

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



Medication Reconciled Checkbox



Medication Reconciled Checkbox

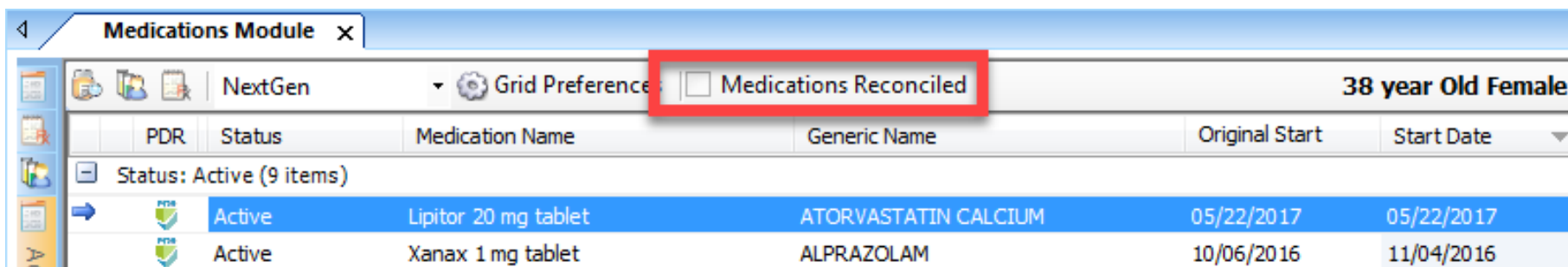
Purpose

- 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

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



The screenshot shows the 'Medications Module' interface. At the top, there is a header bar with 'Medications Module' and a close button. Below this is a toolbar with icons for file operations and a 'NextGen' dropdown menu. A 'Grid Preferences' gear icon is visible, and a red box highlights the 'Medications Reconciled' checkbox. The patient information '38 year Old Female' is displayed on the right. The main area contains a table with columns: PDR, Status, Medication Name, Generic Name, Original Start, and Start Date. The table shows two active medications: Lipitor 20 mg tablet (ATORVASTATIN CALCIUM) and Xanax 1 mg tablet (ALPRAZOLAM).

PDR	Status	Medication Name	Generic Name	Original Start	Start Date
	Active	Lipitor 20 mg tablet	ATORVASTATIN CALCIUM	05/22/2017	05/22/2017
	Active	Xanax 1 mg tablet	ALPRAZOLAM	10/06/2016	11/04/2016

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

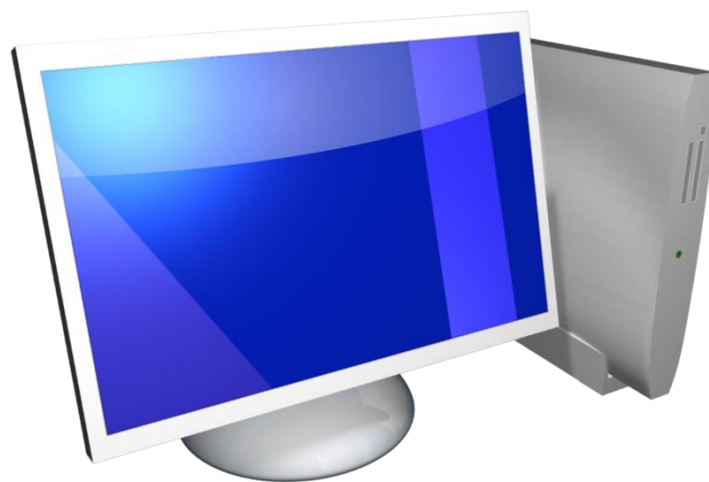
Medication Reconciled Checkbox

Functionality

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

The screenshot shows a software interface for medication reconciliation. At the top, there is a header bar labeled "Reconciliation Type" with an upward-pointing arrow icon on the right. Below the header, the interface is split into two sections. The left section is labeled "Manual reconciliation" and contains a checkbox labeled "Manual medication reconciliation completed". This checkbox is highlighted with a red rectangular border. The right section is labeled "Electronic reconciliation:" and contains a button labeled "Electronic Reconciliation".

Demo



Limit Oral Liquid Medication Units



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

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

amoxicillin 400 mg/5 mL oral suspension

Sig: take milliliter by oral route every hours [Edit Sig...](#) [Remove Sig](#)

PRN Reason:

Quantity: **Units:** **Refills:**

Start: 06/02/2017 **Stop:** 06/11/2017 **Duration:**

Non-Clinical Notes to Pharmacy:

Provider:

Location:

Dispense As Written

Prescribed Elsewhere [Source](#)

Problem: [Add...](#)

Limit Oral Liquid Medication Units

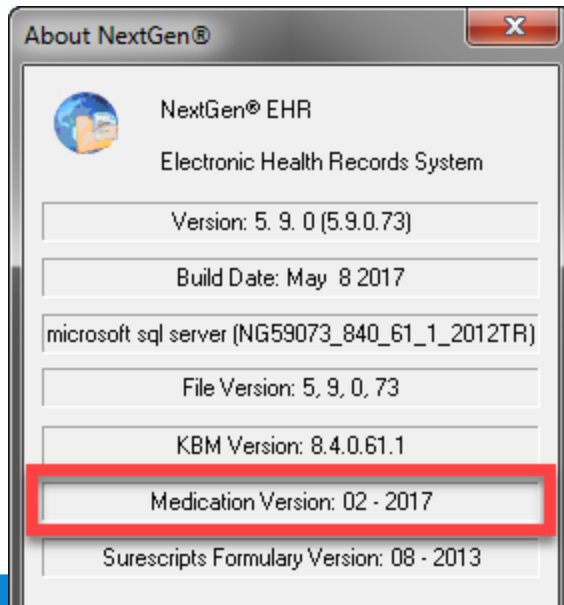
Functionality

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

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

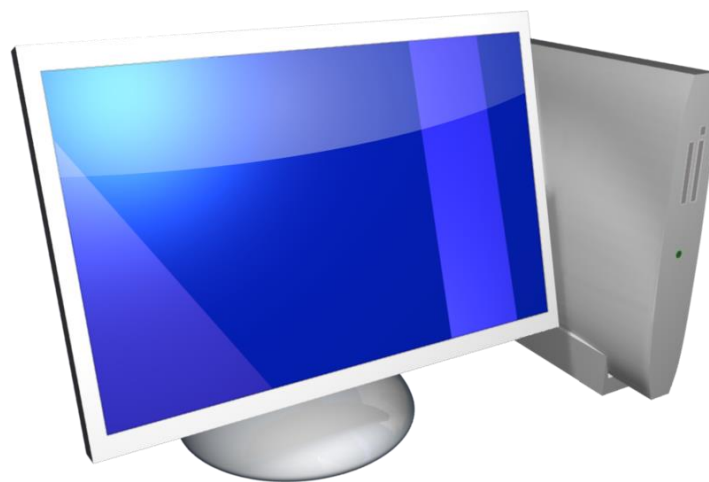


Limit Oral Liquid Medication Units

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

Demo



Advanced Auditing for eRX



Advanced Auditing for eRX

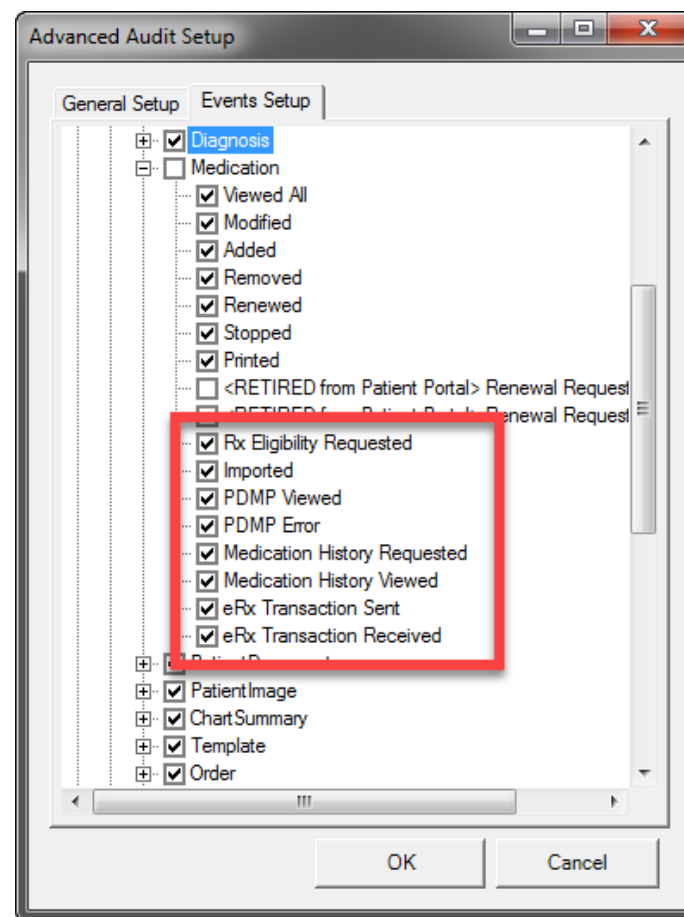
Purpose

- 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

Advanced Auditing for eRX

Functionality

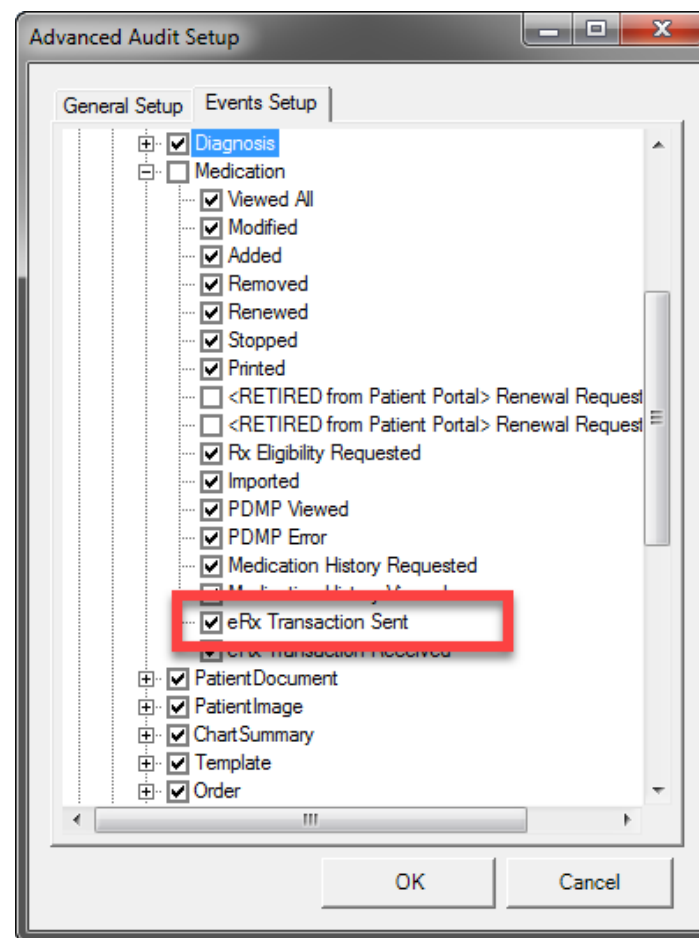
- Audit Options
 - SureScripts Query Transactions
 - Eligibility Requested
 - Medication History Requested
 - Medication History Viewed
- Prescribing Transactions
 - Currently viewed in the eRX Status window
 - Will now display in Advanced Audit



