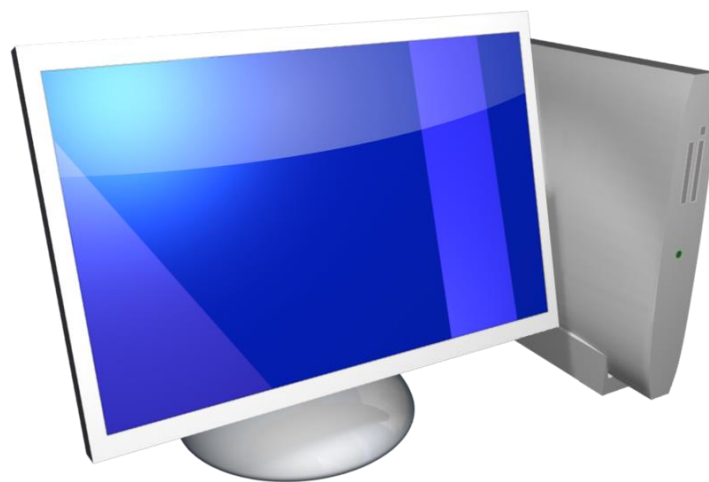
Additional Details

- Data is visible in eRX Status and eRX Provider Status

- ePA Case # and Prior Authorization status will display on RxPrint/RxFax

- Template Editor has been updated to include Authorization Status in Patient Medication trigger

- Document Builder has been updated to include Authorization Status in Medication Summary macros

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POLL

Let's take a minute to get some information from all of you…

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Demo

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Thank You

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