



#### **Rx Fill**

The pharmacy sends an Rx Fill message to the prescribing provider each time the ordered medication is dispensed. *NOTE: This process requires no user action*.

The number of ordered refills displays in the **Refills** column. This is the total number of refills including completed fills.

	Last Modified Date: 05/11/2020 3:30 PM Show 0 Discontinued Meds							
0	🧼 benzphetamine 🕥	Rx	Quantity	Refills	Fills completed	Provider	Written	
8	Add.Note	30 Tablets	2	0	Wayne Best MD	04/23/2020	Activity XML = ® #	
0	✓ Managed at CCA	Therapies O Prescribe New Therapy Renew Discontinu	e					Issued Rxs (3)

When the pharmacy dispenses the medication and sends an RxFill message, the update displays in the **Fills completed** column.

	Last Modified Date: 05/11/2020 3:30 PM Show 0 Discontinued Meds						
0	🧼 benzphetamine 🕥	Rx	Quantity Refills	Fills completed	Provider	Written	
8	Add Note	50 mg tablet - Take one tablet per day after lunch. Do not take af- ter 2:00 PM.	30 Tablets 2	1	Wayne Best MD	05/27/2020	Activity XML = ® ®
•	✓ Managed at CCA	Therapies () Prescribe New Therapy  Renew Discontinue	e				Issued Rxs ①

This column usually increases by 1, but partial fills are supported.

The user can also check the **Activity Log** to review the fill history.

Ð							C	Received fill notification from VA Pharma- cy 10.6MU O. Filled.	05/27/2020 4:20 PM Surescripts
망							~	eRx verified.	05/27/2020 4:16 PM escribeHOST
							et	Sent to VA Pharmacy 10.6MU 🕤 (with	05/27/2020 4:16 PM Wayne Best
"♡	🥔 benzphetamine 🕢	Rx	Quantity	Refills	Fills completed	Provider		SURESCRIPTS LLC ().	
8	Add Note	50 mg tablet - Take one tablet per day after lunch. Do not take af- ter 2:00 PM.	30 Tablets	2	1	Wayne B	ß	Issued.	05/27/2020 4:16 PM Wayne Best
Δ	✓ Managed at CCA 🝵	Therapies () Prescribe New Therapy  Renew Discontinu	e				0	Created.	05/27/2020 4:16 PM Wayne Best
ഭ									

#### **Cancel Rx**

The prescriber decides to cancel treatment or drug usage and uses the system to notify the pharmacy.

The user clicks the **X** button on the right side of the screen next to a specific rx.



A popup will display. By clicking the **Send** button, the system notifies the pharmacy of the cancellation. Otherwise, the prescriber can cancel this action by clicking the **Cancel** button.

	Medications							
R	Medications Eligibility Orug History Meds N	lot Ordered				Cano	el Pv	٦
<u> </u>	No one else viewing 🕶	Mark Documented	Cancel RX		1			
	Last Modified Date: 05/04/2020 1:20 PM Show 0 Discontinued Meds						message to the pharmacy.	
	🧈 Belbuca 🕖	Rx	Quantity R	efills Fills completed	Provider	Witten	Cancel Send	
0	ouprenorphine	300 mcg film · Apply 1 film to inside of cheek every 12 hours	60 Films 1	0	Wayne Best MD	05/04/2020	Activity XML - 85	2
$\otimes$	Add Note							-1
	Vhanaged at CCA = Therapies O Prescribe New Therapy * Renew Discontinue						Issued Rxs (1)	

A **Cancel Pending** sign displays next to the drug until the pharmacy acknowledges the cancellation.

(iiii)	Medications									
 @	Medications Eligibility Drug History Meds	Not Ordered								
<u> </u>	No one else viewing V 🖉 History Mark Documented Compare with Print Med List Prescribe New Med V							d 🔻		
	Last Modified Date: 05/12/2020 1:59 PM  Show 1 Discontinued Med									
	🧼 predniSONE 👔	Rx	Quantity F	Refills Fills complet	ed Provider	Written				
0	Add Note	Cancel pending .5 mg tablet · Take one per day	1 Tablet 3	5 0	Wayne Best MD	05/12/2020	Activity	XML 👄		
8	VManaged at CCA  Therapies O Prescribe New Therapy  Renew Discontinue						Issued Rxs (	1		

NOTE: This process is asynchronous. The pharmacy can take time to acknowledge.