Advanced Auditing for eRX

Functionality

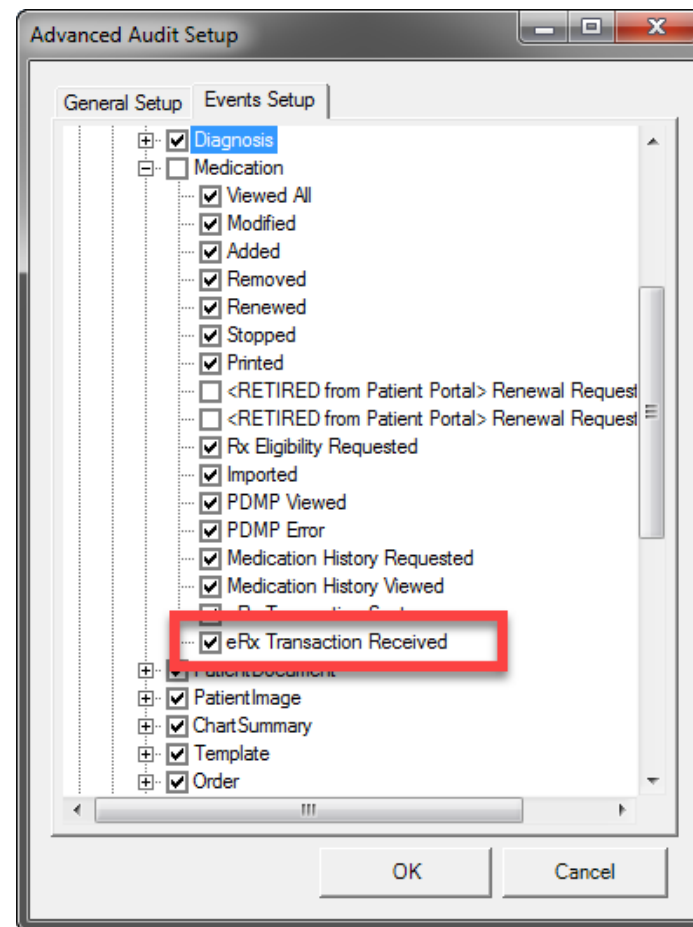
- Prescribing Transactions
 - Split into two categories
 - Outbound Transactions
 - New Rx
 - Refill Response
 - RxChange Response
 - Cancel Rx
 - Prior Authorization Initiation



Advanced Auditing for eRX

Functionality

- Prescribing Transactions
 - Split into two categories
 - Inbound Transactions
 - Refill Request
 - RxFill Notification
 - RxChange Request



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 TEAGUE
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.

Order Date/Start Date on Rx



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	
R				
amoxicillin 400 mg/5 mL oral suspension				<input type="checkbox"/> 1-24
Disp: 187.5 (One Hundred Eighty-Seven And 5 / 10) Milliliter				<input type="checkbox"/> 25-49
Sig: take 6.25 milliliter by oral route every 8 hours				<input type="checkbox"/> 50-74
				<input type="checkbox"/> 75-100

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

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

Order Date/Start Date on Rx

Functionality

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

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						

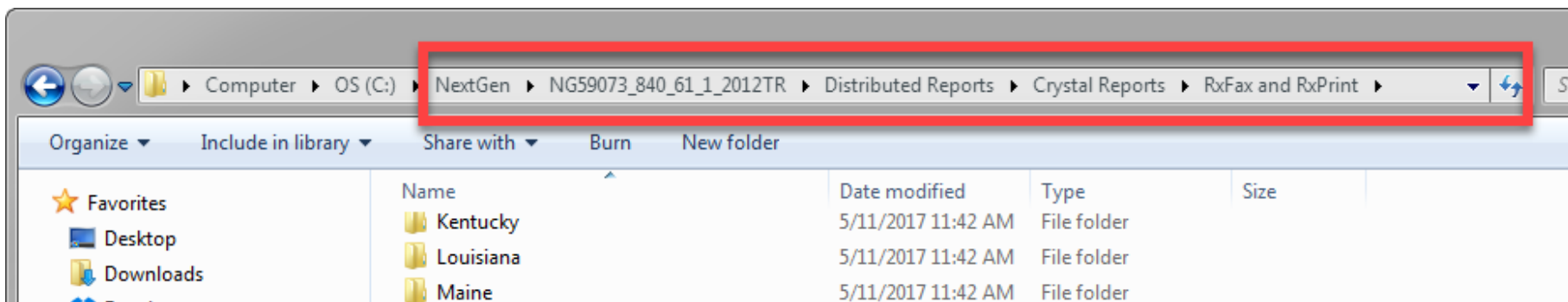
ORDER DATE	04/05/2017
START DATE	04/19/2017

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

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



Rx Fill



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

The screenshot shows the 'Medications Module' interface for a 33-year-old female patient. The table displays a list of active medications with columns for PDR, Status, RxFill Status, Dispense As Written, Medication Name, Generic Name, Original Start Date, Start Date, Stop Date, and Sig. The 'RxFill Status' column is highlighted in yellow, and a red box highlights the 'No Status' entries for several medications.

PDR	Status	RxFill Status	Dispense As Written	Medication Name	Generic Name	Original Start Date	Start Date	Stop Date	Sig
	Active	No Status		Xanax 0.5 mg tablet	ALPRAZOLAM	02/06/2017	02/06/2017		take 2 tablet by oral route 2 b...
	Active	Not Dispensed		Xopenex 1.25 mg/3 mL solution for ne...	LEVALBUTEROL HCL	01/27/2017	01/27/2017		inhale 3 milliliter by nebulizatio...
	Active	Dispensed		Lipitor 40 mg tablet	ATORVASTATIN CALCIUM	01/27/2017	01/27/2017		take 1 tablet by oral route ev...
	Active	No Status		oxyCODONE 5 mg tablet	OXYCODONE HCL	01/18/2017	01/18/2017		take 1 tablet by oral route ev...
	Active	No Status		Benadryl Allergy 12.5 mg/5 mL oral liq...	DIPHENHYDRAMINE HCL	12/13/2016	01/17/2017		take 25 milliliter by oral route ...
	Active	No Status		Zestril 20 mg tablet	LISSINAPRIL	01/06/2017	01/06/2017		take 1 tablet by oral route ev...
	Active	No Status		warfarin 5 mg tablet	WARFARIN SODIUM	03/02/2016	12/20/2016		take 1 tablet by oral route ev...
	Active	No Status		warfarin 7.5 mg tablet	WARFARIN SODIUM	03/02/2016	12/16/2016		take 1 tablet by oral route ev...
	Active	No Status		nystatin 100,000 unit/mL oral suspen...	NYSTATIN	12/01/2016	12/01/2016		take 5 milliliter by oral route 4 ...
	Active	No Status		Benadryl Allergy 12.5 mg/5 mL oral liq...	DIPHENHYDRAMINE HCL	12/01/2016	12/01/2016		take 20 milliliter by oral route ...

Rx Fill

Functionality

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

The screenshot shows the 'eRX Status' application window. It features several search filters: 'User' (set to '<Current User>'), 'Provider' (set to '<Assigned Provider>'), 'Pharmacy' (set to '<All Pharmacies>'), and 'Medication' (empty). There are also fields for 'First:', 'Middle:', and 'Last:' names. The 'Date' section is checked and set to 'During the previous 7 day(s)'. The 'Network' is set to 'All', and the 'Message Type' dropdown menu is open, showing a list of options including 'All', 'NewRx', 'RefillResponse', 'RefillRequest', 'AddPrescriber', 'AddPrescriberLocation', 'UpdatePrescriber', 'UpdatePrescriberLocation', 'ProviderUpdate', 'CancelRx', 'CancelRxResponse', 'PInitiationRequest', 'RxChangeRequest', 'RxChangeResponse', and 'RxFill'. The 'RxFill' option is highlighted with a red box. The 'Status' is set to 'All'. At the bottom, there are 'Search', 'Details', and 'Close' buttons, and a status indicator showing '0 result(s)'.

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

Rx Fill

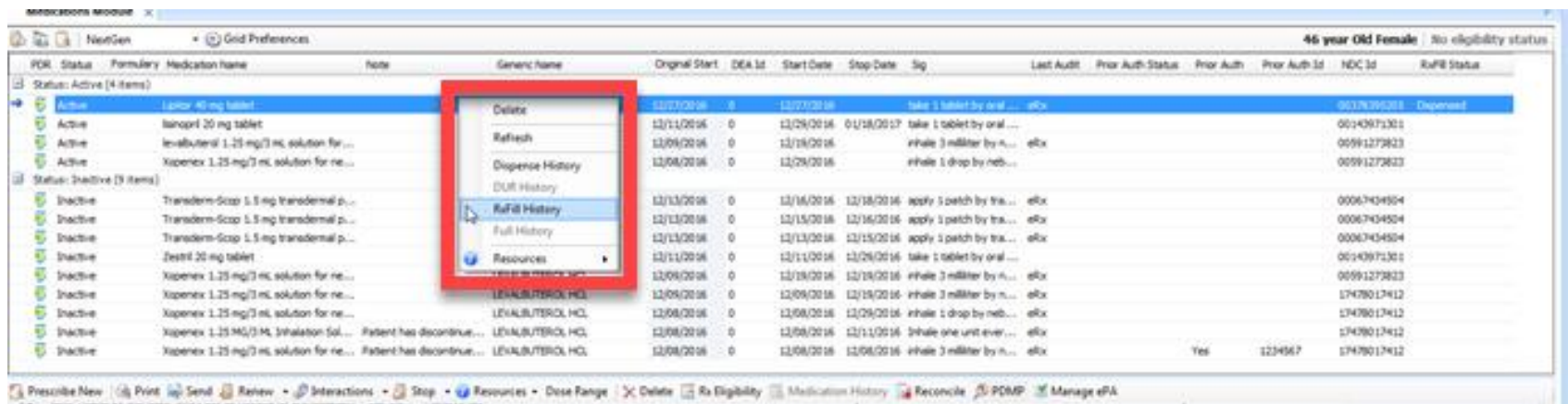
Functionality

- 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

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



The screenshot displays the 'Medications Module' interface for a 46-year-old female patient. The main window shows a list of medications with columns for PDR, Status, Formulary, Medication Name, Note, Generic Name, Original Start, DEA Id, Start Date, Stop Date, Sig, Last Audit, Prior Auth Status, Prior Auth Id, NDC Id, and RxFill Status. A context menu is open over the medication 'Lipitor 40 mg tablet', with the 'RxFill History' option highlighted. The menu also includes options for Delete, Refresh, Dispense History, DUR History, Full History, and Resources.

