## Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists “All,” replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

<table>
<thead>
<tr>
<th>Date</th>
<th>Revised Pages</th>
<th>Patch Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/09</td>
<td>34a-34b, 94a-94b, 103a-103n, 119-120</td>
<td>PSO<em>7</em>289</td>
<td>Added the following sections: ¾ Days Supply Hold and Host file error holds ECME log entries, Other rejects, and Discontinue and expired ePharmacy Rx’s. Updated MailMan Message for Open/Unresolved Rejects and updated text. Updated Status’s 14 and 15 message. Included screen capture for sequences 16 and 13. Updated text from 3 to A. (M. Anthony, PM; G. O’Connor, S. B. Scudder, C. Liles, G. Johnson Tech Writers)</td>
</tr>
<tr>
<td>01/09</td>
<td>9, 48-49, 52-53, 71, 75</td>
<td>PSO<em>7</em>305</td>
<td>The following changes are included in this patch.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Automatic refill processing.</td>
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<tr>
<td></td>
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<td></td>
<td>• Switch between Release Date and Fill Date display on Medication Profile.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• “CMOP Status” renamed to “Processing Status” and included on all duplicate drug messages.</td>
</tr>
<tr>
<td>08/08</td>
<td>vi-vii, 4, 39-40, 72, 79, 81, 81a-d, 85-87, 87a-d, 94, 119-120</td>
<td>PSO<em>7</em>225</td>
<td>The following changes are included in this patch.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• The Environmental Indicator, “Environmental Contaminant,” has been replaced with “Southwest Asia Conditions.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• “Was treatment related to PROJ 112/SHAD?” has been added.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• The Service Connected question has been updated.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Original provider comments no longer being carried over to renewal orders has been noted.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Flag/unflag functionality has been added.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• The ability to discontinue both pending and active orders for the same drug has been noted.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(G. Tucker, PM; S. B. Scudder, Tech Writer)</td>
</tr>
<tr>
<td>05/08</td>
<td>vi-vii, 30a-30b, 119-120</td>
<td>PSO<em>7</em>294</td>
<td>Added new Chapter 10a on Medication Reconciliation; updated Table of Contents, and index; Added Medication Reconciliation to index.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(S. Templeton, PM; D Dertien, Tech Writer)</td>
</tr>
<tr>
<td>10/07</td>
<td>60-61, 69, 92, 96-101</td>
<td>PSO<em>7</em>260</td>
<td>Included updates for the ePharmacy Phase 4 project. For more information, see the ePharmacy/ECME Enhancements Release Notes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(S. Spence, S. Krakosky, Tech Writer)</td>
</tr>
<tr>
<td>Date</td>
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<td>Patch Number</td>
<td>Description</td>
</tr>
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<td>-------</td>
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<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>10/07</td>
<td>All</td>
<td>PSO<em>7</em>264</td>
<td>Re-numbered pages; removed headers and section breaks. Incorporated changes for FY07Q4 release; for specific updates, see the <em>Outpatient Pharmacy FY07 Q4 Release Notes</em>. (E. Williamson, PM; S. Krakosky, Tech Writer)</td>
</tr>
</tbody>
</table>
¾ Days Supply Hold

Sites were seeing a great number of refill-too-soon third party claim rejections due to prescriptions being filled too early. To help prevent this for ePharmacy prescriptions, the system will now verify that ¾ of the days supply has elapsed on the previous fill before the prescription may be refilled. The following list describes the changes.

- ePharmacy prescriptions are delayed from being sent to CMOP and printed for local mail until ¾ of the days supply has elapsed.
- An activity log entry will state the date/time that the Rx will be allowed to be removed from suspense. The activity log will be defined on the initial evaluation. The following is an example of the log entry:

<table>
<thead>
<tr>
<th>Date</th>
<th>Status</th>
<th>Action</th>
<th>Patient ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/18/08</td>
<td>SUSPENSE</td>
<td>REFILL 2</td>
<td>OPHARM,ONE</td>
</tr>
<tr>
<td>Comments:  3/4 of Days Supply SUSPENSE HOLD until 6/20/08.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- The Pull Early from Suspense function is not impacted by this added functionality. Users may pull these type prescriptions early from suspense.

Host Errors

Prescriptions (ePharmacy only) will be prevented from being filled/sent to CMOP when a host processing error occurs as a claim is submitted through ECME. Host processing errors are identified by reject codes M6, M8, NN, and 99 which are returned by the third party payer. The following conditions apply when this scenario occurs.