When the pharmacy acknowledges the cancellation, the sign will change to **Cancelled**. Users can also check **Activity Log** to view the cancellation status.

(iiii)	Medications							
<u> </u>	Medications Eligibility Drug History Meds Not Ordered						X Cancel.	05/12/2020 2:00 PM
$\stackrel{\circ}{=}$	No one else viewing 🕶	Mark D	APPROVED: No dispenses made	Surescripts				
$\mathbf{\nabla}$	Last Medified Date: 05/12/2020 2:00 PM		🗸 eRx verified.	05/12/2020 1:51 PM				
	Show Discontinue dMed						Pt Sont to TV Pharmacy 10 6MU	05/12/2020 1-51 PM
	🧼 predniSONE 👔	Rx	Quantity	Refills	Fills completed	Provic	SURESCRIPTS LLC ().	Wayne Best
$\sigma$	Add Note	Cancelled 5 mg tablet · Take one per day	1 Tablet	3	0	Wayne	C Irrued	05/12/2020 1-51 PM
$\otimes$	Managed at CCA = Therapies O Prescribe New Therapy - Renew Discontinue						E 133060.	Wayne Best
•							• Created.	05/12/2020 1:51 PM Wayne Best

#### Change Rx

The pharmacy requests a drug or dose change. The prescriber has to accept the change for it to become effective, or deny the change.

A light blue ribbon displays next to the drug indicating a change request, reading: **"Change Request"**.

i	Medications							
<u> </u>	Medications Eligibility Drug History Meds Meds	Not Ordered						
2	No one else viewing 🔻	© Hi	story Mark Documented	Print Med List				
	Last Modified Date: 05/27/2020 11:17 PM Show 0 Discontinued Med:							
	🧈 Zestril 🕐	Therapy	Started	Stopped				
8	lisinopril Add Note	20 mg tablet - Take one tablet daily. Last Issued <u>05/27/2020</u> - <u>Activity Log</u> - Sent to VA Pharmacy 10.6MU	05/27/2020 by Provider	- /				
0		eRx Change Request from VA Pharmacy 10.6MU Activity Log XML		P Deny Approve				
Ð		Wayne Best MD Yes 30 Tablets						
Ų,		*According to the Pharmacy						

There are three types of request: **Generic Substitution**; **Prior Authorization** and **Therapeutic Interchange**.

#### **Generic Substitution**

Pharmacy requests to change the drug. The prescriber can **Deny** or **Approve** the change.

	Medications			
<u>_</u>	Medications Eligibility Drug History Meds	Not Ordered		
	No one else viewing 🕶		O History Mark Documented Compare with	Print Med List Prescribe New Med
	Last Modified Date: 05/27/2020 11:17 PM Show 0 Discontinued Meds			
	🧈 Zestril 🕐	Therapy	Started	Stopped
8	Usinopril Add Note	20 mg tablet - Take one tablet daily. () Last Issued 05/27/2020 - Activity Log - Sent to VA Pharmacy 10.6MU	05/27/2020 by Provider	- /
0		eRx Change Request from VA Pharmacy 10 GMU Activity Log XML		Deny Approve
Ð		Wayne Best MD • Yes 30 Tablets		
Ų,		*According to the Pharmacy		
Ê		Prescribed ZESTRIL 20 MG TABLET	Requested LISINOPRIL 20 MG TABLET	
Ö		Take one tablet daily. 30 Tablets · 3 Refills	Take one tablet daily. 30 Tablets - 3 Refills	
8		Substitutions not allowed by prescriber (i.e. DAW) Written 02/01/2017	Substitutions allowed Written 02/01/2017	
₽			Pharmacist Note Please allow generic substitution	
3				
ø	✓ Managed at CCA 🗉	Therapies O Prescribe New Therapy_  Renew		Issued Rxs (1)
?				

To approve the change, click the **Approve** button. Write the **Note** and click **Approve**. The Note is not mandatory.