PDR	Status	Formulary	Medication Name	Note	Generic Name	Original Start	DEA Id	Start Date	Stop Date	Sig	Last Audit	Prior Auth Status	Prior Auth Id	NDC Id	RxFill Status
	Active		Lipitor 40 mg tablet		ATORVASTATIN HCL	12/07/0016	0	12/07/0016		take 1 tablet by oral ...	eRx			00178390303	Dispensed
	Active		lanopril 20 mg tablet		LANOPRIL HCL	12/11/0016	0	12/09/0016	01/18/0017	take 1 tablet by oral ...	eRx			00143071301	
	Active		levalbuterol 1.25 mg/3 mL solution for ne...		LEVALBUTEROL HCL	12/09/0016	0	12/19/0016		inhale 3 milliter by n...	eRx			00991272823	
	Active		Xipenex 1.25 mg/3 mL solution for ne...		XIPENEX HCL	12/08/0016	0	12/09/0016		inhale 1 drop by neb...	eRx			00991272823	
	Inactive		Transderm-Scop 1.5 mg transdermal p...		TRANSDERMAL SCOPOLAMINE HCL	12/13/0016	0	12/16/0016	12/18/0016	apply 1 patch by tra...	eRx			00067434504	
	Inactive		Transderm-Scop 1.5 mg transdermal p...		TRANSDERMAL SCOPOLAMINE HCL	12/13/0016	0	12/15/0016	12/16/0016	apply 1 patch by tra...	eRx			00067434504	
	Inactive		Transderm-Scop 1.5 mg transdermal p...		TRANSDERMAL SCOPOLAMINE HCL	12/13/0016	0	12/13/0016	12/15/0016	apply 1 patch by tra...	eRx			00067434504	
	Inactive		Zestril 20 mg tablet		ACEPHELOL HCL	12/11/0016	0	12/11/0016	12/09/0016	take 1 tablet by oral ...	eRx			00143071301	
	Inactive		Xipenex 1.25 mg/3 mL solution for ne...		XIPENEX HCL	12/09/0016	0	12/19/0016	12/19/0016	inhale 3 milliter by n...	eRx			00991272823	
	Inactive		Xipenex 1.25 mg/3 mL solution for ne...		XIPENEX HCL	12/09/0016	0	12/09/0016	12/19/0016	inhale 3 milliter by n...	eRx			17478017412	
	Inactive		Xipenex 1.25 mg/3 mL solution for ne...		XIPENEX HCL	12/08/0016	0	12/08/0016	12/09/0016	inhale 1 drop by neb...	eRx			17478017412	
	Inactive		Xipenex 1.25 MG/3 ML Inhalation Sol...	Patient has discontinue...	XIPENEX HCL	12/08/0016	0	12/08/0016	12/11/0016	inhale one unit ever...	eRx			17478017412	
	Inactive		Xipenex 1.25 mg/3 mL solution for ne...	Patient has discontinue...	XIPENEX HCL	12/08/0016	0	12/08/0016	12/08/0016	inhale 3 milliter by n...	eRx	Yes	1234567	17478017412	

Rx Fill

Functionality

- RxFill Status History

The screenshot shows a software window titled "RxFill History". It contains a table with the following data:

Dispensed Date/Time	Status Code	Medication Dispensed	Quantity Received	Prescriber	Pharmac
Historical					
11/01/2016 05:45:05 PM	Partially Dispensed	predniSONE 10 mg tablet	15	Campbell, Kira	10 Dot6
10/07/2016 12:34:34 PM	Dispensed	predniSONE 10 mg tablet	30	Campbell, Kira	10 Dot6

Below the table is a detailed view of the selected entry (11/01/2016 05:45:05 PM):

RxFill
Dispensed Date/Time: 11/01/2016 05:45:05 PM
Status Code: Partially Dispensed
Prescriber: Campbell, Kira

Pharmacy
10 Dot6 Pharmacy
7723 Jefferson Davis Highway
Arlington, VA 22222
(703) 782-7034

Prescription
Medication Dispensed: predniSONE 10 mg tablet
Medication SIG: Take 5 tablets by oral route daily
Quantity Received: 15
Note from Pharmacy: This is an extended release tablet. Please keep an interval of 24 hours between each dose.

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

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

Download Pharmacies to NextGen

Manual Pharmacy Search | Bulk Pharmacy Search

Zip Code: Distance: 5 miles Add Remove

Within 5 mile(s) of 92804.
Within 5 mile(s) of 33543.
Within 5 mile(s) of 84087.
Within 5 mile(s) of 33609.
Within 5 mile(s) of 25705.
Within 40 mile(s) of 02066.

Search

Results:

Name	Address Line 1	Address Line 2	City
New to the System: (20 items)			
3D Wellness Specialty Pharmacy - We	30124 SR 54		Wesley
Advanced Rx Pharmacy 063	4211 West Boy Scout Blvd. Suite 675		Tampa
Caring Pharmacy #2	2288 Dorchester Avenue		Boston
Davis Islands Pharmacy - Tampa, FL	232 E Davis Blvd		Tampa
Dedham Pharmacy & Medical Supply -	596 Providence HWY		Dedham
Flag Pharmacy- Lynn, MA	7 Willow Street		Lynn
Health First Pharmacy - Anaheim, CA	3010 W Orange Ave, Ste 101		Anaheir
Healthlink Pharmacy- Tampa, FL	3301 W. Waters Ave #101		Tampa
Home Care Pharmacy - Peabody, MA	104 Newbury St		Peabod

OK Cancel Apply

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

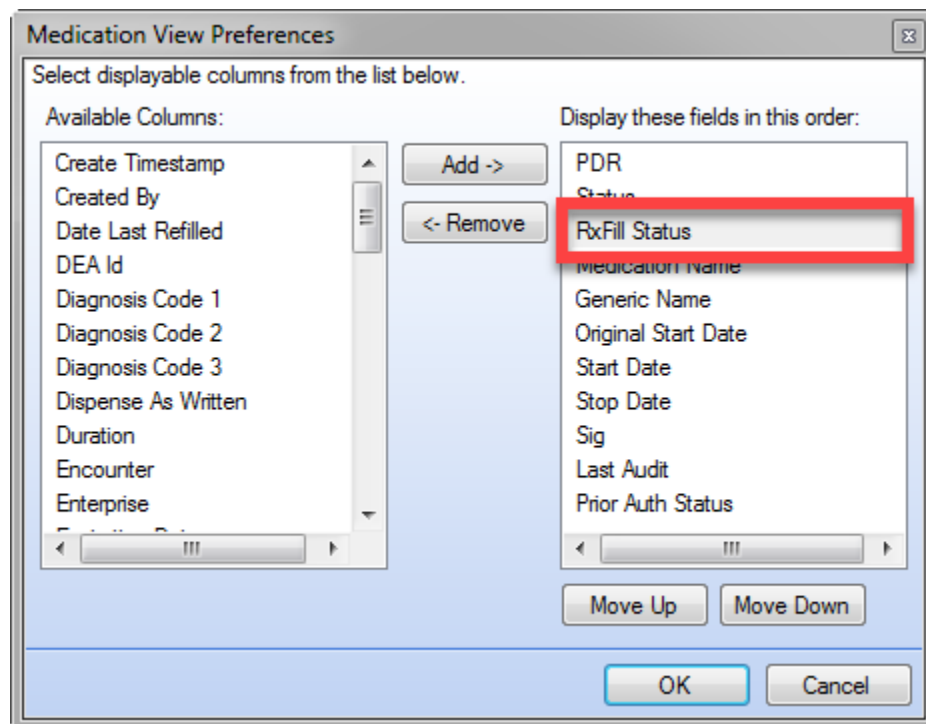
The screenshot shows the 'Modify Provider Information' window for 'Abbott MD (IM), Matthew IM'. The 'ePrescribing' tab is active. The 'Retail Service Level' section has a 'Level' dropdown set to 'Retail' and a list of checkboxes. The 'Rx Fill' checkbox is checked and highlighted with a red box. The 'Mail-Order Service Level' section also has a 'Level' dropdown set to 'Mail-Order' and a list of checkboxes, none of which are checked.

Setting	Value
Retail	
General	
Status	Enrolled
Enrollment Date	05/12/2017
Un-enrollment Date	09/27/2044
SureScripts Provider ID (SPI)	3771094739001
Mail-Order	
General	
Status	Un-enrolled
Enrollment Date	
Mail-Order Prescriber ID	

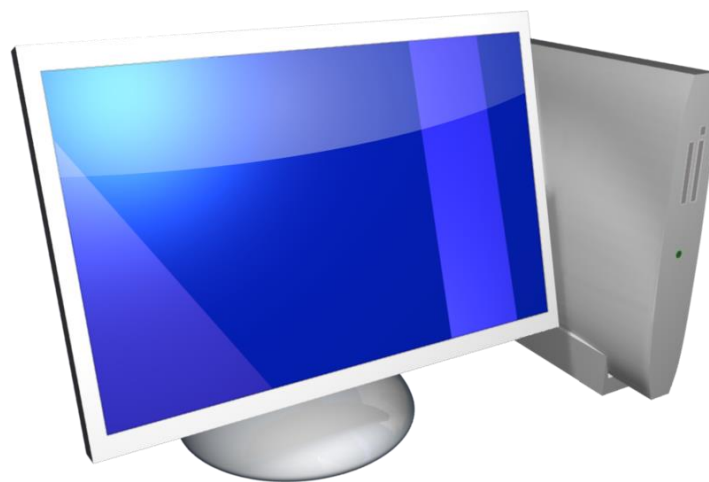
Rx Fill

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



Rx Change



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

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

The screenshot displays a software interface for clinical tasking. At the top, there are four tabs: 'Clinical Tasking (32)', 'Appointments (0)', 'Provider Approval Queue', and 'Patient Portal'. The 'Clinical Tasking' tab is active, showing a sub-tab 'All Tasks (32)' with a 'High Priority (13)' indicator. Below this is a table with columns for 'Due Date', 'Patient Name', and 'Subject'. The table contains several rows of task entries, including dates like 05/18/2017 and 02/10/2017, patient names such as 'Greens, Kyle', 'Kneeland, Keith', and 'Hansa, Elizabeth', and subjects like 'RxChange Request: Prior Authorization' and 'RxChange Request: Therapeutic Interchange'. A vertical red bar on the left side of the table indicates high priority for several tasks.

