**Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) 3.1 User Manual**



**June 2020**

**Version 3.0 (Unit 5)**

**Department of Veterans Affairs (VA) Office of Information and Technology (OIT)**

**Revision History**

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| 06/15/2020 | 3.0 | PSO\*7.0\*610:   * Added [NOTE](#_bookmark105) to indicate a minor change in the display of the **Station ID** drop-down list in the **Reports** tab * Updated Title page, Revision History, and Footers | REDACTED |
| 03/23/2020 | 2.9 | PSO\*7.0\*590:   * Added production application [**URL**](#_bookmark29) * Updated Title page, Revision History, and Footers | REDACTED |
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|  |  | * Added the information for LOCKED BY column in the Patient Centric View section. * Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42,   Figure 3-52, Figure 3-55**,** Figure 3-56, Figure  3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout   * Added Note and included Figure 3-48 to indicate to the user that a Provider’s DEA# has expired in the Edit Provider section. * Removed reference to “Limited Duration” field from Validate Drug/SIG for the modified workflow in the Edit Drug/SIG section. * Added description under Note for modified workflow in the [Edit Drug/SIG](#_bookmark236) section. * Updated description for VistA Days Supply calculation in the Additional Field-level Information: section. * Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in the Quantity/Days Supply work flow under Validate Drug/SIG >> Edit: section. * Added Note to replace text “Qty Qualifier” with “Code List Qualifier” and replace, “DAW Code’ with “Substitutions” in the Complete Orders from OERR and Patient Prescription Processing section. * Added Note describing eRx Date, Date Written, Issue Date and Written Date fields in the Complete Orders from OERR and Patient Prescription Processing section. |  |
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| 11/15/2017 | 1.0 | Baseline release: Updated Table of Figures. | Technatomy |

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|  |  | Updates based on feedback from HPS.  Updated screenshots and verbiage throughout the document, formatting and sections Inbound ePrescribing Workflow and Summary Screen, Pharmacy Management section.  Updates made based on changes made during SureScripts Certification and IOC Production Testing |  |

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**Cancel Rx Requests and Responses**

The Cancel Rx Request is sent by the external/non-VA provider for an original New Rx so it is not processed and dispensed by VA Pharmacy. Upon successfully canceling a New Rx (or auto- Discontinue in Outpatient), VA Pharmacy sends back either an automated or manual Cancel Rx Response. When an automated Cancel Rx Response is sent to the provider’s EHR system, user intervention is not required. When a user has to take action on the prescription for which a Cancel Rx Request has been received, the user may send a manual Cancel Rx Response.

**Cancel Rx Request in the eRx Holding Queue**

When a Cancel Rx Request is received in the Holding Queue, it is displayed in the list view in one of the actionable statuses until it is acknowledged. Depending on the status of the New Rx on which the Cancel Rx Request has been received, the status of the request is changed according to the status of the New Rx prior to canceling or auto-Discontinuing. For a full list of Cancel Rx Request statuses, please refe[r to Table 20: Holding Queue Status Codes & Descriptions for](#_bookmark502) [Cancel Request Message Type](#_bookmark502) in this guide.

Once the request is acknowledged, it is no longer displayed in the list view. Cancel Rx Request messages may be retrieved at any point using <**MV**> Message View and/or <**SR**> Search.

1. From the eRx Holding Queue List screen, type <**MV**> Message View.
2. Type Cancel Request.

The Cancel Rx Request message statuses are displayed in the “Status” column on the eRx Holding Queue. For Cancel Rx Request statuses, refer to [Table 20: Holding Queue Status Codes](#_bookmark502) [& Descriptions for Cancel Request Message Type](#_bookmark502) in Appendix B.

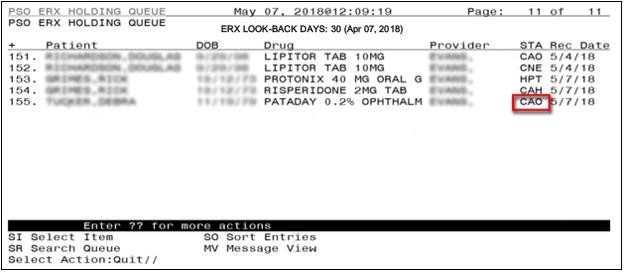


Figure 5-1: CAO Status in Holding Queue

**Cancel Rx Response in the eRx Holding Queue**

There are two types of Cancel Rx Responses:

* Approved
* Denied

**Approved**

An Approved Cancel Rx Response is sent back to the requesting non-VA Provider when either the system or the user has been able to successfully cancel or auto-Discontinue the original New Rx.

* In most cases, the system sends an automated Approved Cancel Response to the requesting non-VA Provider.
* In certain cases, the system only cancels the original New Rx in the Holding Queue and does not send an automated response. In these scenarios, the user can acknowledge the request and send a manual response.

**Denied**

A Denied Cancel Rx Response is sent back to the requesting non-VA Provider when either the system or the user has not been able to successfully cancel or auto-Discontinue the original New Rx.

* At this time, there is no automated Denied Cancel Rx Response sent from VA Pharmacies to the requesting non-VA Provider.
* When the user has not been able to locate and cancel/auto-Discontinue the original New Rx or when the user has chosen not to cancel/auto-Discontinue the original New Rx, the user may acknowledge the request and send a manual Denied response.

For more information on this, please [refer to the Cancel Rx Process](#_bookmark443) section in this guide. For more information on how to acknowledge a Cancel Rx Request, please refer to [Acknowledge:](#_bookmark476) [Hidden Action for Cancel Rx Request](#_bookmark476) section in this guide.

**Cancel Rx Request Message Details View**

The Pharmacy user may select the Cancel Rx Request message from the Holding Queue to view the message details in the Message Details View.

1. From the eRx Holding Queue List screen, type <**MV**> Message View.
2. Type Cancel Request.

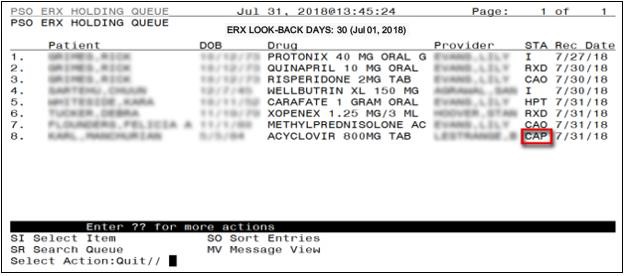


Figure 5-2: Holding Queue List View

1. Select the desired record from the list. The Cancel Rx Request message details display.

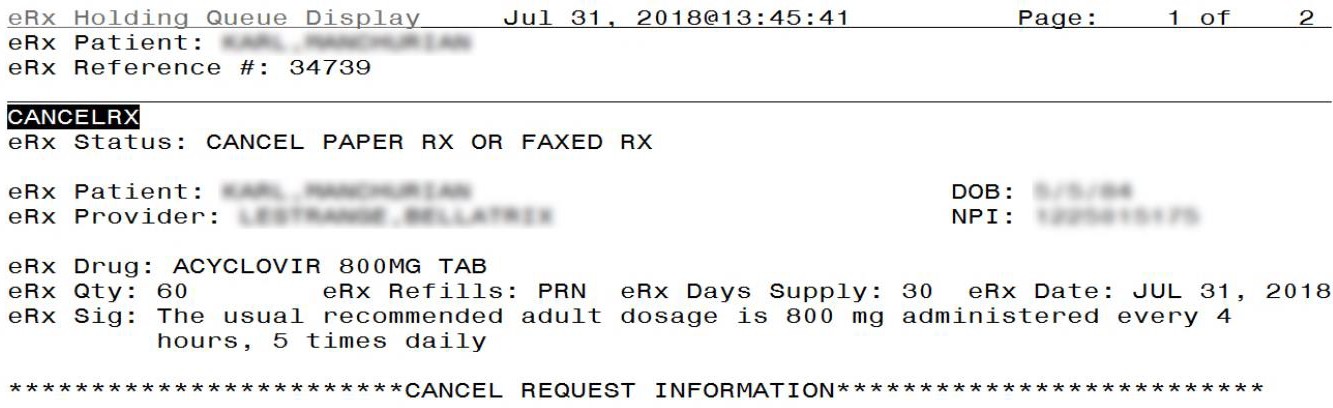


Figure 5-3: Cancel Rx Request Details

The user may continue to scroll through the Cancel Rx Request Details page to view Cancel Request Information.

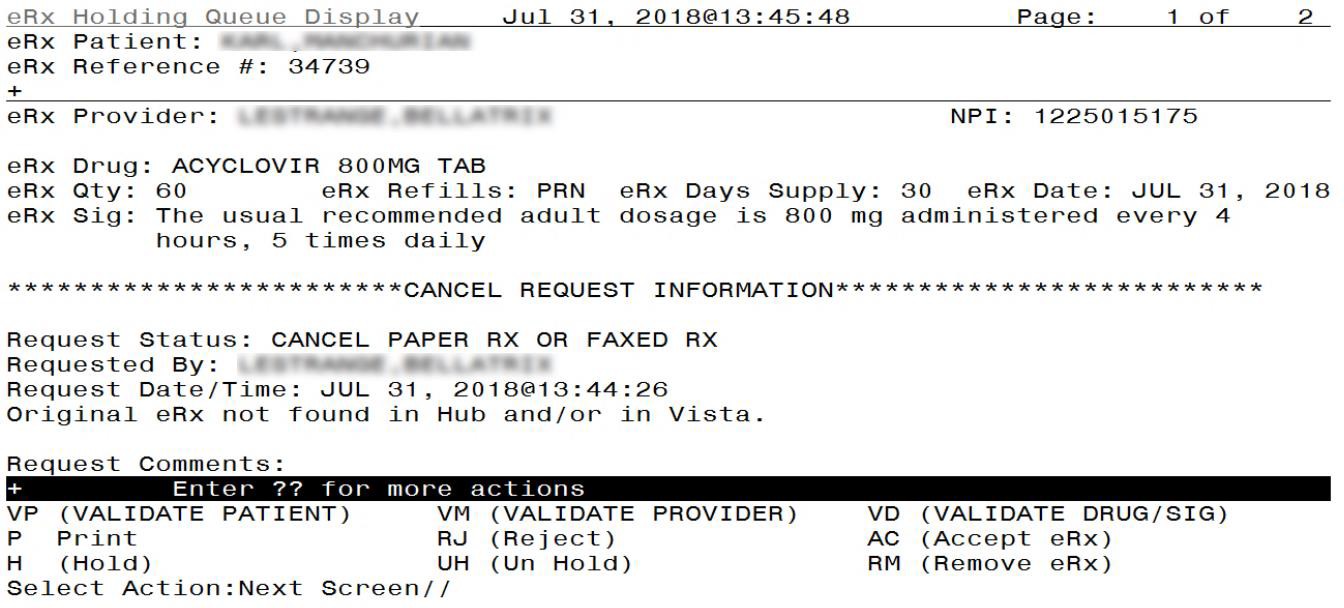


Figure 5-4: Cancel Rx Request Details – Cancel Request Information

**Cancel Rx Response Message Details View**

The Pharmacy user may select the Cancel Rx Response message from the Holding Queue to view the message details in the Message Details View.

1. From the eRx Holding Queue List screen, type <**MV**> Message View.
2. Type Cancel Response.

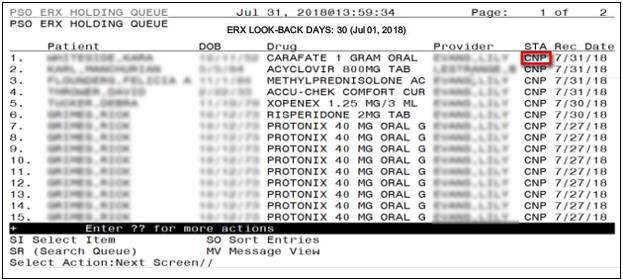


Figure 5-5: Holding Queue List View - Cancel Response

1. Select the desired record from the list.

The Cancel Rx Response message details display.

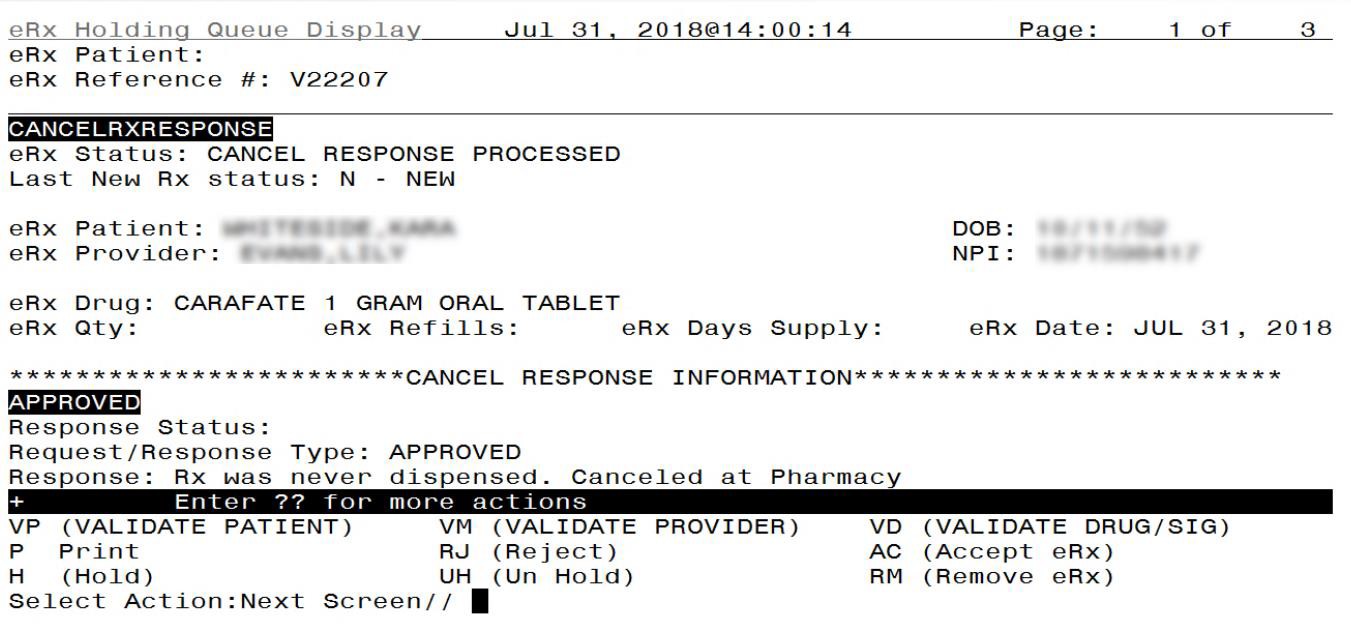


Figure 5-6: Cancel Rx Response Details

**Cancel Rx Process**

The Cancel Rx Process involves auto-Canceling an original New Rx in the Holding Queue and auto-Discontinuing the record in the Outpatient Profile if it is already processed from the Holding Queue. In most cases, the system also sends an Approved Cancel Rx Response.