- The transmission of the prescription fill will be delayed 1 day in hopes that the host processing issues will be resolved by the third party payer.
- An activity log entry will state the date/time along with a comment stating that the Rx/fill was left in suspense hold due to a host processing error. The following is an example of the log entry:

<table>
<thead>
<tr>
<th>Date</th>
<th>Status</th>
<th>Action</th>
<th>Patient ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/25/08</td>
<td>SUSPENSE ORIGINAL</td>
<td>OPPHARM,TWO</td>
<td></td>
</tr>
<tr>
<td>Comments: SUSPENSE HOLD until 6/26/08 due to host reject error.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- The Pull Early from Suspense function is not impacted by this added functionality. Users may pull these type prescriptions early from suspense.

There is no user interaction for this function. It initiates when the Print from Suspense [PSO PNDLBL] option is initiated for CMOP prescriptions.
(This page included for two-sided copying.)
**DAW/NDC Edit**

The Dispensed As Written (DAW)/National Drug Code (NDC) field for discontinued and expired orders can be edited.

For ePharmacy prescriptions, the DAW/NDC field for discontinued and expired orders can be edited. The following statuses are editable.

- 11 – EXPIRED
- 12 – DISCONTINUED
- 14 - DISCONTINUED BY PROVIDER
- 15 - DISCONTINUED (EDIT).

For status 14 - DISCONTINUED BY PROVIDER, the user can choose to discontinue the prescription in CPRS by selecting “Requesting Physician Cancelled” for the reason.

The following is an example of the activity log entry stored on the prescription for this type of discontinue:

```
1  06/20/08  DISCONTINUED  ORIGINAL  OPPHARM,ONE
Comments: Discontinued by OE/RR.
```

For status 15 - DISCONTINUED (EDIT), the user can edit a prescription in CPRS which discontinues the prescription being edited resulting in status 15 in the Outpatient Pharmacy package. The following is an example of the activity log entry on the prescription in OP:

```
2  06/05/08  DISCONTINUE D   ORIGINAL       OPHARM,ONE
Comments: Discontinued due to CPRS edit
```
(This page included for two-sided copying.)
Example: Resolving Open Rejects (continued)

Professional Service Code: **MR** MEDICATION REVIEW
Result of Service Code : **1D** FILLED, WITH DIFFERENT DIRECTIONS

Professional Service Code: **MR** MEDICATION REVIEW
Result of Service Code : **1D** FILLED, WITH DIFFERENT DIRECTIONS

When you confirm, a new claim will be submitted for the prescription and this REJECT will be marked resolved.

Confirm? ? YES// <Enter>

Prescription 100003872 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit

IN PROGRESS-Waiting to process response
E PAYABLE

The following is a sample of the ECME Activity Log update that occurs when a reject is resolved.

**Example: ECME Activity Log entry: Reject Resolved**

<table>
<thead>
<tr>
<th>Rx Activity Log</th>
<th>Nov 21, 2005@11:11:53</th>
<th>Page: 3 of 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPPATIENT, FOUR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PID: 000-01-1322P</td>
<td>Ht(cm): _______ (_____)</td>
<td></td>
</tr>
<tr>
<td>DOB: JAN 13,1922 (83)</td>
<td>Wt(kg): _______ (_____)</td>
<td></td>
</tr>
<tr>
<td>+</td>
<td></td>
<td></td>
</tr>
<tr>
<td># Date/Time</td>
<td>Rx Ref</td>
<td>Initiator Of Activity</td>
</tr>
<tr>
<td>===============</td>
<td>======</td>
<td>=====================</td>
</tr>
<tr>
<td>1 5/16/07@14:40:40</td>
<td>ORIGINAL</td>
<td>OPPHARMACIST4,THREE</td>
</tr>
<tr>
<td>Comments: Submitted to ECME: WINDOW FILL (NDC: 00058-2467-05)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 5/16/07@14:40:40</td>
<td>ORIGINAL</td>
<td>OPPHARMACIST4,THREE</td>
</tr>
<tr>
<td>Comments: Billing quantity submitted through ECME: 25.000 (ML)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 5/20/07@14:21:52</td>
<td>ORIGINAL</td>
<td>OPPHARMACIST4,THREE</td>
</tr>
<tr>
<td>Comments: Submitted to ECME: REJECT WORKLIST-DUR OVERRIDE CODES (AD/AS/1B)-E REJECTED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 5/20/07@14:21:52</td>
<td>ORIGINAL</td>
<td>OPPHARMACIST4,THREE</td>
</tr>
<tr>
<td>Comments: Billing quantity submitted through ECME: 25.000 (ML)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ECME REJECT Log:**

| # Date/Time Rcvd | Rx Ref | Reject Type | STATUS | Date/Time Resolved |
| =============== | ====== | =========== | ======= | =--------------- |
| 1 5/16/07@14:40:40 | ORIGINAL | DUR | RESOLVED |
| 5/20/07@14:21:52 | ORIGINAL | DUR | RESOLVED |