Due Date	Patient Name	Subject
05/18/2017	Greens, Kyle	RxChange Request: Prior Authorization
05/18/2017	Greens, Kyle	RxChange Request: Prior Authorization
02/10/2017	Kneeland, Keith	RxChange Request: Therapeutic Interchange
02/10/2017	Kneeland, Keith	RxChange Request: Therapeutic Interchange
02/09/2017	Hansa, Elizabeth	Stuart, Ivy
02/05/2017	Greens, Kyle	RxChange Request: Generic Substitution
02/05/2017	Greens, Kyle	RxChange Request: Generic Substitution
02/05/2017	Greens, Kyle	RxChange Request: Therapeutic Interchange
02/05/2017	Greens, Kyle	RxChange Request: Therapeutic Interchange
01/29/2017	Greens, Kyle	Err Send Failed
01/29/2017	Greens, Kyle	Err Send Failed

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

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

	<input checked="" type="checkbox"/> Due Date	▼ Patient Name	Subject
		<input type="checkbox"/> 05/18/2017 Green, Kyre	RxChange Request: Prior Authorization
		<input type="checkbox"/> 05/18/2017 Green, Kyre	RxChange Request: Prior Authorization
		<input type="checkbox"/> 02/10/2017 Kneeland, Keith	RxChange Request: Therapeutic Interchange

Rx Change

Functionality

- Prior Authorization

RxChange Request: Prior Authorization

From: Surescripts
Sent: Tuesday, April 18, 2017
To: Campbell, Kira

Prior Authorization required for the following Rx...

Original Medication
Xopenex 1.25 MG/3 ML Inhalation Solution
[View full Rx Details](#)

Benefits Coordination

Payer RxHub PBM	
Member Tucker, Bob	
Member ID MID444444444444	Group ID CG1111111111/CGID33333333

Prior Authorization Status	Prior Authorization Id	Date
Requested	<input type="text"/>	<input type="text"/>

Notes To Pharmacy

Kyre Green (F)
DOB: 07/01/1983 (33 years)
(770) 565-7878 (H)...
1245 North Lake Dr
Oklahoma City, OK 73101

Provider
Kira Campbell
1234 Hemming Way
Nashville, TN 37216
(615) 255-9898 (P)
DEA: AA8642490

Pharmacy
CA Pharmacy 10.6MU
65432 Cabernet Turn
Sonoma, CA 95476
(707) 210-7071 (P)
(707) 210-7072 (F)

New | Approve | Deny | Details | Accept | Reject | Remove | Reassign | Chart | Orders

Rx Change

Functionality

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

The screenshot displays the 'Additional Prescription Detail' window for a 38-year-old female patient. The medication is 'amoxicillin 400 mg/5 mL oral suspension'. The start date is 6/2/2017 and the stop date is 6/11/2017, with a quantity of 187.5. The 'Prior Authorization' checkbox is checked and highlighted with a red box. Below it, there are fields for 'Auth Id:' and 'Date:'. The 'Supervising Physician' dropdown is set to '<None>'. To the right, a table lists active medications, including amoxicillin 400 mg/5 mL oral suspension, Lipitor 20 mg tablet, Xanax 1 mg tablet, lisinopril 10 mg tablet, and ABILIFY 5 mg TABLET. Below the table, the prescription details for amoxicillin 400 mg/5 mL oral suspension are shown, including the sig 'take 6.25 milliliter by oral route every 8 hours', quantity 187.5, units 'Milliliter', and refills 0. The start and stop dates are 06/02/2017 and 06/11/2017, respectively, with a duration of 10. There is also a field for 'Non-Clinical Notes to Pharmacy' with a note about adding additional clinical instructions.

PDR	Status	RxFill Status	Medication Name	Generic Name
Active	No Status		amoxicillin 400 mg/5 mL oral suspension	AMOXICILLIN
Active	No Status		Lipitor 20 mg tablet	ATORVASTATIN CALCI
Active	No Status		Xanax 1 mg tablet	ALPRAZOLAM
Active	No Status		Xanax 1 mg tablet	ALPRAZOLAM
Active	No Status		lisinopril 10 mg tablet	LISINOPRIL
Active	No Status		ABILIFY 5 mg TABLET	ARIPIPRAZOLE
Active	No Status		amoxicillin 600 mg-potassium clavulan...	AMOXICILLIN/POTASSI

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

Rx Change

Functionality

- Generic Substitution

RxChange Request: Generic Substitution

From: Surescripts
Sent: Friday, January 6, 2017
To: **Campbell, Kira**

Select Suggested Medication
LISINOPRIL 10 MG TABLET

Original Medication
ZESTRIL 20 MG TABLET
[View full Rx Details](#)

Notes To Pharmacy

Kyre Green (F)
DOB: 07/01/1983 (33 years)
(770) 565-7878 (H)...
1245 North Lake Dr
Oklahoma City, OK
73101

Provider
Kira Campbell
1234 Hemming Way
Nashville, TN 37216
(615) 255-9898 (P)
DEA: AA8642490

Pharmacy
CA Pharmacy 10.6MU
65432 Cabernet Turn
Sonoma, CA 95476
(707) 210-7071 (P)
(707) 210-7072 (F)

New | Approve | Deny | Details | Accept | Reject | Remove | Reassign | Chart | Orders

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

Rx Change

Functionality

- Therapeutic Interchange Request

RxChange Request: Therapeutic Interchange

From: Surescripts
Sent: Friday, January 6, 2017
To: **Campbell, Kira**

Select Suggested Medication

LISINOPRIL 10 MG TABLET

SIG
Take one tablet daily for 30 days.

Quantity	Refills
30	3

[Edit](#)

Original Medication

ZESTRIL 20 MG TABLET

SIG
Take one tablet daily

Quantity	Refills
30	1

[View full Rx Details](#)

Notes To Pharmacy

Kyre Green (F)

DOB: 07/01/1983 (33 years)
(770) 565-7878 (H)...
1245 North Lake Dr
Oklahoma City, OK
73101

Provider
Kira Campbell
1234 Hemming Way
Nashville, TN 37216
(615) 255-9898 (P)
DEA: AA8642490

Pharmacy
CA Pharmacy 10.6MU
65432 Cabernet Turn
Sonoma, CA 95476
(707) 210-7071 (P)
(707) 210-7072 (F)

New | Approve | Deny | Details | Accept | Reject | Remove | Reassign | Chart | Orders

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

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

Rx Change

Functionality

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



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

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

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:

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



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

Modify Provider Information - Abbott MD (IM), Matthew IM

Demograp... System Notes Elig/Ref Credential... Provider T... Practice Categories External EHR Chart Trac... ePrescrib... Order Mod...

Networks

Setting	Value
Retail	
General	
Status	Enrolled
Enrollment Date	05/12/2017
Un-enrollment Date	09/27/2044
SureScripts Provider ID (SPI)	3771094739001
Mail-Order	
General	
Status	Un-enrolled
Enrollment Date	

Retail Service Level

- Level
- New Rx
- Refill Request
- Rx Change
- Rx Fill
- Cancel Rx
- Medication History
- Eligibility
- ePCS
- ePA

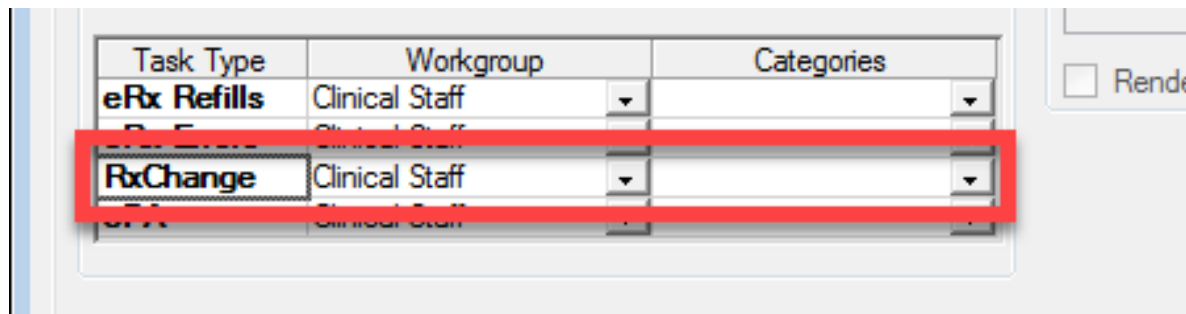
Mail-Order Service Level

- Level
- New Rx
- Refill Request
- Rx Change
- Rx Fill
- Cancel Rx
- Medication History
- Eligibility

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

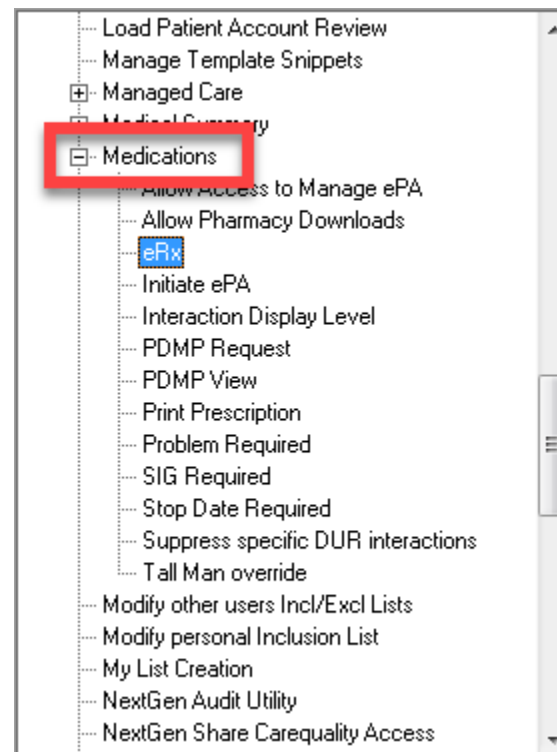


Task Type	Workgroup	Categories
eRx Refills	Clinical Staff	
Rx Change	Clinical Staff	
	Clinical Staff	