In some scenarios, the user must manually discontinue the prescription in the Outpatient Profile and then send a manual Approved Cancel Rx Response at the time of acknowledging the request.

If the user is unable to locate the original New Rx and/or if the user is not going to cancel/discontinue the prescription, the user may send a manual Denied Cancel Rx Response.

If a manual Approved Cancel Rx Response, an automated Approved Cancel Rx Response, or a manual Denied Cancel Rx Response is sent successfully from VistA, the status of the Cancel Rx Response is marked CNP (Cancel Response Processed). If the Cancel Rx Response is not successfully sent from VistA to the eRx Transaction Hub, then the corresponding Cancel Rx Request is marked CAX (Cancel Response from VistA Unsuccessful). CNP is a non-actionable status and CAX is an actionable status. They can be retrieved in the Holding Queue using <**MV**> Message View or <**SR**> Search actions.

**Cancel Rx Process - eRx Records in the Holding Queue**

When a Cancel Rx Request is received, the eRx Transaction Hub sends the record to the Holding Queue. There are scenarios that apply both when there is no matching New Rx record for the Cancel Rx Request received and when there is a matching New Rx record for the Cancel Rx Request received.

**No Matching New Rx or No Auto-Cancel**

The following scenarios apply when there is no matching New Rx record for the Cancel Rx Request received:

* If there is no matching New Rx in the eRx Transaction Hub, the request is received and displayed in the Holding Queue’s list view in status CAP (Cancel Paper Rx or Faxed Rx).
* When the Cancel Rx Request is received in the Holding Queue but does not auto-Cancel a record, it is marked with the status CAR (Cancel Request Received).

In cases where the Cancel Rx Request status is marked as CAR or CAP, the user must acknowledge the requests and send out manual Approved or Denied Cancel Rx Responses.

The following table provides the Cancel Rx Request statuses before and after Acknowledging, Cancel Rx Response status, and the information sent back to the requesting non-VA provider on Approved and Denied Cancel Rx Responses.

Table 10: Cancel Rx Request and Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Cancel Rx Request Status (Before ACK)** | **Cancel Rx Request Status (After ACK)** | **Cancel Rx Response Status (After ACK)** | **Manual Approved Cancel Rx Response >> Note** | **Manual Denied Cancel Rx Response >> Denial Reason** |
| CAR (CANCEL REQUEST RECEIVED) | CAA (CANCEL REQUEST ACKNOWLEDGED) | CNP (CANCEL RESPONSE PROCESSED) | Rx was never dispensed.  Canceled at Pharmacy. | Rx Not Canceled - Rx not found in pharmacy system. |
| CAP (CANCEL PAPERRX OR FAXED RX) | CAA | CNP | Rx was never dispensed.  Canceled at Pharmacy. | Rx Not Canceled - Rx not found in pharmacy system. |

For more information on <**ACK**> Acknowledge action, please refer to [Acknowledge: Hidden](#_bookmark476) [Action for Cancel Rx Request](#_bookmark476) section in this guide.

To view a Cancel Rx Request details screen, select the desired record from the Holding Queue.

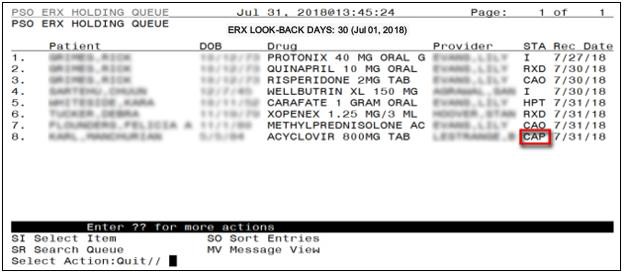


Figure 5-7: Holding Queue List View – CAP

The details screen displays the eRx information along with the Cancel Rx Request information.

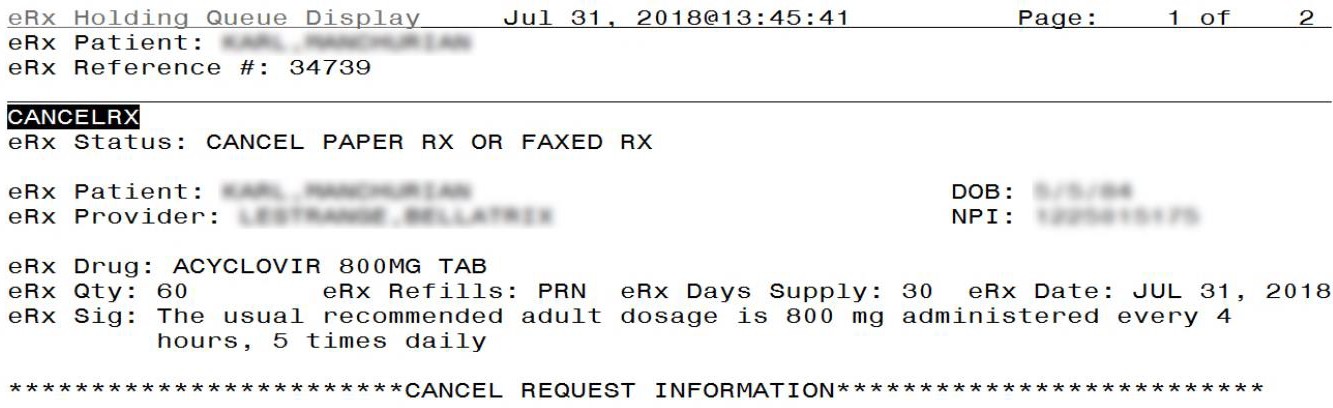


Figure 5-8: CAP Details Screen 1

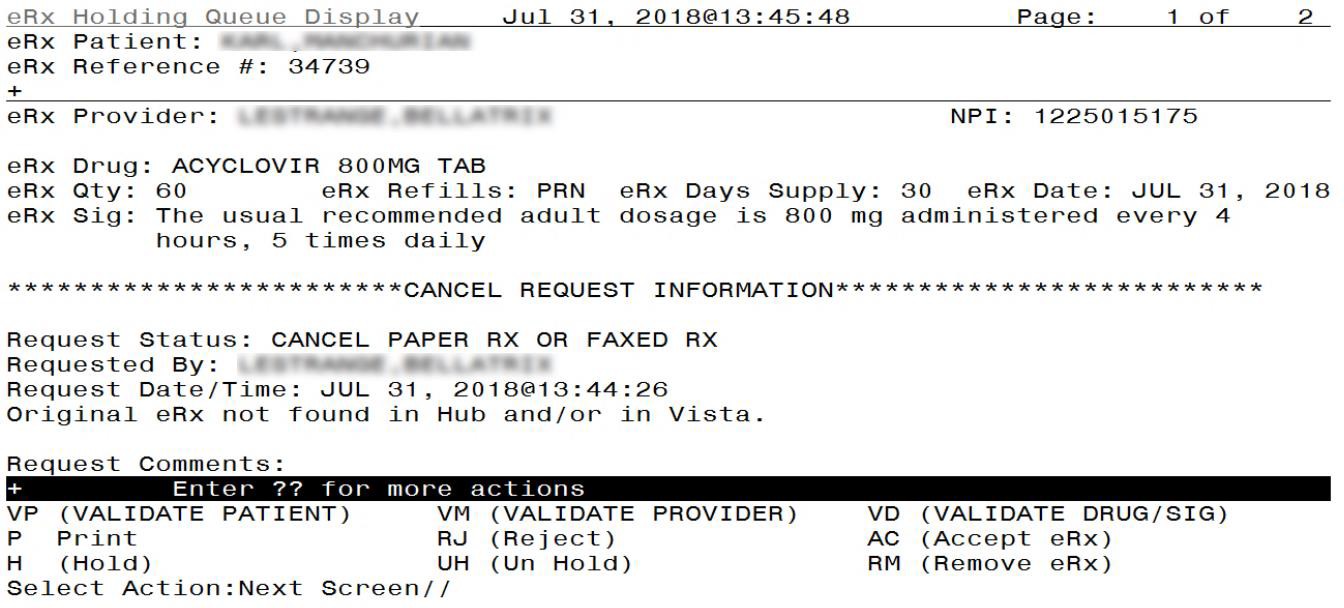


Figure 5-9: CAP Details Screen 2

**Matching New Rx Prescription found**

When the Cancel Rx Request is received in the Holding Queue and finds a matching New Rx record to be canceled, the status of the New Rx record changes to CAN (Original eRx Canceled in Holding Queue), from its previously known status: N, I, W, H\*\*, RJ or RM. (H\*\* refers to one of the Hold statuses). Once the original prescription is marked CAN, it is not an actionable entry and will not be displayed in the Holding Queue’s list view.

**Automated Approved Cancel Rx Responses**

Table 11: Scenarios for Automated Approved Cancel Rx Responses

|  |  |  |  |
| --- | --- | --- | --- |
| **New Rx Status** | **Cancel Rx Request Status (Before ACK)** | **Cancel Rx Response Status** | **Automated Approved Cancel Rx Response >> Note** |
| N (NEW) | CAO (CANCEL PROCESS COMPLETE) | CNP (CANCEL RESPONSE PROCESSED) | Rx was never dispensed. Canceled at Pharmacy. |
| RJ (REJECTED) | CAO | CNP | Rx was never dispensed. Rejected at Pharmacy. |

To view an Automated Cancel Rx Response details screen, select the desired record from the Holding Queue.

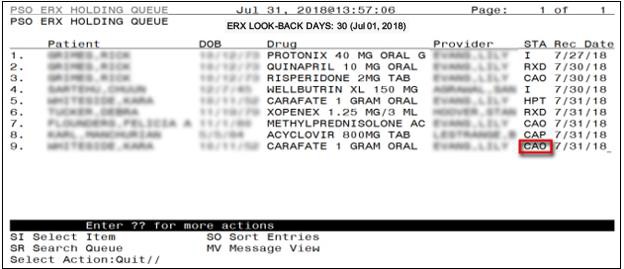


Figure 5-10: CAO Status in Holding Queue List View

The details screen displays the eRx information along with the Cancel Rx Request information.

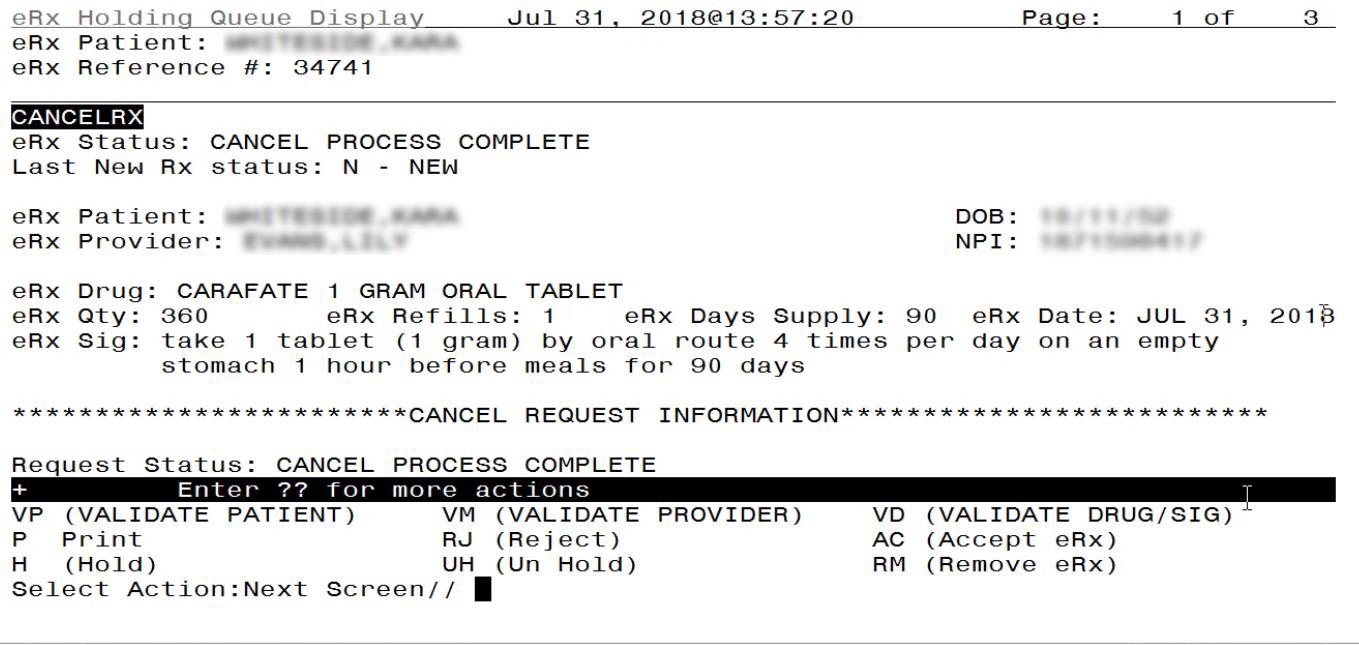


Figure 5-11: CAO Details Screen 1

As the user continues to scroll, the Cancel Response Information displays.