Comments: CLAIM RE-SUBMITTED

Enter ?? for more actions

Select Action: Quit//
**Tricare Reject Processing**

The Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST] and Third Party Payer Rejects - View/Process [PSO REJECTS VIEW/PROCESS] options have been modified in the following manner:

1. **Display of non-DUR/RTS rejects**

   - Non-DUR/RTS Tricare rejections will be segregated at the end of the displayed information. They will be denoted with a "TRICARE - Non-DUR/RTS" header. This header remains regardless of whether the GI - Group by Insurance action is toggled on or off. The Tricare section sorts in the same manner as the main sort for non-Tricare prescriptions (by Rx, drug, patient).
• Tricare DUR/RTS rejects displays with all other DUR/RTS rejects. See the boxed text in the example below. Sequence 4 and 6 are rejects for the same prescription. Also note that in the following example GI - Group by Insurance action is toggled OFF.

When GI - Group by Insurance action is toggled ON, the header "TRICARE" displays, and this "TRICARE" section sorts alphabetically within RTS/DUR insurances. This Tricare section is separate from the Non-DUR/RTS section that displays at the end of the listing.

Example with GI action toggled on:
The new TRI - Show/Hide Tricare toggle action has been added to the hidden menu on the Insurance Rejects screen. When toggled to Show, Tricare Non-DUR/RTS rejects will automatically display at the end of the listing. Toggling the TRI action to Hide will remove them from the screen.

**Example with Tricare rejects displayed:**

```
      Insurance Rejects-Worklist  Aug 13, 2008@16:04:05  Page: 1 of 1
Division : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
# Rx#  PATIENT(ID)  DRUG               REASON
1 101238  ECMEIBTEST,ONE(5566)  MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
     Payer Message:
2 100739  ECMEPAT,TWO(8887)   BENZTROPINE 2MG TAB 79 :REFILL TOO SO
     Payer Message:
3 101960  OPTRICARE,ONE(4789) ACETAZOLAMIDE 250MG 79 :REFILL TOO SO
     Payer Message:
   TRICARE - Non-DUR/RTS
4 101980  OPTRICARE,ONE(4789) DANTROLENE 25MG CAP 14 :M/I Eligibility
     Payer Message:
```

Select the entry # to view or ?? for more actions
DR Sort by Drug        RE Sort by Reason       RX Sort by Prescription
FA Sort by Patient     RF Screen Refresh     GI Group by Insurance
Select: Quit// ??
The following actions are also available:

<table>
<thead>
<tr>
<th>TRI Show/Hide Tricare</th>
<th>FS  First Screen</th>
<th>PT  Print List</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ Next Screen</td>
<td>LS  Last Screen</td>
<td>SL  Search List</td>
</tr>
<tr>
<td>- Previous Screen</td>
<td>GO  Go to Page</td>
<td>ADFL Auto Display(On/Off)</td>
</tr>
<tr>
<td>UP Up a Line</td>
<td>RD  Re Display Screen</td>
<td>QU  Quit</td>
</tr>
<tr>
<td>DN Down a Line</td>
<td>FS  Print Screen</td>
<td></td>
</tr>
</tbody>
</table>

Enter RETURN to continue or '^' to exit:
Example of Tricare rejects removed from display:

<table>
<thead>
<tr>
<th>Insurance ReJECTS-Worklist</th>
<th>Aug 13, 2008@16:04:05</th>
<th>Page: 1 of 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division: ALBANY ISC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selection: ALL UNRESOLVED REJECTS</td>
<td></td>
<td></td>
</tr>
<tr>
<td># Rx#</td>
<td>PATIENT ID</td>
<td>DRUG</td>
</tr>
<tr>
<td>1 101238</td>
<td>ECMEIBTEST,ONE(5566)</td>
<td>MEDROXYPROGESTRONE 1 79 :REFILL TOO SO</td>
</tr>
<tr>
<td>Payer Message:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 100739</td>
<td>ECMEPAT, TWO(8887)</td>
<td>BENZTROPINE 2MG TAB 79 :REFILL TOO SO</td>
</tr>
<tr>
<td>Payer Message:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 101960</td>
<td>OPTRICARE, ONE(4789)</td>
<td>ACETAZOLAMIDE 250MG 79 :REFILL TOO SO</td>
</tr>
<tr>
<td>Payer Message:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Select the entry # to view or ?? for more actions

<table>
<thead>
<tr>
<th>DR Sort by Drug</th>
<th>RE Sort by Reason</th>
<th>RX Sort by Prescription</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA Sort by Patient</td>
<td>RF Screen Refresh</td>
<td>GI Group by Insurance</td>
</tr>
</tbody>
</table>

Select: Quit// ??