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

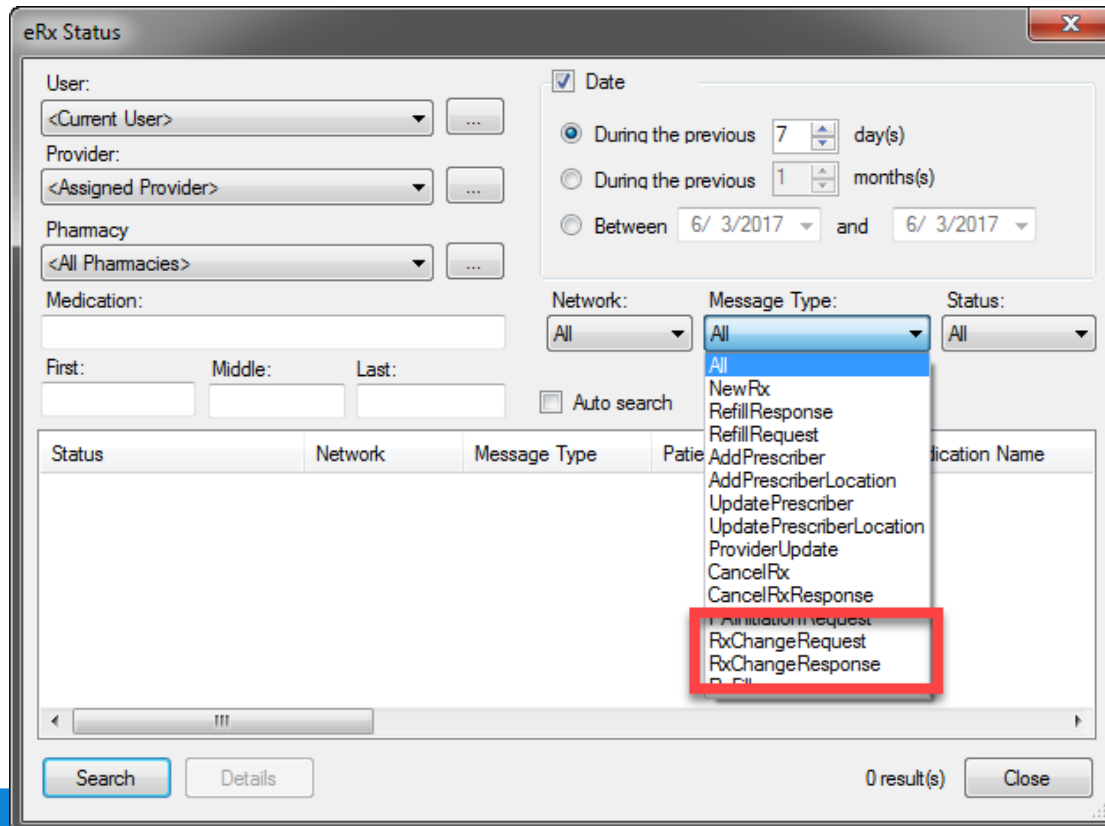
- Provider RxChange enrollment status can be viewed in eRX Provider Status window

The screenshot displays a window titled "Provider Check for Kira Campbell" with a close button in the top right corner. The window is divided into two main sections, each with a green checkmark icon on the left. The first section, "Provider Identifiers and Access", includes a dropdown for "Current User's eRX Access" set to "Enabled", and input fields for "SPI: 3690123574001" and "NPI: 1255522876". The second section, "Retail Enrollment and Service Level", includes a dropdown for "Status" set to "Enrolled", and input fields for "Enroll Date: 2/29/2016" and "Unenroll Date: 2/27/2066". A red box highlights the "Service Level:" section, which contains a list of checkboxes: "New Rx" (checked), "Refill Request" (checked), "Rx Change" (checked), "Rx Fill" (checked), "Cancel Rx" (checked), "Medication History" (unchecked), "Eligibility" (unchecked), and "ePCS" (checked). There is also an unchecked checkbox for "ePA" to the right of the "Service Level:" section.

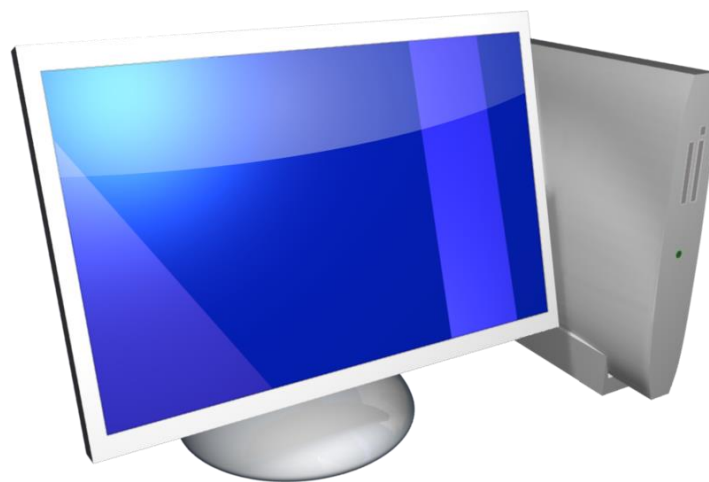
Rx Change

Additional Details

- Track RxChange messages in the eRX Status window



Demo



Electronic Prior Authorization (ePA)



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

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

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)

PDR	Status	RxFill Status	Medication Name	Generic Name	Original Start
	Active	No Status	Abilify 5 mg tablet	ARIPIPIRAZOLE	10/13/2016
	Active	No Status	amoxicillin 400 mg/5 mL oral suspension	AMOXICILLIN	06/02/2017
	Active	No Status	Lipitor 20 mg tablet	ATORVASTATIN CALCIUM	05/22/2017
	Active	No Status	Xanax 1 mg tablet	ALPRAZOLAM	10/06/2016
	Active	No Status	Xanax 1 mg tablet	ALPRAZOLAM	10/28/2016
	Active	No Status	lisinopril 10 mg tablet	LISINOPRIL	06/02/2016
	Active	No Status	amoxicillin 600 mg-potassium clavulan...	AMOXICILLIN/POTASSIUM CLAV	08/01/2014

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

Celebrex 200 mg capsule

Sig: take capsule by oral route times every day as needed [Edit Sig...](#) [Remove Sig](#)

PRN Reason:

Quantity: Units: Refills:

Start: 04/17/2017 Stop: 04/17/2017 Duration:

Non-Clinical Notes to Pharmacy: *This field is for nonclinical comments to the pharmacist. Any additional clinical instructions for this prescription should be added using the 'Additional Instructions' segment of the Sig Builder.*

Provider:

Location:

Dispense As Written

Prescribed Elsewhere Source:

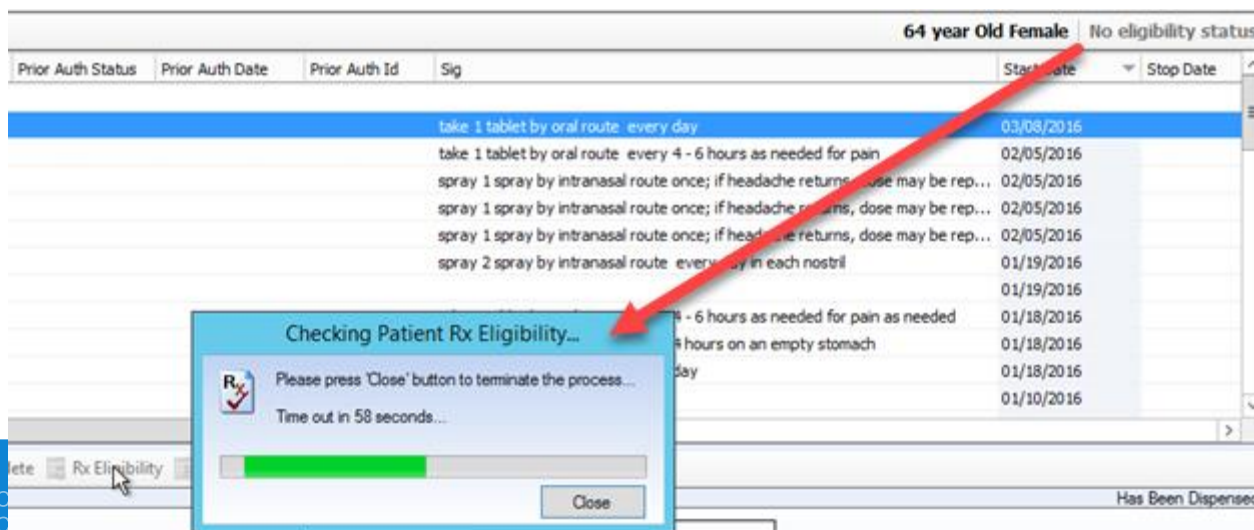
Problem: [Add...](#)

[Initiate ePA](#)

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

The screenshot displays the 'Medication Search' application window. The search criteria are 'Find: celeb' and 'Formulary PBMB (PLANA4)'. The results table shows the following data:

Drug	Formulary	Copay	Coverage
Celebrex (celecoxib)			
- 50 mg oral cap	<input checked="" type="checkbox"/> Unknown		
- 100 mg oral cap	<input checked="" type="checkbox"/> On Formulary	Retail, 20%	PA
- 200 mg oral cap	<input checked="" type="checkbox"/> On Formulary	Retail, 20%	PA
- 400 mg oral cap	<input checked="" type="checkbox"/> On Formulary	Retail, 20%	

The 'Coverage' column is highlighted with a red box. To the right of the table, there is a 'Formulary Note' section and a 'Copay' section with details: Retail, 20%, MIN: \$20, MAX: \$100, 30 Days Supply; Mail-Order, \$10, +50%, MIN: \$10, MAX: \$30, 90 Days Supply.

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

The screenshot displays a 'Medication Search' window. The search criteria are 'Find: celeb' and 'Formulary PBMB (PLANA4)'. The results table shows Celebrex (celecoxib) with various strengths and their formulary status. A red arrow points to the 'Formulary PBMB (PLANA4)' dropdown menu. A red box highlights the 'Multiple Rx eligibilities' warning in the top right corner. The 'Formulary Note' and 'Copay' sections are also visible.

Drug	Formulary	Copay	Coverage
Celebrex (celecoxib)			
- 50 mg oral cap	Unknown		
- 100 mg oral cap	On Formulary	Retail: 20%, ... PA	
- 200 mg oral cap	On Formulary	Retail: 20%, ... PA	
- 400 mg oral cap	On Formulary	Retail: 20%, ...	