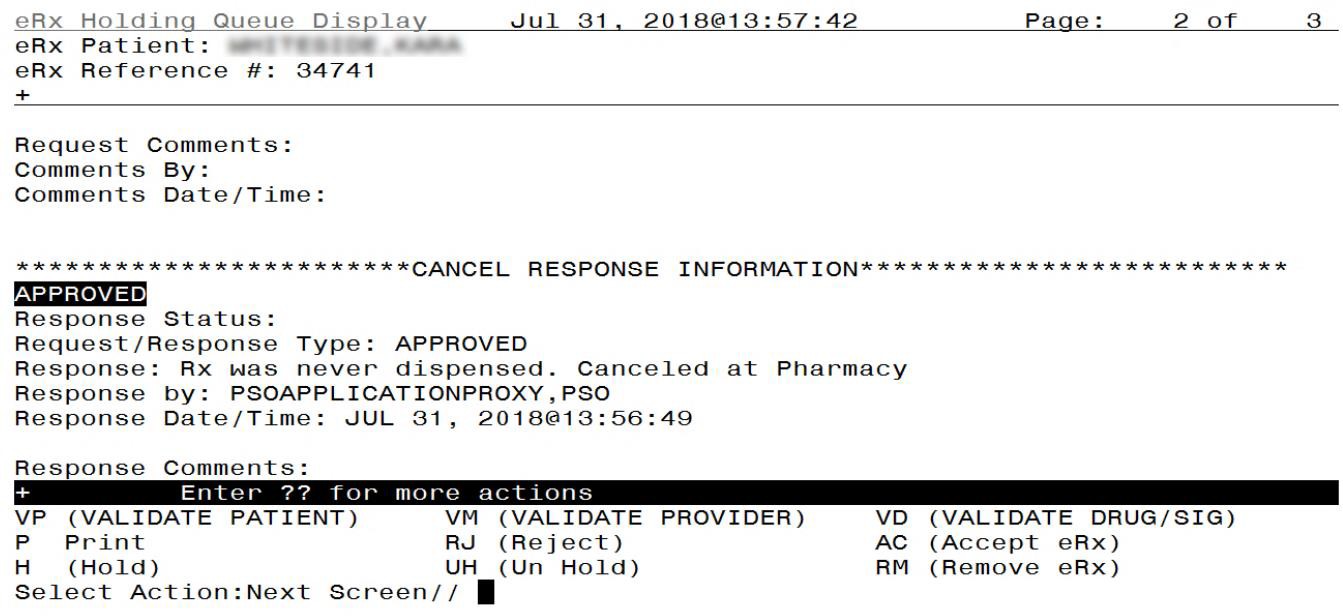


Figure 5-12: CAO Details Screen 2

**Manual Approved or Denied Cancel Rx Responses**

Table 12: Scenarios for Manual Approved or Denied Cancel Rx Responses

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **New Rx Status** | **Cancel Rx Request Status (Before ACK)** | **Cancel Rx Request Status (After ACK)** | **Cancel Rx Response Status (After ACK)** | **Manual Approved Cancel Rx Response**  **>> Note** | **Manual Denied Cancel Rx Response >> Denial Reason** |
| I (IN PROCESS) | CAH (CANCEL COMPLETED IN HOLDING QUEUE) | CAA (CANCEL REQUEST ACKNOWLEDGED) | CNP (CANCEL RESPONSE PROCESSED) | Rx canceled at Pharmacy. | Rx Not Canceled  - Rx not found in pharmacy system. |
| H\*\* (Hold Status) | CAH | CAA | CNP | Rx canceled at Pharmacy. | Rx Not Canceled  - Rx not found in pharmacy system. |
| W (WAIT) | CAH | CAA | CNP | Rx canceled at Pharmacy. | Rx Not Canceled  - Rx not found in pharmacy system. |
| RM (REMOVED) | CAH | CAA | CNP | Rx canceled at Pharmacy. | Rx Not Canceled  - Rx not found in pharmacy system. |

To view a manually approved Cancel Rx Response details screen, select the desired record from the Holding Queue.



Figure 5-13: CAH Status in Holding Queue List View

The details screen displays the eRx information along with the Cancel Rx Request information. In the example below, the Last New Rx Status displays as I – In Process.

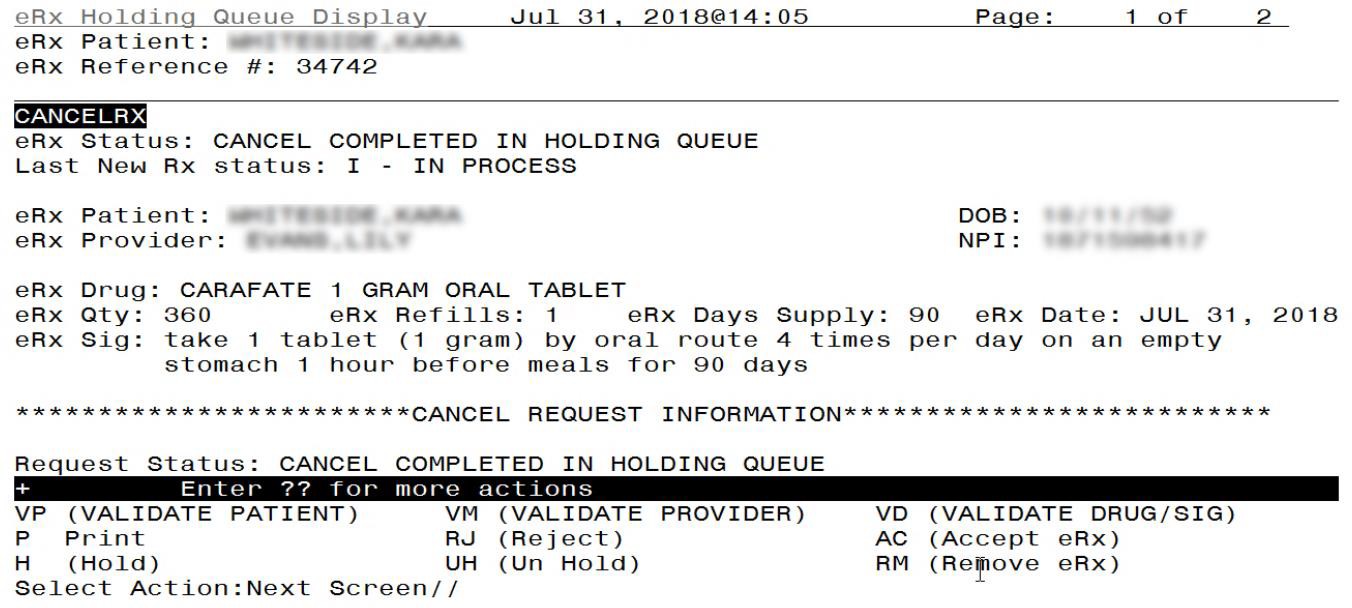


Figure 5-14: CAH Details Screen

**Cancel Rx Process - eRx Records in Outpatient Profile**

When the Cancel Rx Request is received in the Holding Queue for a New Rx record to be canceled, and the status of the New Rx record is PR (Processed), an entry exists on the Outpatient side, the status changes to CAN (Original eRx Canceled in Holding Queue). Once the original prescription is marked CAN, it is not an actionable entry and will not be displayed in the Holding Queue’s list view.

When the New Rx is in one of the statuses as specified in the table below, an automated Approved Cancel Rx Response is sent outbound after auto-Discontinuing the Prescription in OP. The Activity log for the prescription captures the auto-Discontinue activity from this process.

**Automated Approved Cancel Rx Responses**

Table 13: Scenarios for Automated Approved Cancel Rx Responses

|  |  |  |  |
| --- | --- | --- | --- |
| **New Rx Prescription Status in OP** | **Cancel Rx Request Status (Before ACK)** | **Cancel Rx Response Status** | **Automated Approved Cancel Rx Response >> Note** |
| Active | CAO (CANCEL PROCESS COMPLETE) | CNP (CANCEL RESPONSE PROCESSED) | First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only) |
| Pending | CAO | CNP | Rx was never dispensed. Canceled at Pharmacy. |
| Discontinued | CAO | CNP | Prescription is already discontinued at the Pharmacy. |
| Refill | CAO | CNP | First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only) |
| Hold | CAO | CNP | First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only) |
| Suspended | CAO | CNP | First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only) |
| Expired | CAO | CNP | First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only) |
| Discontinued by Provider | CAO | CNP | First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only) |
| Discontinued (Edit) | CAO | CNP | First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only) |
| Provider Hold | CAO | CNP | First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only) |

Navigate to the patient Medication Profile and select the desired eRx record.

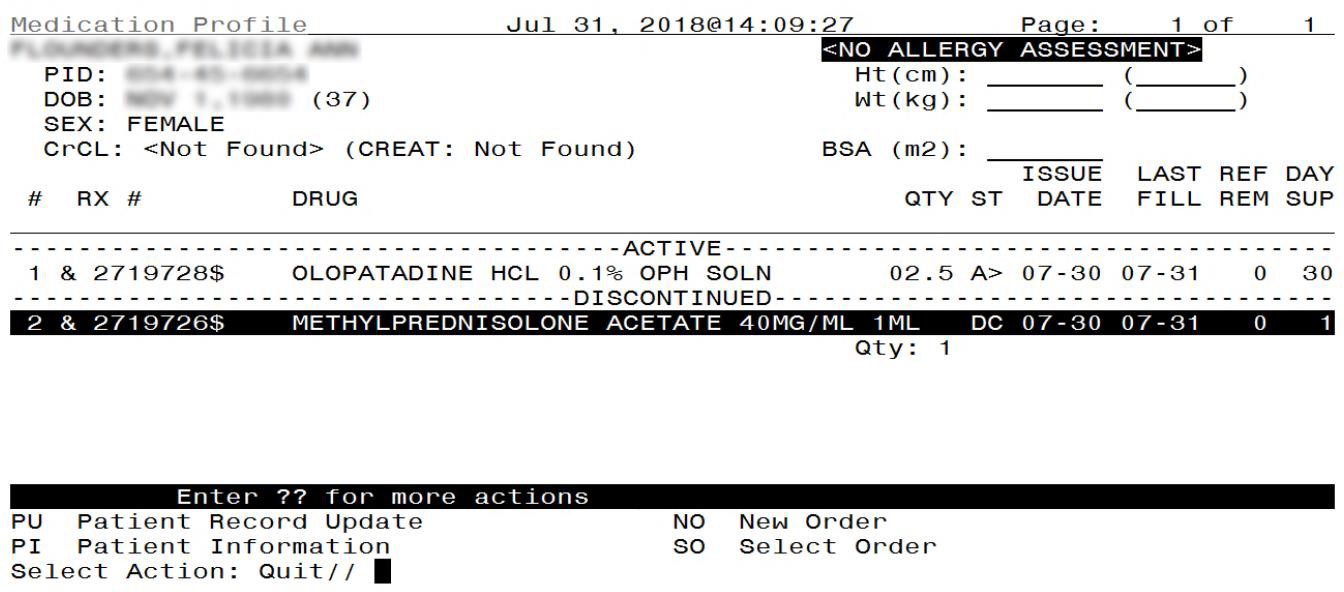


Figure 5-15: Medication Profile

The Rx Activity Log displays.