(iiii)	Medications	Medications						
<u> </u>	Medications Eligibility Orug History Me	ds Not Ordered		X Approve Change Request				
2	No one else viewing 🔕 🔻	Note approve notes						
	Last Modified Date: 05/12/2020 2:21 PM Show 0 Discontinued Meds	57 characters remaining						
0	🥏 Zestril 👔	Therapy	Started	Stopped				
$\otimes$	lisinopril Add Note	20 mg tablet - Take one tablet daily.	05/12/2020 by Provider	Cancel Approve				
0		Lest issued USY12/2020 - Activity Log - Sent to VA Pharmacy 10,0010	~~~~~~					
(Ŧ)		eRx Change Request from VA Pharmacy 10.6MU Activity Log XML Provider DAW Quantity		Jeny Approve				
Ð		Provider DAW Quantity	L L					

To deny the change, the user clicks the **Deny** button.

i	Medications		
<u>@</u>	Medications Eligibility Drug History Meds M	lot Ordered	X Deny Change Request
5	No one else viewing *		Denial Reason * Choose Denial Reason
	Last Modified Date: 05/27/2020 11:19 PM Show 0 Discontinued Meds	Note	
	🥔 levalbuterol 🕖	Therapy	
8	Add Note	1.25 mg/3 mL solution - Inhale one unit every 4-6 hours via nebulizer or as necessary for wheezing () Last Issued <u>05/27/2020 - 6ctwity Log</u> - Sent to CA Pharmacy 10.6MU	70 characters remaining
0		1.25 mg/3 mL solution - Inhale one unit every 4-6 hours via nebulizer or as necessary for wheezing.	05/27//2020 by Hermiter — Cancel Deny
( <del>†</del> )		eRx Change Request from CA Pharmacy 10.6MU o Artivity Log XML	Deny Approve
$\sim$		Provider DAW Quantity	

Choose a denial reason and write the Note. Click **Deny**.



#### **Prior Authorization**

Pharmacy requests a Prior Authorization Number. The prescriber calls PBM and asks for a Prior Authorization Number.

€ €		Alter Change Request from CA Pharmacy 50.0401 Control Log XML     Provider DAW Quantity     Wayne Best MD O No 75.555 Millilliters     *According to the Pharmacy	٩	eny Approve
		Prescribed Levalbuterol 1.25 MG/3 ML Inhalation Solution	Requested Prior-Auth is requested for the prescribed med.	
8		Inhale one unit every 4-b hours via nebulizer or as necessary for wheezing. 75.555 Milliters - 2 Refils Substitutions allowed Written 02/01/2017	Benefits Coordination no. 1 Payer Identifiers: BIN Location Number: BIN123 Payer Name: Rai/ub/PBM	
8		Prescriber Note Please approve 90 day supply.	Cardholder ID: MID444444444444 Cardholder Name: Tucker, Bob Group ID: CG111111111/CGID33333333	
	✓ Managed at CCA 😌	Therapies O Prescribe New Therapy • Renew		Issued Rxs (1)

Click the **Approve** button. Write the Note and **Prior Authorization Number**. **Deny** is the same process as we saw before.

TUCK	R, DOB: Age: Seic MRN: Research: Orders: 11/19/1979 409 F 6532865	× Approve Change Request		
	Medications	Note		
	Medications Eligibility O Drug History O Meds			
ম	No one else viewing 🕶	70 characters remaining		
	Last Modified Date: 05/27/2020 11:19 PM Show 0 Discontinued Meds	Prior Authorization Number		
	🥔 levalbuterol 🕖	Therapy		
8	Add Note	1.25 mg/3 mL solution - Inhale one unit every 4-6 hours via nebulizer or as necessary for v Last issued 05/27/2020 - Activity Log - Sent to CA Pharmacy 10.6MU	wheezing () 05/27/20	35 characters remaining
0		1.25 mg/3 mL solution - Inhale one unit every 4-6 hours via nebulizer or as necessary for	wheezing. 0 05/27/20	Cancel Approve
Ð		eRx Change Request from CA Pharmacy 10.6MU  Activity Log XML		a" Deny Approve
Ų,		Wayne Best MD 🕢 No 75.555 Milliliters		
Ê		*According to the Pharmacy		
		Prescribed	Requested Prior-Auth is requested for the prescribe	ed med
Ě		Inhale one unit every 4-6 hours via nebulizer or as necessary for wheezing.	Benefits Coordination no. 1	
â		75.555 Millillers - 2 Refills Substitutions allowed	Payer Identifiers:	
A		Written 02/01/2017	BIN Location Number: BIN123 Payer Name: RxHub PBM	
ß		Prescriber Note Please approve 90 day supply	Cardholder ID: MID444444444444444444444444444444444444	
0		rieuse approve so out suppry.	Group ID: CG1111111111/CGID333333	333
/ 曲				
بية ح	✓ Managed at CCA	Therapies 💿 Prescribe New Therapy 💌 Renew		Issued Rxs (1)

#### Therapeutic Interchange

Pharmacy requests a change in drug or dose. The prescriber can **Deny** as we saw before or **Approve** with or without changes.