Formulary Note:

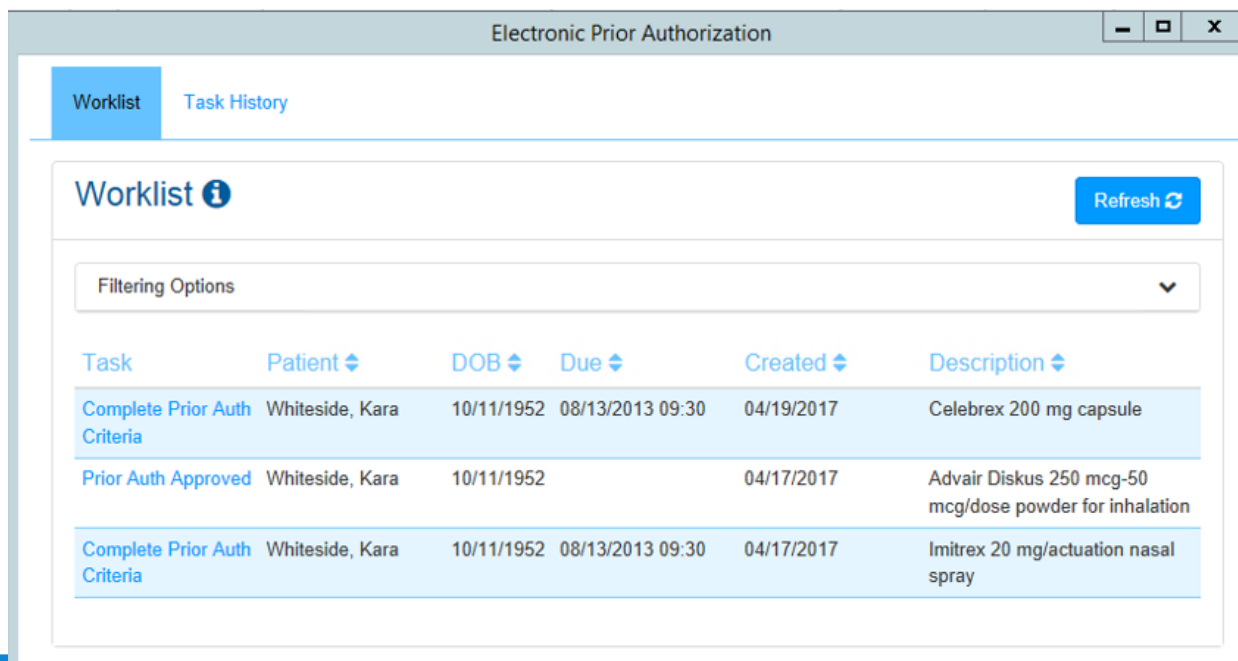
Copay:
Retail: 20%, MIN: \$20, MAX: \$100.
30 Days Supply
Mail-Order: \$10, +50%, MIN: \$10, MAX: \$30, 90 Days Supply

Multiple Rx eligibilities

Electronic Prior Authorization (ePA)

Phase 1 Functionality

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



The screenshot displays a web application window titled "Electronic Prior Authorization". It features a navigation bar with "Worklist" and "Task History" tabs. Below the navigation bar, there is a "Worklist" section with an information icon and a "Refresh" button. A "Filtering Options" dropdown menu is visible above a table. The table contains three rows of data, each representing a task for a patient named Kara Whiteside.

Task	Patient	DOB	Due	Created	Description
Complete Prior Auth Criteria	Whiteside, Kara	10/11/1952	08/13/2013 09:30	04/19/2017	Celebrex 200 mg capsule
Prior Auth Approved	Whiteside, Kara	10/11/1952		04/17/2017	Advair Diskus 250 mcg-50 mcg/dose powder for inhalation
Complete Prior Auth Criteria	Whiteside, Kara	10/11/1952	08/13/2013 09:30	04/17/2017	Imitrex 20 mg/actuation nasal spray

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

Electronic Prior Authorization (ePA)

Electronic Prior Authorization

Worklist Task History

Whiteside, Kara: Imitrex 20 mg/actuation nasal spray [7b14f29847ae449d9b5fe29d7f70248f](#) [Go to Process](#)

Prior Authorization: Tretinoin Products

Complete/review information. When conditions are met, we will authorize the coverage of Tretinoin Products.
Deadline For Reply 08/13/2013 05:30:47 AM

PATIENT INFORMATION	PAYER CONTACT INFORMATION
Patient: Whiteside, Kara	Email: RXHUBPBM@test.co
Date of Birth: 10/11/1952	Phone: 7779998888
Medical Records ID: A00061CF74974CF497D0BE192487 FE3E	Fax: 9997778888
Phone: 3305547754	m

PROVIDER INFORMATION			
Prescriber: ProviderDev58 UD3, EPCS	Submitter: name, provider	Pharmacy: VA Pharmacy 10.6MU	Facility: N/A

NOTES

Please include accurate and timely responses to ensure efficient processing of this Prior Authorization request.

[Start ▶](#)

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

Task	Patient	DOB	Due	Created	Description
Complete Prior Auth Criteria	Whiteside, Kara	10/11/1952	08/13/2013 09:30	04/19/2017	Imitrex 20 mg/actuation nasal spray
Complete Prior Auth Criteria	Whiteside, Kara	10/11/1952	08/13/2013 09:30	04/19/2017	Celebrex 200 mg capsule
Prior Auth Approved	Whiteside, Kara	10/11/1952		04/17/2017	Advair Diskus 250 mcg-50 mcg/dose powder for inhalation

Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Manage ePA Window
 - Initiate Appeals, if needed
 - View Historical ePA transactions

Process	Status	Provider	Patient	DOB	Created	Description
ePA Case	In Progress	ProviderDev58UD3, EPCS Health R Us	Whiteside, Kara	10/11/1952	04/17/2017	Imitrex 20 mg/actuation nasal spray

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

Electronic Prior Authorization (ePA)

Phase 1 Functionality

- Medication Module > Manage ePA button
 - Patient Mode

Medications Module x

NextGen Grid Preferences Medications Reconciled 6

Last Audit	PDR	Status	Medication Name	Generic Name	Prior Auth Status	Prior Auth Date	Prior Auth Id	Sig
Status: Active (9 items)								
		Active	lisinopril 10 mg tablet	LISINOPRIL				take 1 tablet by oral route
		Active	Celebrex 200 mg capsule	CELECOXIB	Action Required			take 1 capsule by oral route
		Active	Advair Diskus 250 mcg-50 mcg/dose p...	FLUTICASON/SALMETEROL	Approved	10/31/2013	PBMF-PA2-A100	inhale 1 puff by inhalation
		Active	Imitrex 20 mg/actuation nasal spray	SUMATRIPTAN	Action Required			spray 1 spray by intranasal
		Active	Nasonex 50 mcg/actuation Spray	MOMETASONE FUROATE				spray 2 spray by intranasal

Prescribe New | Print | Send | Renew | Interactions | Stop | Resources | Dose Range | Delete | Rx Eligibility | Medication History | Reconcile | **Manage ePA**

Electronic Prior Authorization (ePA)

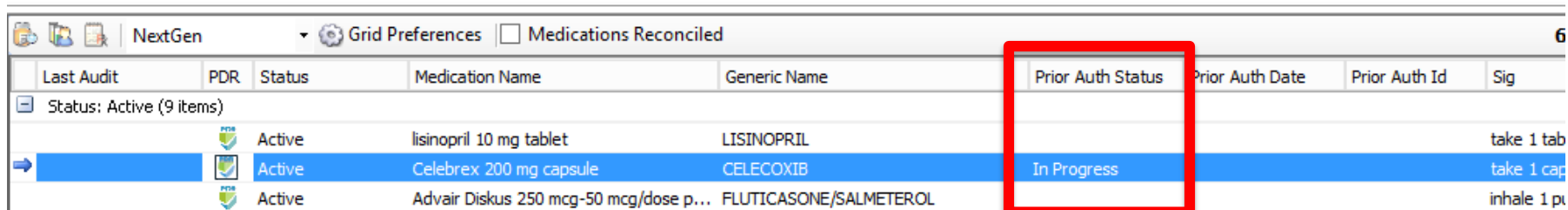
The screenshot displays a medical software interface with a 'View' menu open. The 'Manage ePA' option is highlighted with a red box. A red arrow points from this option to the 'Allergies' tab in the main window. The main window shows patient information for 'ProviderDev58UD3, EPCS MD' and a list of medications with their prior authorization status.

Medication Name	Generic Name	Prior Auth Status	Prior Auth Date	Prior Auth Id
Celebrex 200 mg capsule	CELECOXIB	Action Required		
Advair Diskus 250 mcg-50 mcg/dose p...	FLUTICASONE/SALMETEROL	Approved	10/31/2013	PBMF-PA2-A100
Imitrex 20 mg/actuation nasal spray	SUMATRIPTAN	Action Required		
Nasonex 50 mcg/actuation Spray	MOMETASONE FUROATE			
Vicodin 5 mg-300 mg tablet	HYDROCODONE/ACETAMINOPHEN			
Lipitor 20 mg tablet	ATORVASTATIN CALCIUM			

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



The screenshot shows a software interface with a table of medications. The table has columns for Last Audit, PDR, Status, Medication Name, Generic Name, Prior Auth Status, Prior Auth Date, Prior Auth Id, and Sig. The 'Prior Auth Status' column is highlighted with a red box. The table contains three rows of medication data.