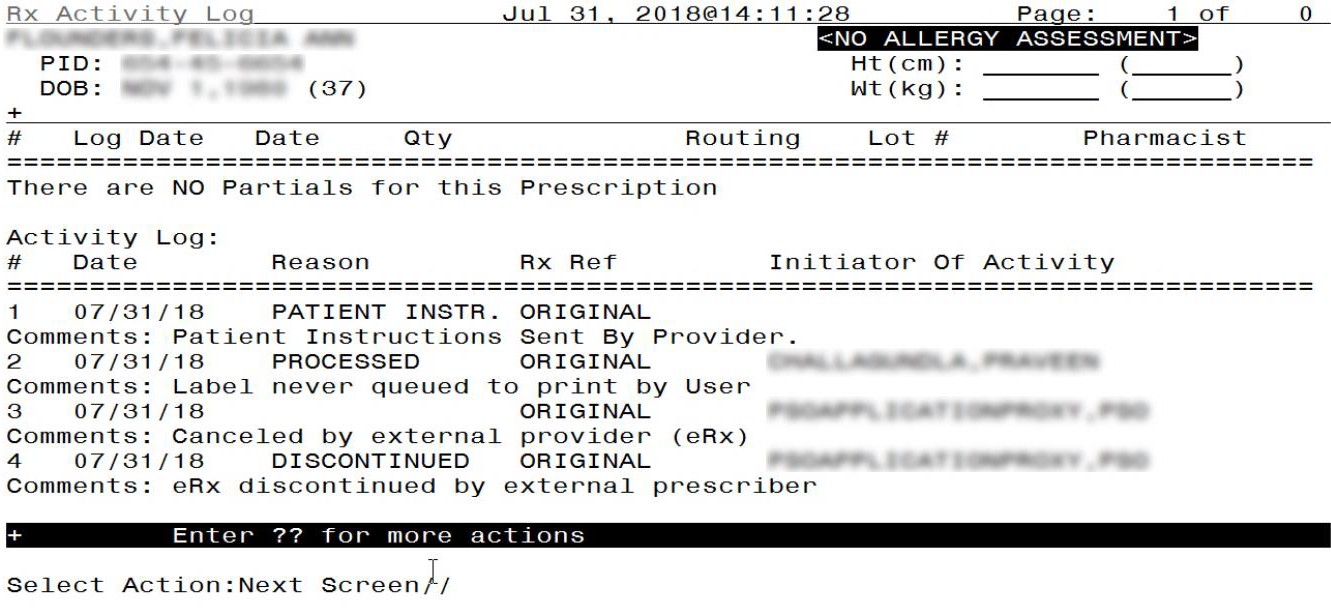


Figure 5-16: Rx Activity Log 1

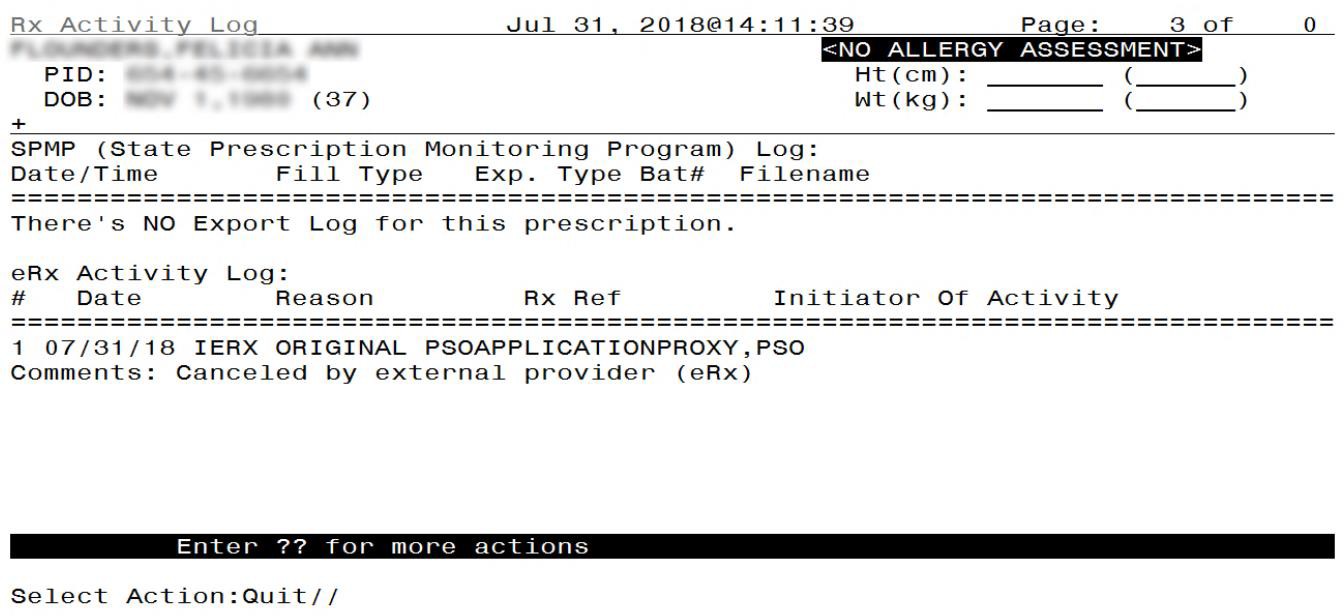


Figure 5-17: Rx Activity Log 2

The details of the Cancel Rx can be viewed in the Holding Queue on the Cancel Rx Details screen.

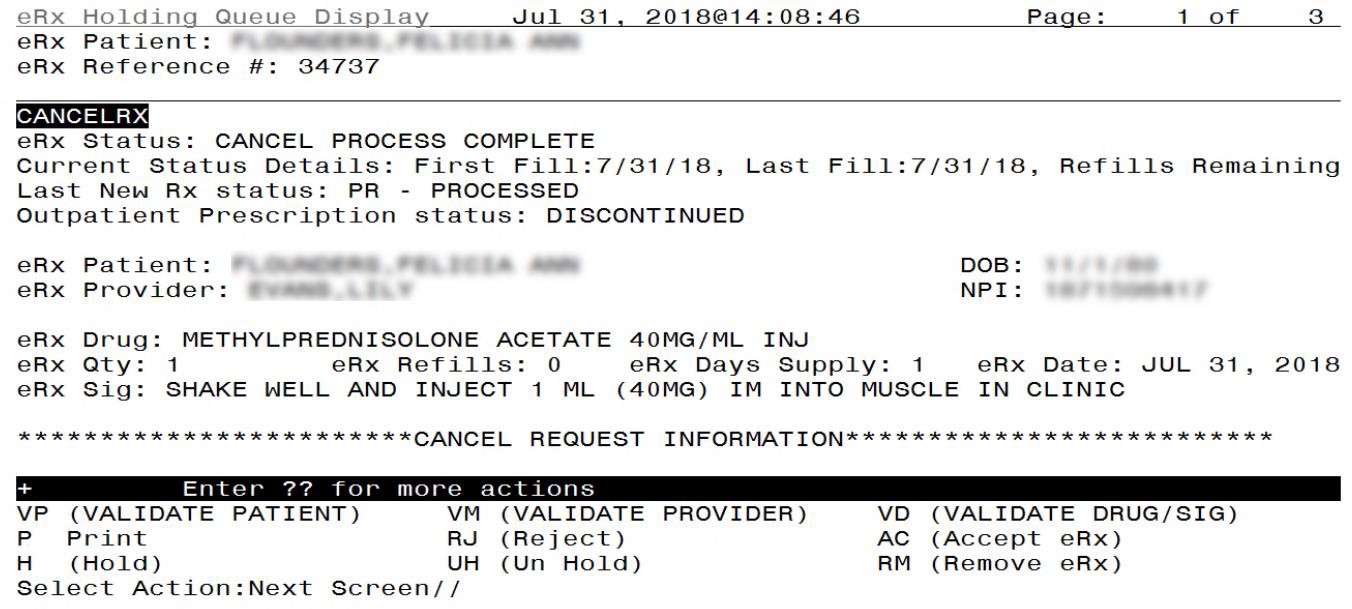


Figure 5-18: Cancel Rx Details Screen in Holding Queue 1

As the user continues to scroll, the section for Cancel Request Information displays.

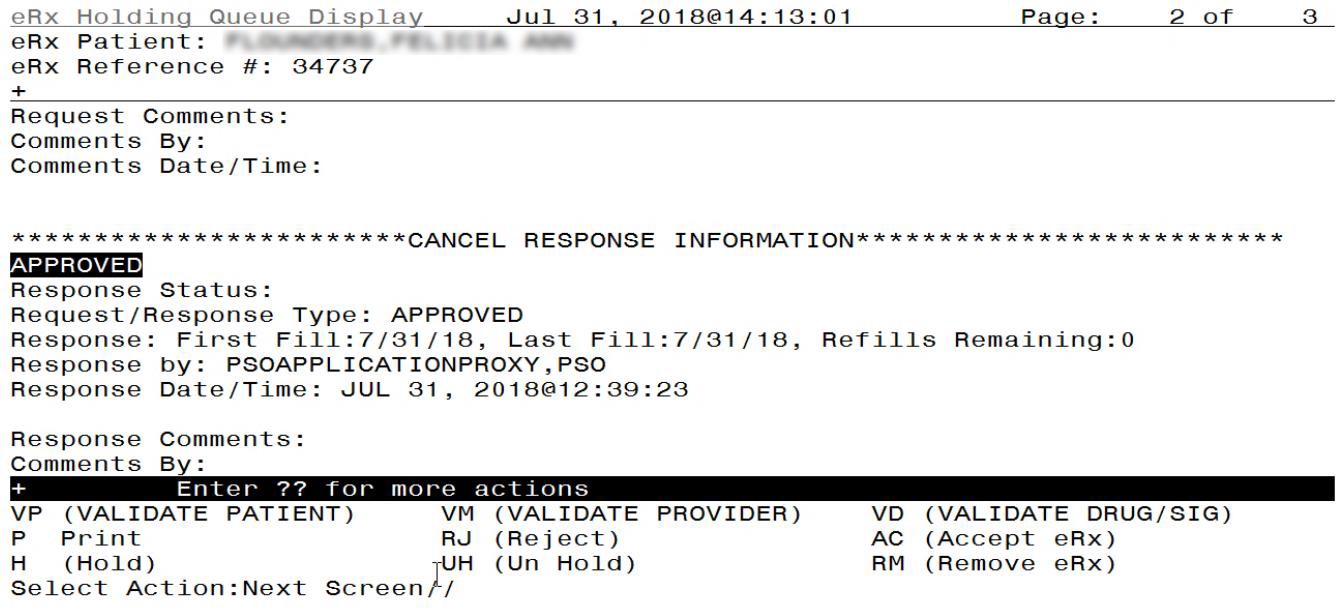


Figure 5-19: Cancel Rx Details Screen in Holding Queue 2

The New Rx Details screen includes an eRx status stating, “Original eRx Canceled in the Holding Queue”.

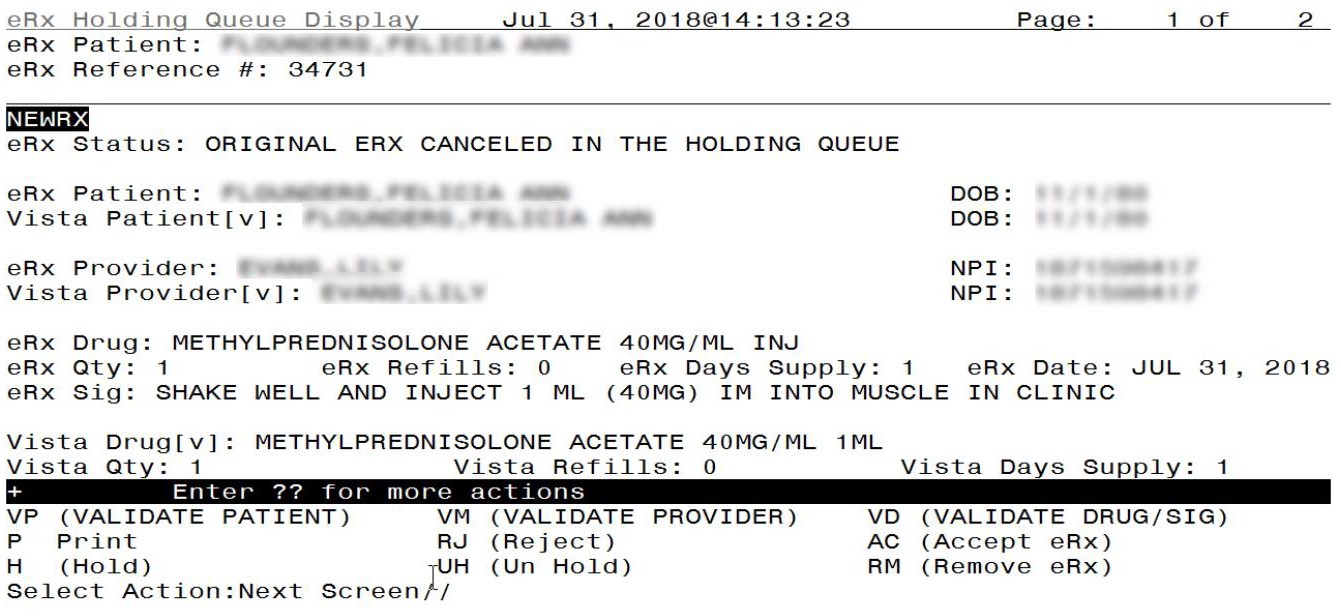


Figure 5-20: New Rx Details Screen

In addition to the above scenarios, the following also go through the same workflow in the case of an ‘Active’ Prescription being auto-Discontinued by a Cancel Rx Request:

* Auto-Cancel on New eRxs in the Holding Queue in PR status, when there is an outstanding Denied Refill Response in the Holding Queue.
* Auto-Cancel on New eRxs in the Holding Queue in PR status, when corresponding eRx record is also in Outpatient with a subsequent electronic renewal fill.
* Auto-Cancel on New eRxs in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved or Approved with Changes Refill Response not in the Holding Queue's List View.
* Auto-Cancel on New eRxs in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved with Changes Refill Response in the Holding Queue's List View (Approved with Changes Refill Response has been <**AC**> Accepted in the Holding Queue).
* Auto-Cancel on New eRxs in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved with Changes Refill Response in the Holding Queue's List View (Approved with Change Refill Response has not been <**AC**> Accepted in the Holding Queue).

**Manual Approved or Denied Cancel Rx Responses**

When eRxs are renewed within VA using either RN function or using CPRS Renewal, the eRx is deemed as a VA Prescription. The ‘&’ symbol used to denote eRx Prescriptions separately in OP does not display against such Prescriptions anymore. When Cancel Rx Requests are sent for New Rx Prescriptions that are taken over by VA, the system will not auto-Discontinue the Prescriptions in OP. However, the corresponding Holding Queue New Rx record is changed to CAN status and the Cancel Rx Request will be marked CAH, indicating that there is user intervention required.