	🧈 Zestril 🕧	Therapy	Started Stopy	ped		
8	Usinoprit Add Note	20 mg tablet - Take one tablet dally. () Last Issued 05/27/2020 - Activity Log - Sent to VA Pharmacy 10.6MU	05/27/2020 by Provider —			
! •		eRx Change Bequest from VA Pharmary 10:64U  Provider DAW Quantity Wayne Best MD  Yes 30 Tablets		Approve with Changes		
Ա		*According to the Pharmacy				
		Prescribed Zestril 20 mg tablet Take one tablet daily. 30 Tablets - 3 Refills Substitutions not allowed by prescriber (i.e. DAW) Written 02/01/2017	Requested Isinopril 10 mg tablet Take one tablet daily for 30 days. 30 Tablets - 3 Refils Substitutions allowed Written 02/01/2017			
4 8	✓ Managed at CCA 🗉	Prescriber Note Pharmacist Note DUR has been completed. Please approve this lower-dose requested medication. DUR has been completed. Please approve this lower-dose requested medication.				
P		Therapies S Prescribe New Therapy Renew.		Issued Rxs (1)		

Approve without changes is the same process as we saw before. Approve with Changes allows the prescriber to edit the prescription. Click **Approve** in order to finish the process.

ര	Medications Eligibility Orug History Med	s Not Ordered		Martin Charge Desugat	
5	No one else viewing 😆 🔻	A Approve Change Request	cribe New Med		
	Last Modified Date: 05/28/2020 9:21 AM Show 0 Discontinued Meds	10 mg tablet			
	🧈 Zestril 🕐	Therapy	Starter	Refills	
8	Lisinoprit Add Note	20 mg tablet - Take one tablet daily. () 05/27 Last Issued 05/27/2020 - Activity Log - Sent to VA Pharmacy 10.6MU		6	1
0		eRx Change Request from VA Pharmacy 10.0MU	~~~~~~	Take two tablet daily for 30 days.	Approve
٢		Provider DAW Quantity Wayne Best MD  Ves 30 Tablets		106 characters remaining Note	
Ų,		*According to the Pharmacy			
Ê		Prescribed Zestril 20 mg tablet	Requested lisinopril 10 mg tablet	70 characters remaining	
Ø		Take one tablet daily. 30 Tablets - 3 Refills Substitutions not allowed by prescriber (i.e. DAW)	Take one tablet daily f: 30 Tablets - 3 Refills Substitutions allowed	Cancel Approve	
8		Written 02/01/2017	Written 02/01/2017		
4		Prescriber Note DUR has been completed. Please approve this lower-dose requested medication.	Pharmacist Note DUR has been complete	ed. Please approve this lower-dose requested medication	n.

The Pharmacy can offer more than one choice of change. In that case the Prescriber clicks the **Next** button next to the drug requested until the preferred choice displays on screen.

-					
0	🧈 Zestril 🔘	Therapy	Started	Stopped	-
8	lisinopril Add Note	20 mg tablet - Take one tablet daily.	05/28/2020 by Provider	-	
وج د		elit change licepast from VA Fharmacy 10 AMU      Provider DAW Quantity     Wayne Best MD Q Vers 30 Tablets     *According to the Pharmacy		at Deny	Approve 👻
		Prescribed Zestril 20 mg tablet Take one tablet daily. 30 Tablets - 18 efidi Substitutions not allowed by prescriber (i.e. DAW) Written 02/01/2017 Prescriber Note Formulary Compliance	Requested from bast LISINOPRIC 20 Mil FABLET Take one cablet twice a day for 30 days, 60 Tablets : 3 Refills Substitutions allowed Written 02/01/2017 Pharmacist Note Formulary Compliance		
✓	✓ Managed at CCA	Therapies O Prescribe New Therapy  Renew		zt	sued Rots $(\underline{i})$