Last Audit	PDR	Status	Medication Name	Generic Name	Prior Auth Status	Prior Auth Date	Prior Auth Id	Sig
		Active	lisinopril 10 mg tablet	LISINOPRIL				take 1 tab
		Active	Celebrex 200 mg capsule	CELECOXIB	In Progress			take 1 cap
		Active	Advair Diskus 250 mcg-50 mcg/dose p...	FLUTICASONE/SALMETEROL				inhale 1 pu

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**



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

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

Electronic Prior Authorization (ePA)

Phase 2 Functionality

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


ProviderDev58UD3, EPCS

From: Surescripts
Sent: Monday, April 17, 2017
To: **Refills_Group**

Due Date: 04/17/2017 Priority: Normal Status: Assigned

Categories: ePA

ePA Approved. Medication Name: Advair Diskus 250 mcg-50 mcg/dose powder for inhalation

Kara Whiteside (F) 
DOB: 10/11/1952 (64 years)
(330) 554-7754 (H)...
23230 SEAPORT
Akron, OH
44306

New ▾ Accept ▾ Reject Reassign Remove ▾ Chart Orders **Manage ePA** Send Rx

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

Electronic Prior Authorization (ePA)

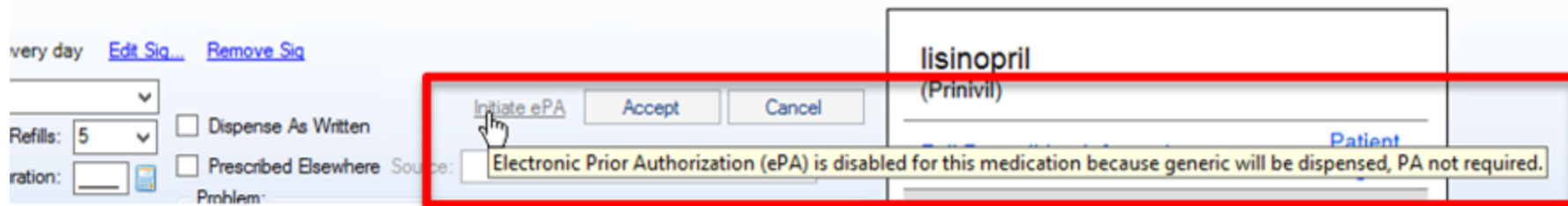
Workflow

- 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)

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



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

Task	Patient	DOB	Due	Created	Description
Complete Prior Auth Criteria	Whiteside, Kara	10/11/1952	08/13/2013 09:30	04/19/2017	Celebrex 200 mg capsule
Prior Auth Approved	Whiteside, Kara	10/11/1952		04/17/2017	Advair Diskus 250 mcg-50 mcg/dose powder for inhalation
Complete Prior Auth Criteria	Whiteside, Kara	10/11/1952	08/13/2013 09:30	04/17/2017	Imitrex 20 mg/actuation nasal spray

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

The screenshot displays the 'Electronic Prior Authorization' window. At the top, there are tabs for 'Worklist' and 'Task History'. Below the tabs, the patient information is shown: 'Whiteside, Kara: Imitrex 20 mg/actuation nasal spray' followed by a unique ID '7b14f29847ae449d9b5fe29d7f70248f' and a 'Go to Process' link. The main content area contains a question labeled 'Q1' (highlighted with a red box) asking 'Does the patient have the diagnosis of Keratosis Follicularis?'. There are two radio button options: 'YES' and 'NO'. At the bottom of the form, there are navigation buttons: '< Back' and 'Next >'. A red box highlights two buttons at the bottom right: 'Return to Worklist' and 'Start Over'.

Electronic Prior Authorization (ePA)

Workflow

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

Electronic Prior Authorization

Worklist Task History

Whiteside, Kara: Imitrex 20 mg/actuation nasal spray 7b14f29847ae449d9b5fe29d7f70248f Go to Process

Q8 88%

Comments:

< Back Next > Return to Worklist Start Over

Electronic Prior Authorization (ePA)

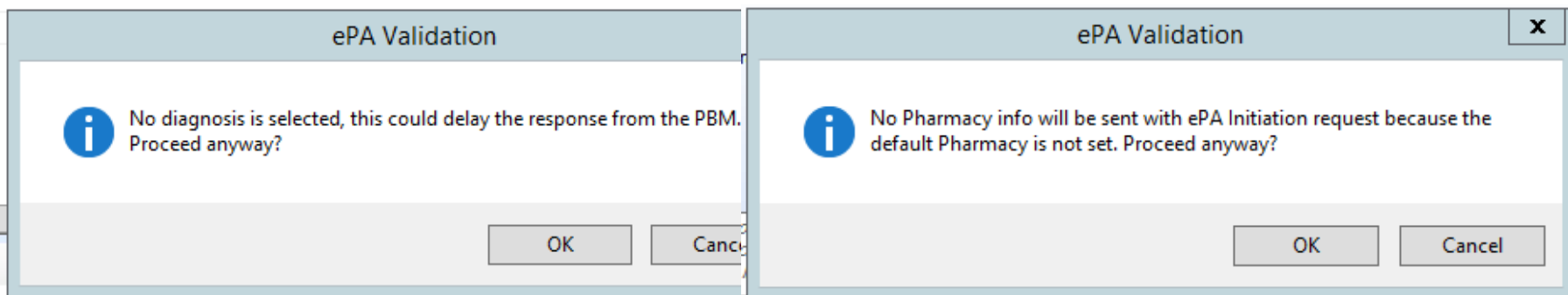
Workflow

- 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

Electronic Prior Authorization (ePA)

Workflow

- Best Practices



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:

Quantity:

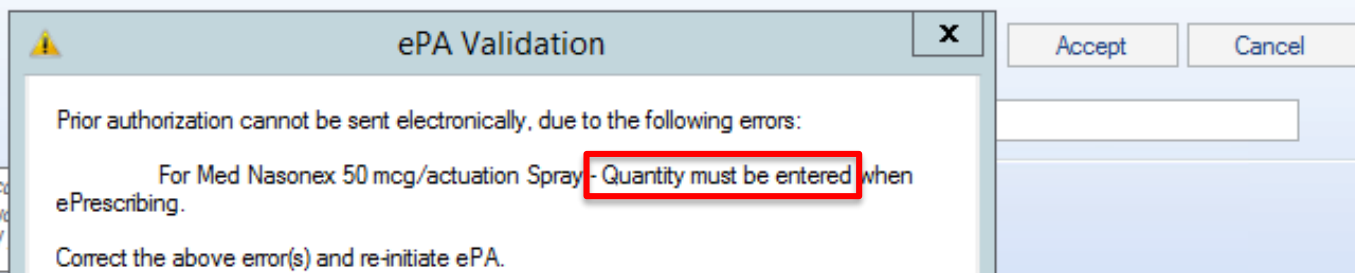
Units:

Start: 01/19/2016

Stop:

Non-Clinical
Notes to
Pharmacy:

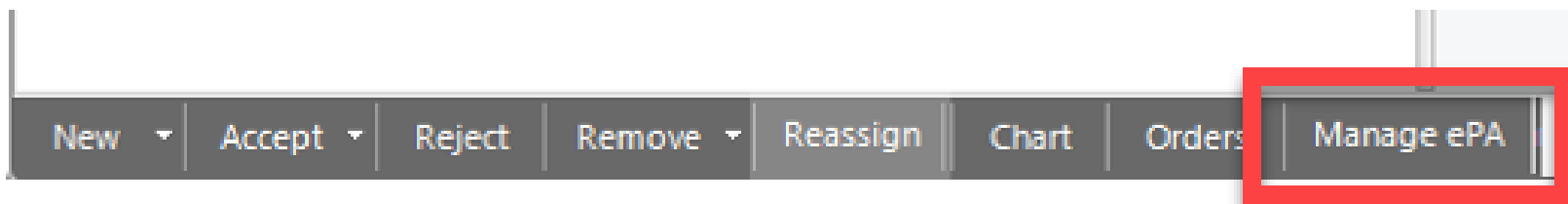
*This field is for nonclinical ca
Any additional clinical instr
added using the 'Additional*



Electronic Prior Authorization (ePA)

Workflow

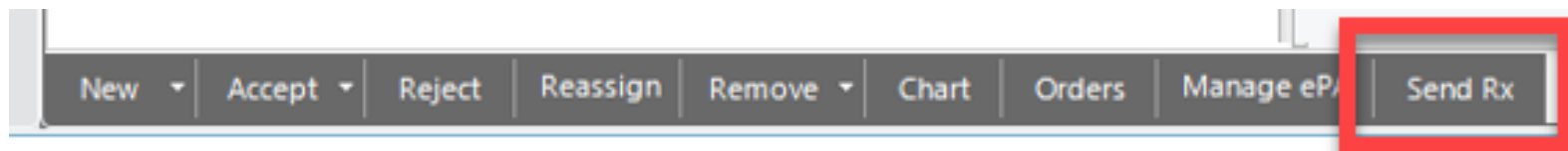
- Tasking
 - Open Inbox – Clinical Tasking
 - Select Task and Review details
 - Click Manage ePA
 - Necessary if request has not been approved
 - Will open directly to associated Prior Authorization in “worklist”
 - Complete question set



Electronic Prior Authorization (ePA)

Workflow

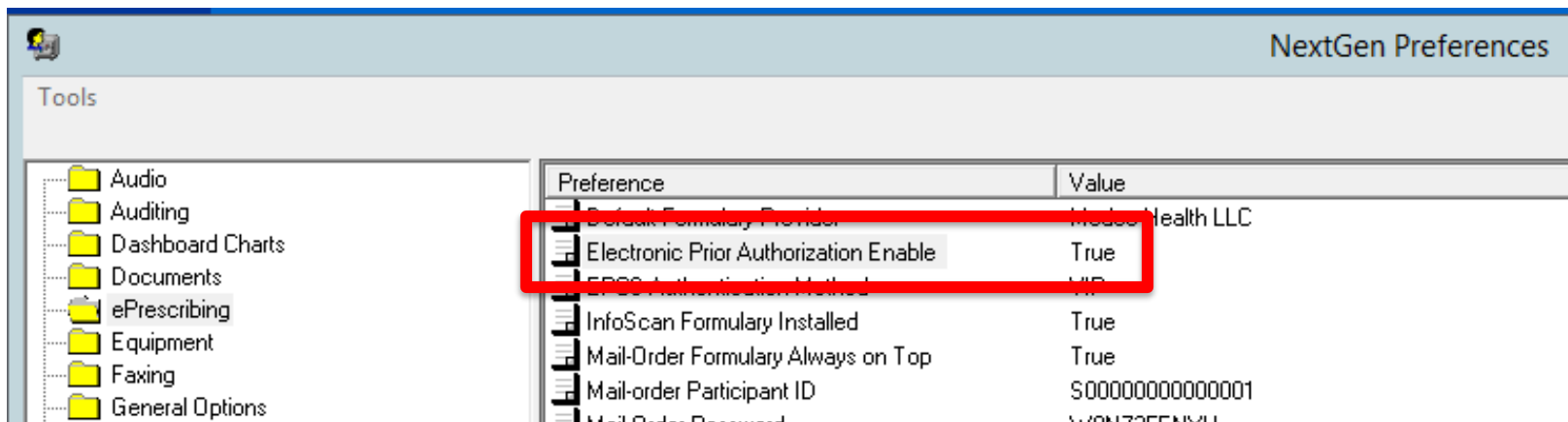
- Tasking
 - Click Send Rx
 - Once request is Approved
 - Uses eRX only
 - If prescription needs to be printed or faxed, the user must go to the Medication Module
 - Task is auto-completed when Manage ePA is done or Send Rx is completed
 - Task will also complete if process is completed in the Medication Module or View Menu