Table 14: Scenarios for Manual Approved or Denied Cancel Rx Responses

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **New Rx Prescription Status in OP** | **Cancel Rx Request Status (Before ACK)** | **Cancel Rx Request Status (After ACK)** | **Cancel Rx Response Status (After ACK)** | **Manual Approved Cancel Rx Response**  **>> Note** | **Manual Denied Cancel Rx Response >> Denial Reason** |
| Prescription renewed in VA using RN function | CAH (CANCEL COMPLETED IN HOLDING QUEUE) | CAA (CANCEL REQUEST ACKNOWLEDGED) | CNP (CANCEL RESPONSE PROCESSED) | Rx canceled at Pharmacy. | Rx Not Canceled  - Rx not found in pharmacy system. |
| Prescription renewed using CPRS Renewal | CAH | CAA | CNP | Rx canceled at Pharmacy. | Rx Not Canceled  - Rx not found in pharmacy system. |
| Deleted | CAH | CAA | CNP | Rx canceled at Pharmacy. | Rx Not Canceled  - Rx not found in pharmacy system. |
| Drug Interactions | CAH | CAA | CNP | Rx canceled at Pharmacy. | Rx Not Canceled  - Rx not found in pharmacy system. |
| Non-Verified | CAH | CAA | CNP | Rx canceled at Pharmacy. | Rx Not Canceled  - Rx not found in pharmacy system. |

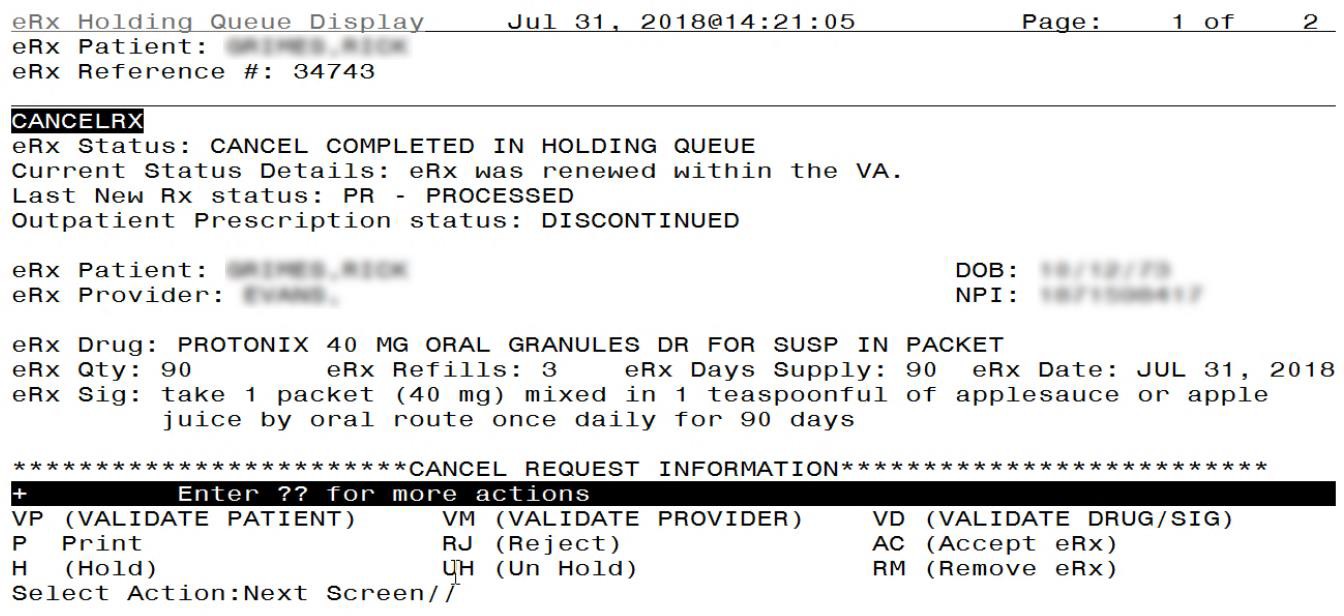


Figure 5-21: Cancel Completed in Holding Queue

**Cancel Rx Request Failed (CAF)**

Cancel Rx Failed (CAF) is an actionable status used for Cancel Rx process when a failure occurs. One scenario is when the Outpatient Profile of a patient is locked in OERR and the system is attempting to auto-discontinue an eRx.

Table 15: Scenarios for Cancel Rx Failed

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Scenario** | **Lock in OERR** | **Lock in Backdoor Orders >> Edit Mode** | **Lock in Backdoor Orders** |
| 1 | When a user selects an Active eRx from OP and locks it, and at the same time a Cancel Rx Request is sent for that prescription. | The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be Active. | The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be Active. | The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued. |
| 2 | When a user selects a Pending eRx from OP and locks it, and at the same time a Cancel Rx  Request is sent | The Cancel Rx Request status is marked as CAF in the Holding Queue. | The Cancel Rx Request status is marked as CAF in the Holding Queue. | The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Scenario** | **Lock in OERR** | **Lock in Backdoor Orders >> Edit Mode** | **Lock in Backdoor Orders** |
|  | for that prescription. |  |  |  |
| 3 | When a user selects an eRx from OP that is on Hold, and at the same time a Cancel Rx Request is sent for that prescription. | The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be on Hold. | The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be on Hold. | The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued. |

**Cancel Rx Request Received (CAR)**

Cancel Rx Request Received is an actionable status used for Cancel Rx process when a New eRx record in PR status in the Holding Queue is successfully canceled. However, the corresponding eRx in OP could not be auto-discontinued because the patient on the New eRx record did not match the VistA patient in the Outpatient record. In this case, no automated Cancel Rx Response is sent. The user must acknowledge and send a manual response.

**Inbound Error – CNE**

Inbound Error message is the NCPDP 10.6 format for Inbound Error message received in VistA under situations including the Prescriber’s EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a Cancel Rx Response sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved but not displayed in the Holding list view, with the status CNE (Cancel Response/Inbound Error). This is not an actionable entry and does not require the user to acknowledge it.

**Acknowledge: Hidden Action for Cancel Rx Request**

When a Cancel Rx Request is displayed in the Holding Queue’s list view, it is in an actionable status. The user can use the hidden action <**ACK**> Acknowledge to review and remove it from the list view. For a full list of Cancel Request statuses, please refe[r to Table 20: Holding Queue](#_bookmark502) [Status Codes & Descriptions for Cancel Request Message Type](#_bookmark502) in Appendix B. of this guide.

**Acknowledge: Automated Cancel Rx Response Sent**

In cases in which the automated Cancel Rx Response has already been sent to the requesting non- VA Provider, the user does not have the ability to select the response type and send it out. This applies to the Cancel Rx Request records in the Holding Queue’s list view, in CAO (Cancel Completed in Holding Queue) actionable status only.

To Acknowledge a Cancel Rx Request:

1. Select the Cancel Rx Request from the Holding Queue.



Figure 5-22: Holding Queue – eRx in CAO Status

1. Enter <**??**> to display additional actions.

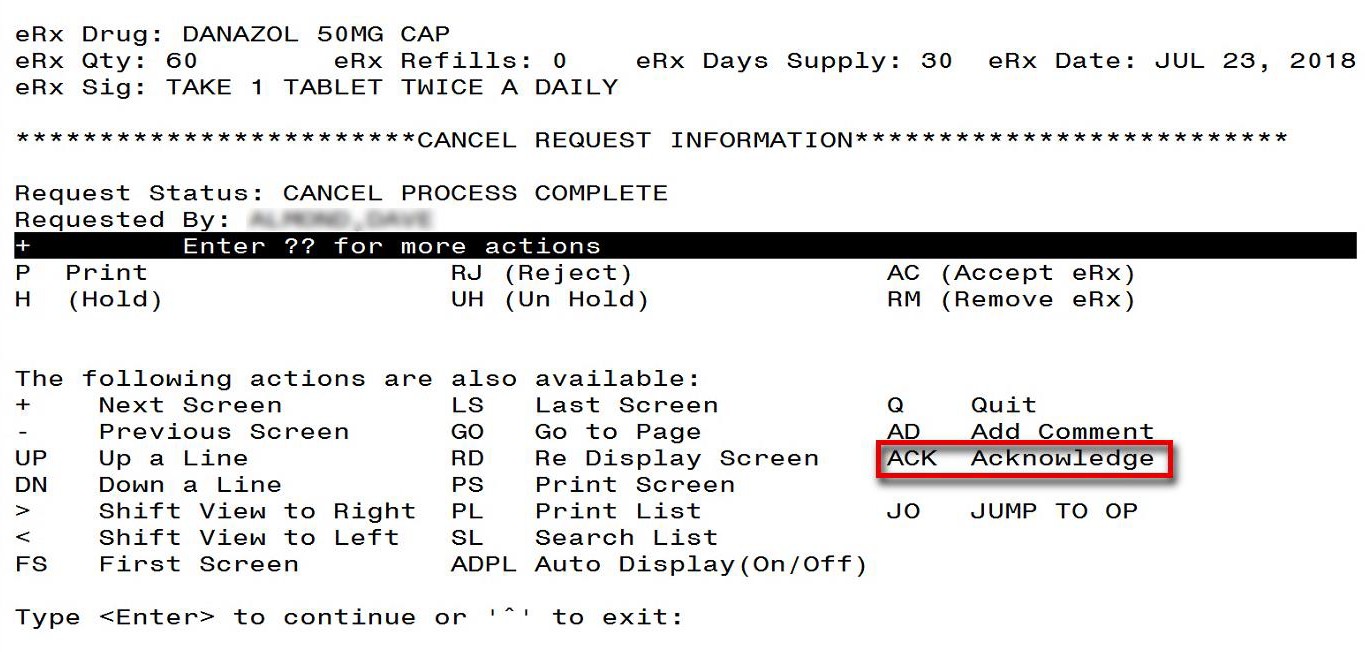


Figure 5-23: Additional Action - ACK

1. Enter <**ACK**>.
2. Enter **Yes** to acknowledge the record.

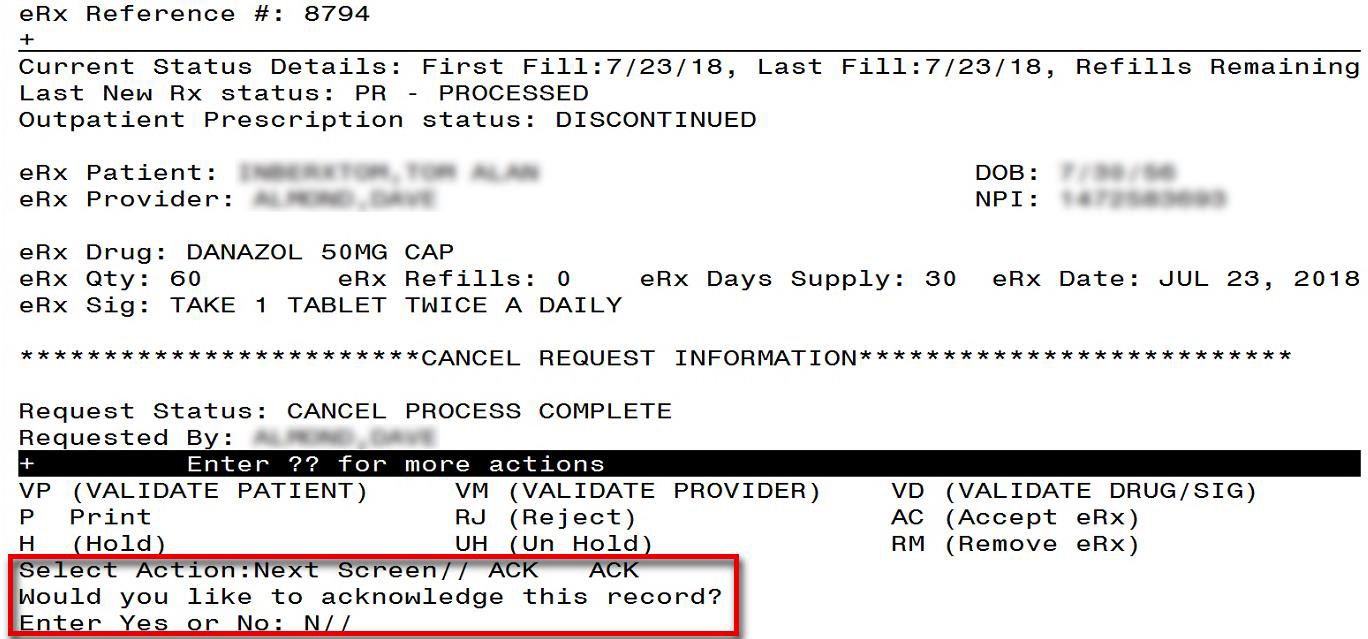


Figure 5-24: Acknowledge Record

The Cancel Rx Request is acknowledged and Status is changed to CAA in the Holding Queue.