Electronic Prior Authorization (ePA)

Setup

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



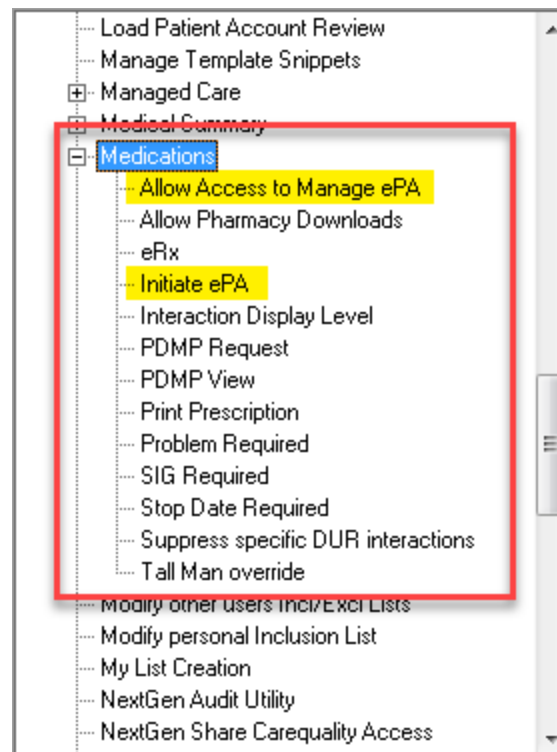
The screenshot shows the 'NextGen Preferences' window. On the left, there is a 'Tools' sidebar with a tree view containing folders for Audio, Auditing, Dashboard Charts, Documents, ePrescribing, Equipment, Faxing, and General Options. The 'ePrescribing' folder is selected. The main area displays a table of preferences. A red box highlights the row for 'Electronic Prior Authorization Enable', which is set to 'True'. Other visible preferences include 'Default Formulary Provider' (Medco Health LLC), 'EPCC Authentication Method' (N/A), 'InfoScan Formulary Installed' (True), 'Mail-Order Formulary Always on Top' (True), 'Mail-order Participant ID' (S000000000000001), and 'Mail Order Password' (110M172CEMVL).

Preference	Value
Default Formulary Provider	Medco Health LLC
Electronic Prior Authorization Enable	True
EPCC Authentication Method	N/A
InfoScan Formulary Installed	True
Mail-Order Formulary Always on Top	True
Mail-order Participant ID	S000000000000001
Mail Order Password	110M172CEMVL

Electronic Prior Authorization (ePA)

Setup

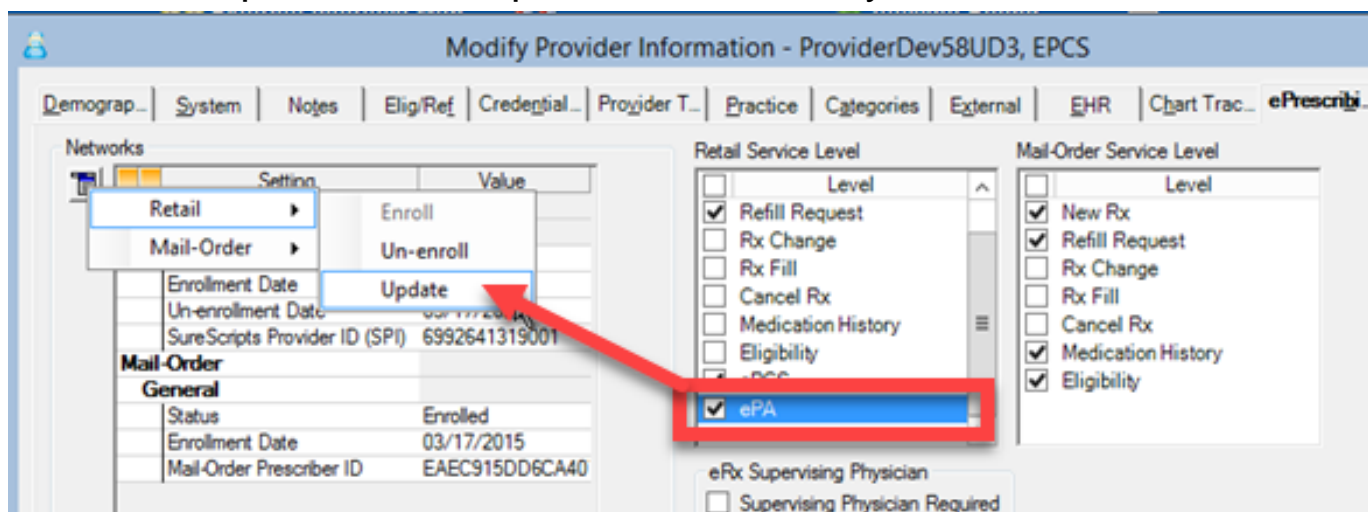
- System Administrator
 - Group Rights
 - Operations > Medications
 - Initiate ePA
 - Allow Access to Manage ePA



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



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

Task Type	Workgroup	Categories
eRx Refills	Refills_Group	
eRx Errors	Refills_Group	
RxChange	Refills_Group	
ePA	Refills_Group	ePA

Supervising Physician

Rendering Provider

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 exist, but may need to be added to the grid preferences for each user



38 year Old Female Weighing 175.00 lb 79.38 Kg [vitals recorded on 6/15/2016] Pending								
Generic Name	Prior Auth Status	Original Start	Start Date	Stop Date	Sig	Last Audit	Prior Auth Date	Prior Auth Id

Electronic Prior Authorization (ePA)

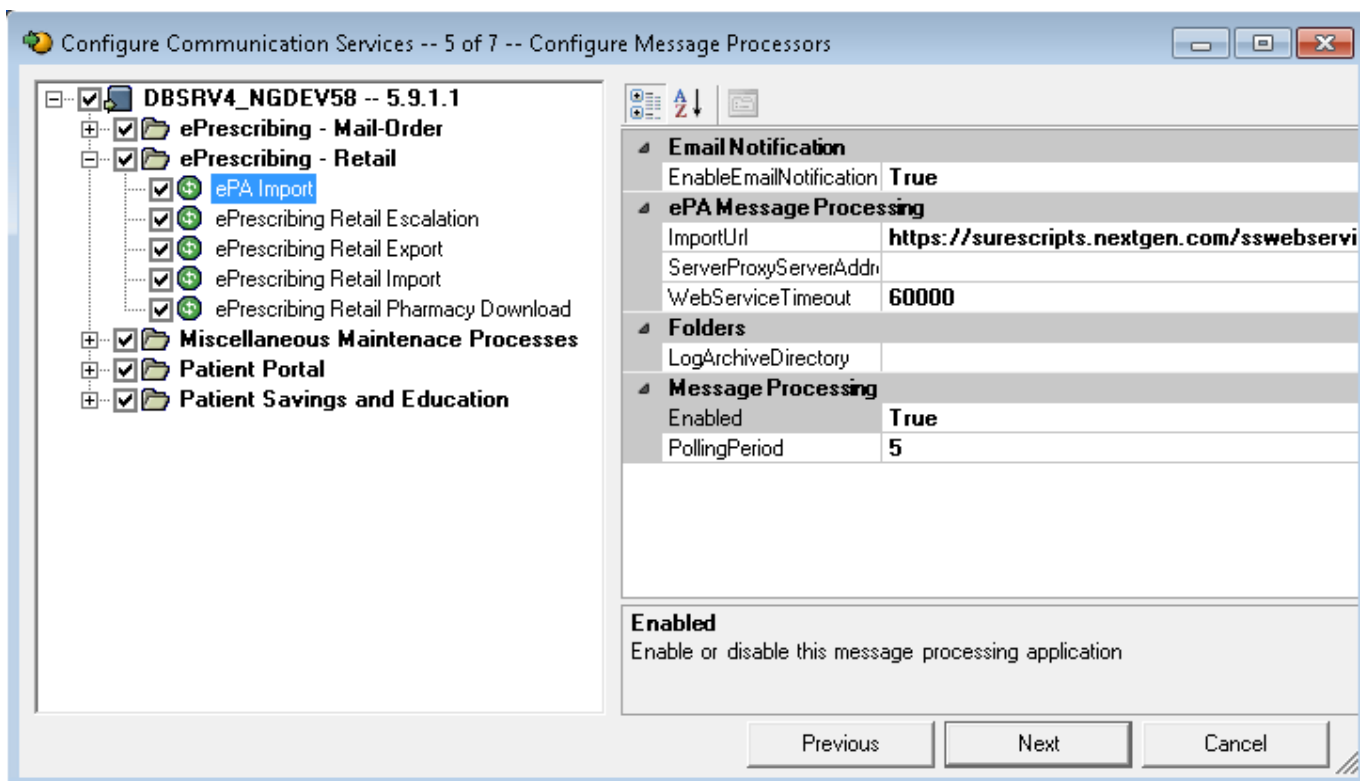
Setup

- 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



Electronic Prior Authorization (ePA)

Setup



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



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

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

Electronic Prior Authorization (ePA)

Additional Details

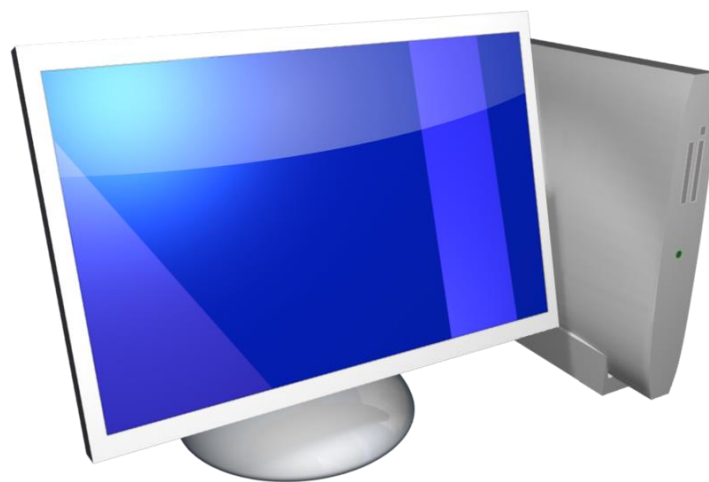
- Data is visible in eRX Status and eRX Provider Status
- ePA Case # and Prior Authorization status will display on RxPrint/RxFax
- Template Editor has been updated to include Authorization Status in Patient Medication trigger
- Document Builder has been updated to include Authorization Status in Medication Summary macros

POLL

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



Demo



Thank You