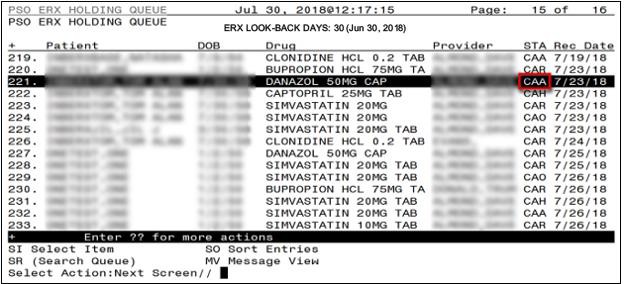


Figure 5-25: Holding Queue – CAA Status

When viewing the details of the record, the status of the Cancel Rx Request displays as “Cancel Request Acknowledged”.

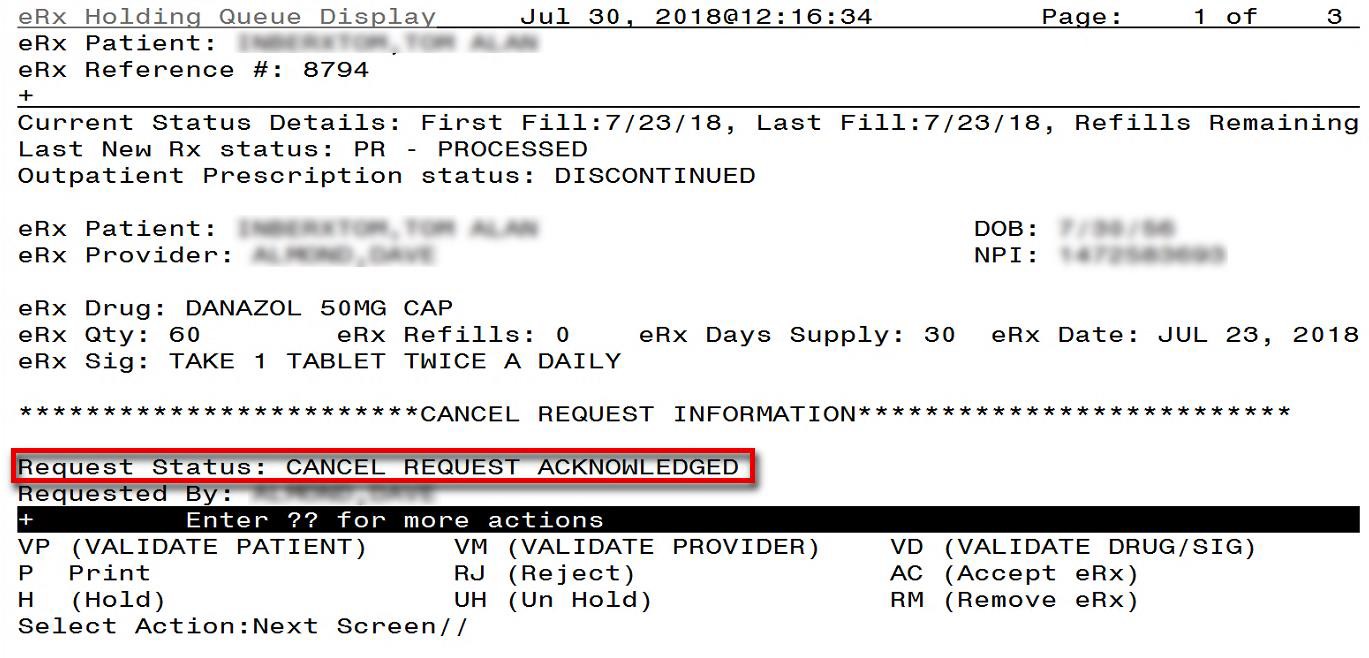


Figure 5-26: Cancel Request Acknowledged

**Acknowledge: No Automated Cancel Rx Response Sent**

In cases in which no automated Cancel Rx Response has been sent to the requesting non-VA Provider, the user has the ability to select the response type and send it out. This applies to the Cancel Rx Request records in the Holding Queue’s list view, in the following actionable statuses only:

* CAR (Cancel Request Received)
* CAP (Cancel Paper Rx or Faxed Rx)
* CAH (Cancel Completed in Holding Queue)
* CAX (Cancel Response from VistA Unsuccessful)
* CAF (Cancel Process Failed) To Acknowledge a Cancel Rx Request:

1. Select the Cancel Rx Request from the Holding Queue.

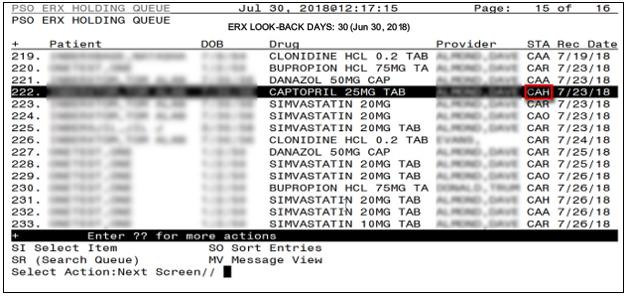


Figure 5-27: Holding Queue – eRx in CAH Status

1. Enter <**??**> to display additional actions.

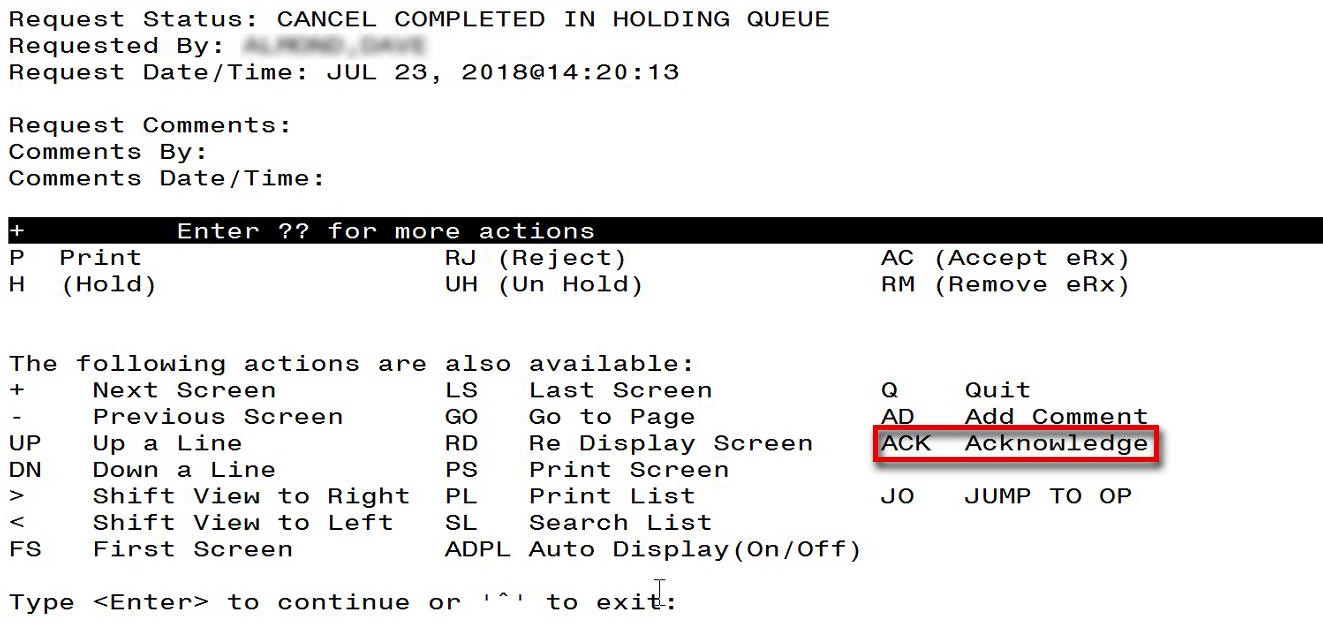


Figure 5-28: Additional Action - ACK

1. Enter <**ACK**>.
2. Select the response type, <**A**> Approved or <**D**> Denied.

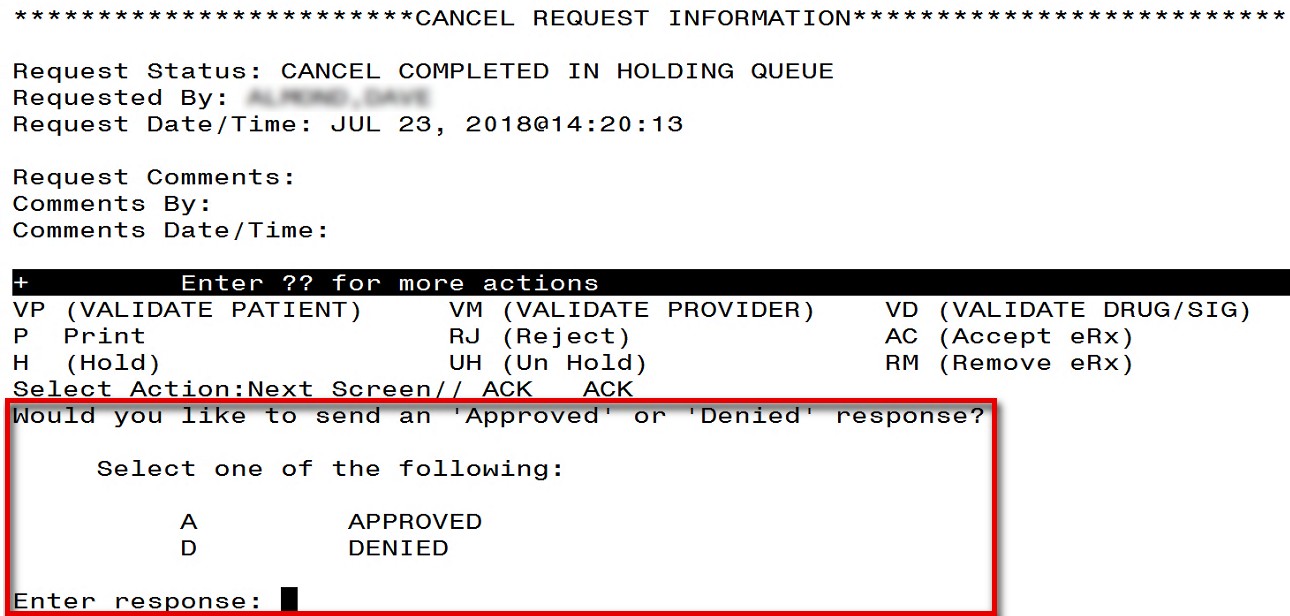


Figure 5-29: Select Response Type

1. Enter **Yes** to acknowledge the record.

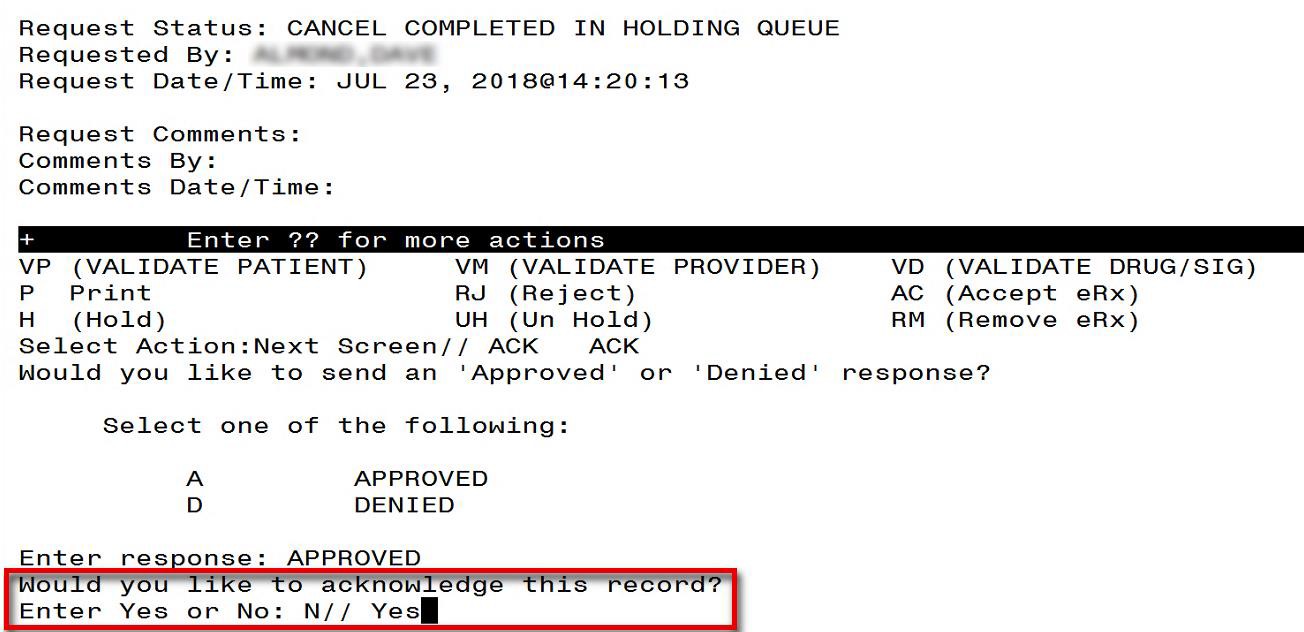


Figure 5-30: Acknowledge Record

The Cancel Rx Request is acknowledged and the Status is changed to CAA in the Holding Queue.

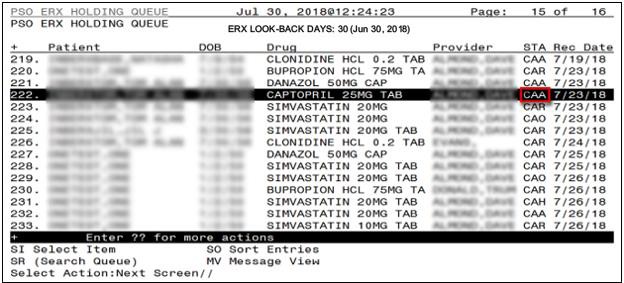


Figure 5-31: Holding Queue – CAA Status

When viewing the details of the record, the status of the Cancel Rx Request displays as “Cancel Request Acknowledged”.

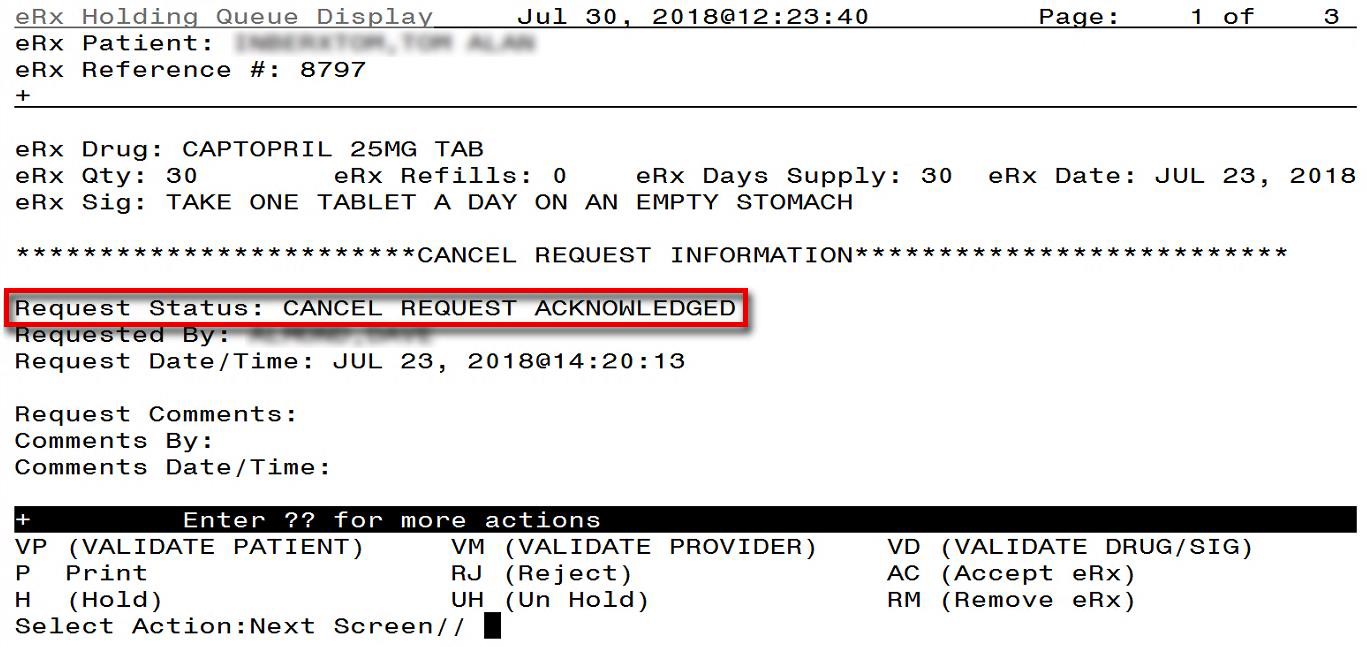
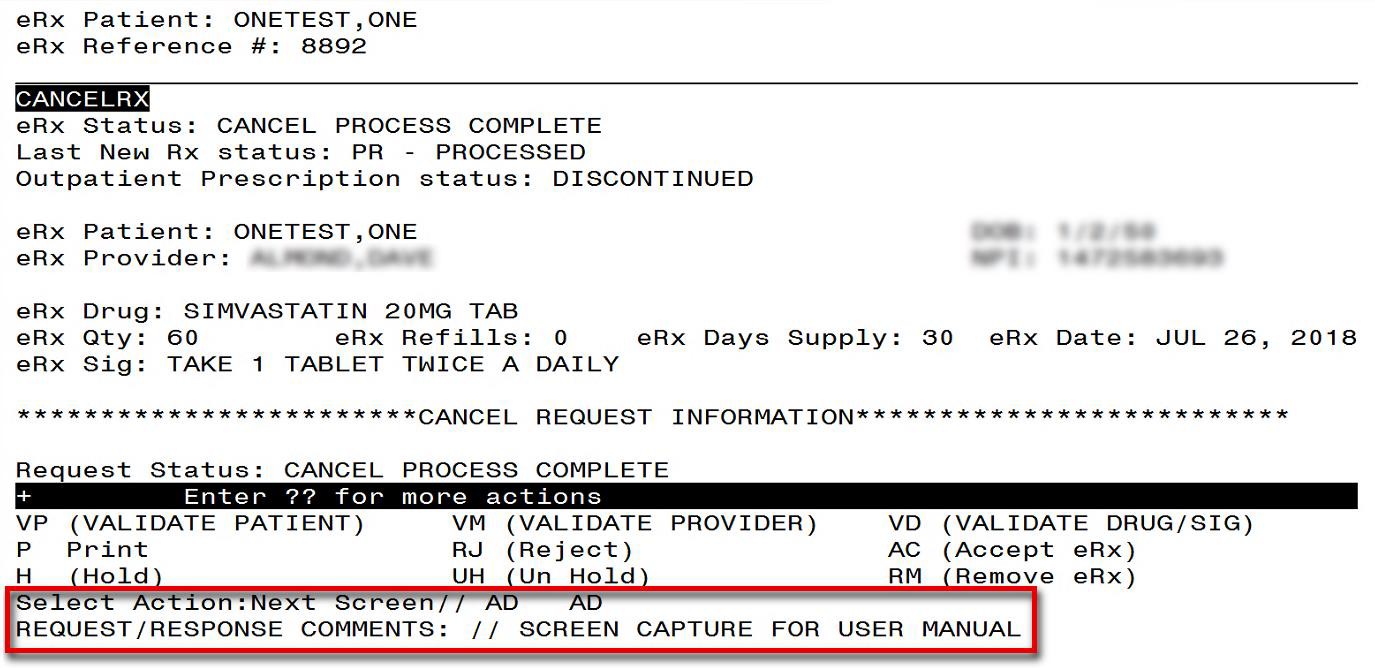


Figure 5-32: Cancel Request Acknowledged

**Add Comments: Hidden Action for Cancel Rx Request/Response**

There is a free-text Comment field in the Message Details view for Cancel Rx Request and Response messages. This field allows users to enter additional comments on the Cancel Rx Request and Response messages. To add a comment:

1. Type action <**AD**>.
2. Type Request/Response comments.



1. Select <**Enter**>.

Figure 5-33: Add Comments

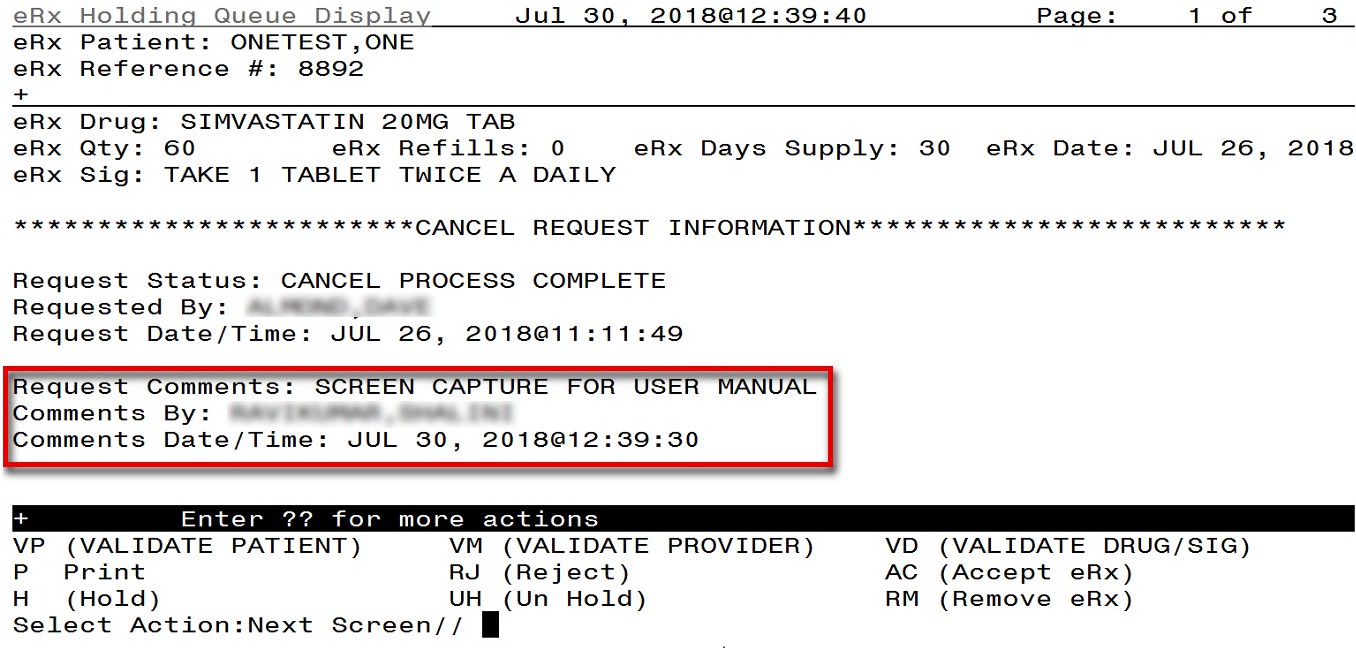


Figure 5-34: Cancel Rx Request Comments

The name of the user who made the comment displays in the “Comments By” field and the date/time the comments were made display in the “Comments Date/Time” field. Users can replace the existing comments with updated comments. When comments are replaced, the last user who made comments displays in the “Comments By” field and the date/time the comments were updated display in the “Comments Date/Time” field. To update or replace comments:

1. Type action <**AD**>.
2. Replace with updated comments.

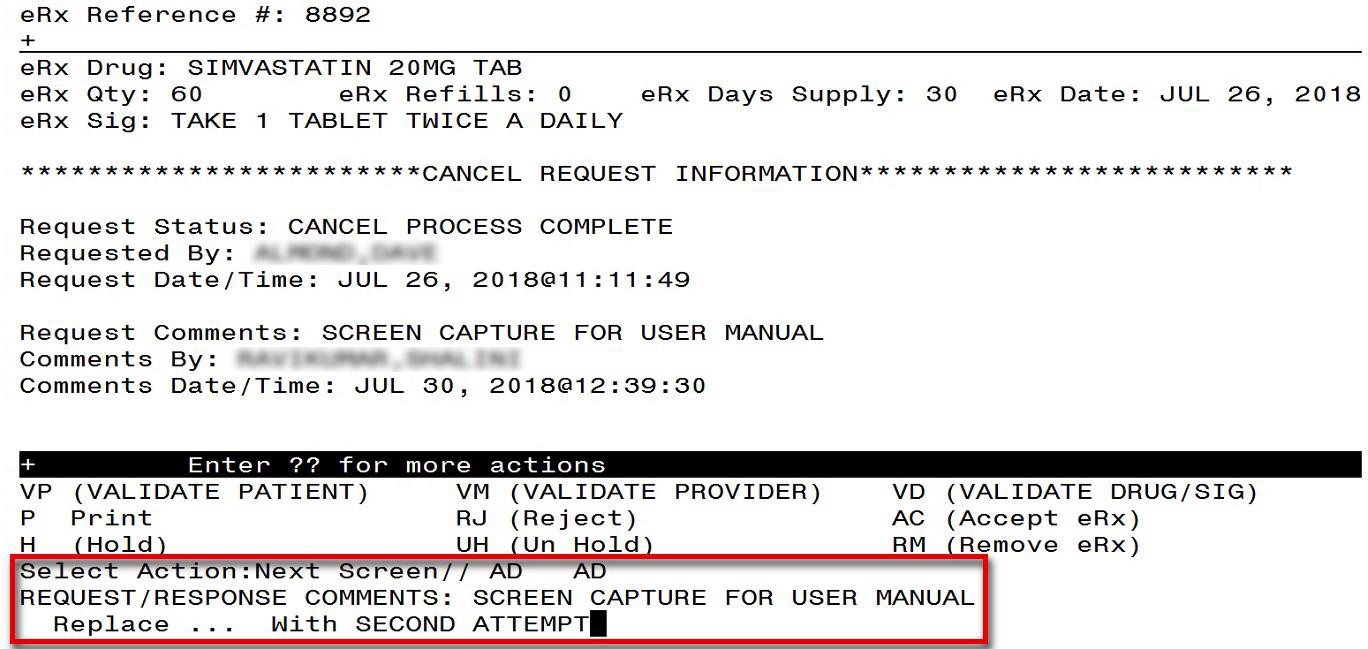


Figure 5-35: Cancel Rx Request Comments

1. Select <**Enter**>.

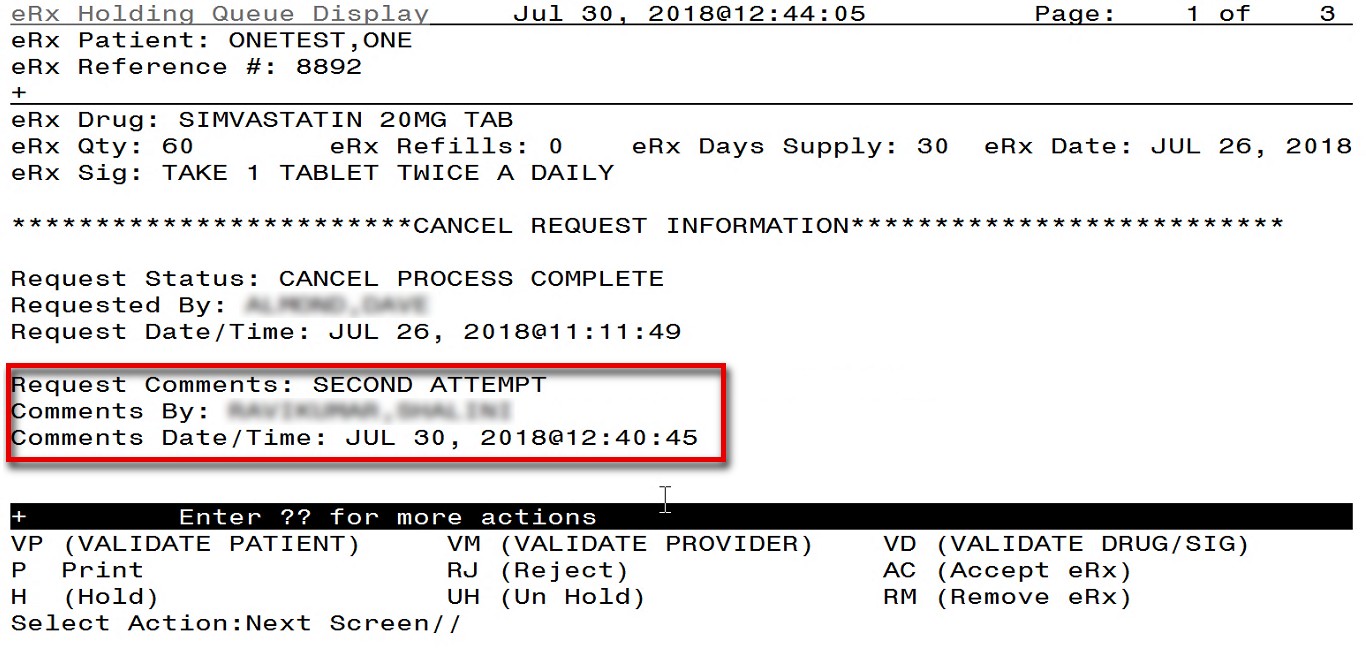


Figure 5-36: Cancel Rx Request Comments Updated

**APPENDIX A. ACRONYMS AND ABBREVIATIONS**

The table below defines the acronyms referenced in this document.

Table 16: Acronyms and Abbreviations

|  |  |
| --- | --- |
| **Term** | **Description** |
| AITC | Austin Information Technology Center |
| CH | Change Healthcare |
| CHAMPVA | Civilian Health and Medical Program of the VA |
| CPRS | Computerized Patient Record System |
| CSV | Comma-separated value |
| DAS | Data Access Service |
| DEA | Drug Enforcement Administration |
| DME | Durable Medical Equipment |
| DOB | Date of Birth |
| DoD | Department of Defense |
| E&E | Enrollment & Eligibility |
| EHR | Electronic Health Record |
| ES | Enrollment System |
| HIN | Holder Identification Number |
| ePA | Electronic Prior Authorization |
| eRx | ePrescription |
| ESD | Enterprise Service Desk |
| FQDN | Fully Qualified Domain Name |
| IEP | Inbound ePrescribing |
| MbM | Meds by Mail |
| MVI | Master Veteran Index |
| NAIC | North American Industry Classification |
| NAICS | North American Industry Classification System |
| NCPDP | National Council for Prescription Drug Programs |
| NDC | National Drug Code |
| NPI | National Provider Identifier |
| OIT | Office of Information & Technology |
| OP | Outpatient Pharmacy |
| PBM | Pharmacy Benefits Management |
| PCS | Patient Care Services |
| PIN | Personal Identification Number |

|  |  |
| --- | --- |
| **Term** | **Description** |
| POC | Point of Contact |
| PPO | Program Planning Oversight |
| PRE | Pharmacy Reengineering |
| PHI | Protected Health Information |
| PHR | Personal Health Record |
| PII | Personal Identifiable Information |
| PIV | Personal Identification Verification |
| PRE | Pharmacy Reengineering |
| SSN | Social Security Number |
| Tech | Technician |
| UI | User Interface |
| UPN | Universal Product Number |
| UPC | Universal Product Code |
| VA | Department of Veterans Affairs |
| VAMC | VA Medical Center |
| VDL | VA Documentation Library |
| VHA | Veterans Health Administration |
| VISN | Veterans Integrated Service Network |
| VistA | Veterans Health Information Systems and Technology Architecture |

**APPENDIX B. HOLDING QUEUE STATUS CODES & DESCRIPTIONS**

**Table 17: Holding Queue Status Codes & Descriptions for New Rx Message Type**

|  |  |  |
| --- | --- | --- |
| **Status Code** | **Description** | **Actionable Status in the Holding Queue** |
| N | N/New: Status of the eR**x** when it first arrives in the Holding Queue and has not been acted upon in any way. | Yes |
| I | I/In Process: Status of the eR**x** when a user has taken an action on the eR**x** in the Holding Queue, including via the automatic patient or provider validation process. | Yes |
| W | W/Wait: Status of the eRx when a user has completed all 3 validations (Accept Validation/AV), on Patient, Provider and Drug/SIG, and has not yet completed the Accept (AC) action to process the eRx into the Pending Queue. | Yes |
| HPT | PATIENT NOT FOUND | Yes |
| HPD | PROVIDER NOT FOUND | Yes |
| HNF | NON-FORMULARY DRUG THAT NEEDS APPROVAL | Yes |
| HSO | INSUFFICIENT STOCK | Yes |
| HDI | DRUG-DRUG INTERACTION | Yes |
| HAD | ADVERSE DRUG INTERACTION | Yes |
| HBA | BAD ADDRESS | Yes |
| HPC | PROVIDER CONTACTED | Yes |
| HPA | PRIOR APPROVAL NEEDED | Yes |
| HOR | OTHER REASON | Yes |
| HPP | PATIENT CONTACTED | Yes |
| HPR | HOLD DUE TO PATIENT REQUEST | Yes |
| HQY | QUANTITY OR REFILL ISSUE | Yes |

|  |  |  |
| --- | --- | --- |
| **Status Code** | **Description** | **Actionable Status in the Holding Queue** |
| RJ | RJ/Rejected: Status of the eR**x** when it has been rejected by a user. A message is sent back to the external provider indicating the eR**x** was rejected and the reason for rejection. Refer to the various reject reasons below. | No |
| RM | RM/Removed: Status of the eRx when it has been removed by a user. Note that a message is NOT sent back to the external provider when an eRx is removed. Refer to the various remove reasons below. | No |
| CAN | Original eRx Canceled in Holding Queue | No |

**Table 18: Holding Queue Status Codes & Descriptions for Refill Request Message Type**

|  |  |  |
| --- | --- | --- |
| **Status Code** | **Description** | **Actionable Status in the Holding Queue** |
| RRN | REFILL REQUEST - NEW | No |
| RRC | REFILL REQUEST COMPLETE | No |
| RRP | REFILL REQUEST PROCESSED | No |
| RRX | REFILL REQUEST EXPIRED  (Refill Request message changes to “Expired” status if a response is not received after two weeks) | No |
| RRR | REFILL REQUEST RESPONSE RECEIVED | No |
| RRE | REFILL REQUEST ERROR | No |

**Table 19: Holding Queue Status Codes & Descriptions for Refill Response Message Type**

|  |  |  |
| --- | --- | --- |
| **Status Code** | **Description** | **Actionable Status in the Holding Queue** |
| RXN | REFILL RESPONSE - NEW | Yes |
| RXP | REFILL RESPONSE PROCESSED | No |
| RXC | REFILL RESPONSE COMPLETE | No |
| RXD | REFILL RESPONSE DENIED/DNTF | Yes |
| RXW | REFILL RESPONSE WAITING | Yes |
| RXA | REFILL RESPONSE ACKNOWLEDGED | No |
| RXF | REFILL RESPONSE FAILED | Yes |

**Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type**

|  |  |  |
| --- | --- | --- |
| **Status Code** | **Description** | **Actionable Status in the Holding Queue** |
| CAA | CANCEL REQUEST ACKNOWLEDGED | No |
| CAH | CANCEL COMPLETED IN HOLDING QUEUE | Yes |
| CAO | CANCEL PROCESS COMPLETE | Yes |
| CAP | CANCEL PAPERRX OR FAXED RX | Yes |
| CAR | CANCEL REQUEST RECEIVED | Yes |
| CAX | CANCEL RESPONSE FROM VISTA UNSUCCESSFUL | Yes |
| CAF | CANCEL PROCESS FAILED | Yes |

**Table 21: Holding Queue Status Codes & Descriptions for Cancel Response Message Type**

|  |  |  |
| --- | --- | --- |
| **Status Code** | **Description** | **Actionable Status in the Holding Queue** |
| CNE | CANCEL RESPONSE/INBOUND ERROR | No |
| CNP | CANCEL RESPONSE PROCESSED | No |
| CNX | MANUAL OR AUTO-CANCEL RESPONSE NOT SENT | No |

**Table 22: Holding Queue Status Codes & Descriptions for Inbound Error Message Type**

|  |  |  |
| --- | --- | --- |
| **Status Code** | **Description** | **Actionable Status in the Holding Queue** |
| RRE | REFILL REQUEST ERROR | Yes |
| E | ERROR | No |
| CNE | CANCEL RESPONSE/INBOUND ERROR | No |

**Table 23: Reject Reason Codes (New Rx Message Only)**

|  |  |
| --- | --- |
| **Status Code** | **Description** |
| PTT01 | Patient not eligible |
| PTT02 | Cannot resolve patient |
| PVD01 | Provider not eligible |
| PVD02 | Cannot resolve provider |
| DRU01 | Not eligible for refills |
| DRU02 | Non-formulary drug |
| DRU03 | Duplicate prescription found for this patient |
| DRU04 | Invalid quantity |
| DRU05 | Duplicate therapeutic class |
| DRU06 | Controlled substances are disallowed |
| ERR01 | Multiple errors, please contact the pharmacy |
| ERR02 | Incorrect pharmacy |
| ERR03 | Issues with prescription, please contact the pharmacy |

**Table 24: Remove Reason Codes (New Rx Message Only)**

|  |  |
| --- | --- |
| **Status Code** | **Description** |
| REM01 | Drug out of stock or on backorder and unavailable for processing |
| REM02 | Patient was not able to pick up |
| REM03 | Prescription canceled by provider |
| REM04 | Prescription processed manually |
| REM05 | Provider will cancel this eRx and submit another |
| REM06 | Unable to mail prescription and patient unable to pick up |
| REM07 | Unable to contact patient |
| REM08 | Unable to contact provider |
| REM91 | Undefined system error |
| REM92 | Other |

**APPENDIX C. NCPDP ERROR CODES**

This appendix outlines common NCPD error codes and their descriptions, which will be visible in the Detail View of a message in the IEP web-based application.

**Table 25: NCPDP Error Codes**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Name** | **M/O** | **Datatype** | **Possible Values** | **Description** |
| Code | M | String | 600|601|602|900 | 6ØØ Communication problem - try again later  6Ø1 Receiver unable to process 6Ø2 Receiver System Error  9ØØ Transaction rejected |
| Description Code | O | String | 001|002|003 | ØØ1 Sender ID not on file. ØØ2 Receiver ID not on file.  ØØ3 Invalid password for sender. ØØ4 Invalid password for receiver ØØ5 No password on file for sender.  ØØ6 No password on file for receiver.  ØØ7 Internal processing error has occurred.  ØØ8 Request timed out before response could be received.  ØØ9 Required segment UIB is missing.  Ø1Ø Required segment UIH is missing.  Ø11 Required segment UIT is missing.  Ø12 Required segment UIZ is missing.  Ø13 Unknown segment has been encountered.  etc. |
| Description | O | an (70) | Free text |  |

**APPENDIX D. REFILL REQUEST PRECONDITIONS AND WARNINGS**

This appendix outlines when warnings are triggered for an outbound Refill Request. A warning is received when:

1. Refills are remaining for the prescription; therefore a refill request cannot be created.
2. <**RR**> is being used on a non-eRx prescription.
3. <**RR**> is used on an eRx that already has a Refill Request generated. Warning text will include the user who initiated the request, when each request was sent, any response received for the request or if it ended up in an ERROR scenario, and the number of requests sent in the last 30 days.
4. <**RN**> (Renew) function is initiated for an eRx.
5. VistA SIG has more than 140 characters, the warning message displays, “The NCPDP

10.6 standard does not support communication with a SIG longer than 140 characters. Please use alternative methods to communicate with the provider, i.e. call the provider”.

1. Place Order # contains “S” or it is not a positive integer.
2. Prescription does not exist in File #52.
3. Orderable item is in Inactive status.
4. Prescription is in CMOP Transmission state.
5. Prescription has been expired for greater than 120 days.
6. Prescription has been discontinued for greater than 120 days.
7. Drug mismatch.
8. Invalid dosage.
9. Missing SIG.
10. Drug is no longer used by Outpatient Pharmacy.
11. DEA Special Handling filed has 1, 2, or W.
12. Schedule I Narcotic Drug.
13. Maximum number of renewals (26) has been reached.

19. Status in File #52 is 2, 5, 6, 11, 14.

1. Rx has Forward Order # field, 39.5 in File #52.
2. Same as previous, but checks cross-referenced AQ.
3. Titration – Tapering Dose/Complex.