The following actions are also available:

<table>
<thead>
<tr>
<th>TR  Show/Hide Tricare</th>
<th>FS First Screen</th>
<th>PT Print List</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Previous Screen</td>
<td>GO Go to Page</td>
<td>ADPL Auto Display(On/Off)</td>
</tr>
<tr>
<td>UP Up a Line</td>
<td>RD Re Display Screen</td>
<td>QU Quit</td>
</tr>
<tr>
<td>DN Down a Line</td>
<td>PS Print Screen</td>
<td></td>
</tr>
</tbody>
</table>

Enter RETURN to continue or '^' to exit:

2. Processing of Tricare Rejections

- The Reject Information screen displays TRICARE in the header for the Reject Information section for DUR/RTS Tricare rejects, and the IGN - Ignore Reject action displays but is not selectable.

In the following example the user entered IGN to ignore the RTS (79) reject. The system displayed “INVALID: TRICARE rejected Rxs may not be ignored” on the message bar because the reject is a Tricare refill-too-soon reject.

--- example continues ---
• For Non-DUR/RTS Tricare rejects, the FIL - Fill Rx action and the DC - Discontinue Rx action displays. If the prescription is payable, the user is allowed to fill the prescription and print the label. If not payable, a message will be displayed stating the prescription must have a payable status to be filled.

Example of Reject Information screen for non-DUR/RTS reject:

Reject Information (TRICARE)  Aug 13, 2008@16:39:14 Page: 1 of 1
Division : ALBANY ISC NPI#: 5000000021
Rx# : 101980/0 ECME#: 0113204 Fill Date: Aug 14, 2008
Drug : DANTROLENE 25MG CAP NDC Code: 00149-0030-66

REJECT Information (TRICARE) Date/Time : AUG 13, 2008@15:41:30
Reject(s) : M/I Eligibility Clarification Code (14)
Status : OPEN/UNRESOLVED - E REJECTED

INSURANCE Information
Insurance : TRICARE
Contact :
Group Name : TRICARE PRIME
Group Number : 123123
Cardholder ID : SI9844532

Enter ?? for more actions
VW  View Rx FIL  Fill Rx OVR Submit Override Codes
MP  Medication Profile DC  Discontinue Rx CSD Change Suspense Date
Select Item(s): Quit//
The following is an example of a user selecting to discontinue the prescription shown above. The user selects DC at the Select Item prompt and answers the normal discontinue prompts. When the user exits and re-enters the worklist, the discontinued prescription will be removed from the listing.

Select Item(s): Quit// DC Discontinue Rx
Nature of Order: SERVICE CORRECTION//  S

Requesting PROVIDER: OPPHARM,ONE OO
Claim has status E REJECTED. Not reversed.

Reject Information (TRICARE) Aug 13, 2008@16:53:40 Page: 1 of 1
Division: ALBANY ISC NPI#: 5000000021
Rx# PATIENT(ID) [''] DRUG REASON
CMOP Drug: ATENOLOL 100MG TAB NDC Code: 66993-0220-57

Reject Information (TRICARE)
Date/Time: AUG 13, 2008@16:53:20
Reject(s): M/I Cardholder ID Number (07)
Status: OPEN/UNRESOLVED - E REJECTED

INSURANCE Information
Insurance: TRICARE
Contact:
Group Name: TRICARE PRIME
Group Number: 123123
Cardholder ID: SI9844532

NO ACTION TAKEN.

VW View Rx FIL Fill Rx OVR Submit Override Codes
MP Medication Profile DC Discontinue Rx CSD Change Suspense Date
Select Item(s): Quit// QUIT

PA Sort by Patient RF Screen Refresh GI Group by Insurance

Insurance Rejects-Worklist Aug 13, 2008@16:53:52 Page: 1 of 1
Division: ALBANY ISC
Selection: ALL UNRESOLVED REJECTS
Rx# PATIENT(ID) [''] DRUG REASON
1 101238 ECMEIBTEST,ONE(5566) MEDROXYPROGESTRONE 1 79:REFILL TOO SO
Payer Message:
2 100739 ECMEPAT,TWO(8887) BENZTROPINE 2MG TAB 79:REFILL TOO SO
Payer Message:
3 101960 OPTRICARE,ONE(4789) ACETAZOLAMIDE 250MG 79:REFILL TOO SO
Payer Message:
4 101980 OPTRICARE,ONE(4789) DANTROLENE 25MG CAP 14:M/I Eligibility
Payer Message:
5 101985 OPTRICARE,ONE(4789) ATENOLOL 100MG TAB 07:M/I Cardholder
Payer Message:

Enter ?? for more actions
DR Sort by Drug RE Sort by Reason RX Sort by Prescription
PA Sort by Patient RF Screen Refresh GI Group by Insurance
A person that resolves Tricare non-DUR/RTS rejects is dependent upon the type of reject. Dispense As Written (DAW) reject code 22 can be resolved by the pharmacy staff by editing the prescription and entering the appropriate DAW code which results in a claims resubmission. Other insurance related rejects (missing eligibility or cardholder ID number) are resolved by the Outpatient Pharmacy Electronic Claims Coordinator (OPECC). Once the rejection has been resolved, the Reject Information screen under the pharmacy reject worklist shows the status of the prescription as E PAYABLE. At this point the user may select the FIL action which will prompt for label print.
For rejects that remain in suspense, the user will be allowed to process the rejection as indicated above, however no labels will be printed until the prescription is pulled early or printed from suspense. Upon resolving the reject, the user will be notified of this information. CMOP prescriptions will function in the same manner.
**Other Rejects**

**[PSO REJECTS WORKLIST]**

Rejects under the OTHER REJECTS section of the screen are resolved in the same manner as DUR/RTS rejects. The comments section will denote whether the reject was transferred automatically as is the case in the example below or “Transferred by OPECC” would denote those rejects where the OPECC manually transferred them to pharmacy for resolution.

The following example shows the user selecting to resolve sequence 16 from the THIRD PARTY PAYER REJECT - WORKLIST option shown above. The user selects ED to edit the DAW code for the prescription, then resubmits the claim afterward. Since the claim was payable, both the RTS reject in sequence 13 and the DAW reject in sequence 16 were marked resolved. Also both are removed from the worklist after submission. The user then proceeds to Patient Prescription Processing option to view the ECME logs which show that claim resubmission was payable and that both rejects have been resolved.
<table>
<thead>
<tr>
<th>ED</th>
<th>Edit</th>
<th>RF (Refill)</th>
<th>RN (Renew)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rx #: 2055203$e</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) *Orderable Item: DANAZOL CAP, ORAL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) CMOP Drug: DANAZOL 50MG CAP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) *Dosage: 50 (MG)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verb: TAKE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dispense Units: 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Noun: CAPSULE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Route: ORAL (BY MOUTH)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Schedule: BID</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(4) Pat Instructions:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SIG: TAKE ONE CAPSULE BY MOUTH TWICE A DAY</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(5) Patient Status: OUTPT NON-SC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(6) Issue Date: 07/11/08 (7) Fill Date: 07/11/08</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Fill Date: 07/15/08 (Window)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ED</td>
<td>Edit</td>
<td>RF (Refill)</td>
<td>RN (Renew)</td>
</tr>
<tr>
<td>Select Action: Next Screen// NEXT SCREEN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Release Date: (8) Lot #:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expires: 07/12/09</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(9) Days Supply: 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(10) QTY (CAP): 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(11) # of Refills: 11</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remaining: 10</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(12) Provider: OPPROVIDER, ONE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(13) Routing: MAIL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(14) Copies: 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(15) Clinic: Not on File</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(16) Division: CHEYENNE VAM&amp;ROC (442)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(17) Pharmacist:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(18) Remarks: New Order Created by copying Rx # 2055182.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(19) Counseling: NO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(20) Refill Data</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(21) DAW Code: 0 - NO PRODUCT SELECTION INDICATED</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finished By: OPHARM, ONE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>+ Enter ?? for more actions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DC (Discontinue)</td>
<td>PR (Partial)</td>
<td>RL (Release)</td>
<td></td>
</tr>
<tr>
<td>ED</td>
<td>Edit</td>
<td>RF (Refill)</td>
<td>RN (Renew)</td>
</tr>
<tr>
<td>Select Action: Next Screen// 21</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DAW CODE: 0// 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are You Sure You Want to Update Rx 2055203? Yes// YES</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Answer with BPS NCPDP DAW CODE

Choose from:

0 NO PRODUCT SELECTION INDICATED
1 SUBSTITUTION NOT ALLOWED BY PRESCRIBER
2 SUBSTITUTION ALLOWED-PATIENT REQUESTED PRODUCT DISPENSED
3 SUBSTITUTION ALLOWED-PHARMACIST SELECTED PRODUCT DISPENSED
4 SUBSTITUTION ALLOWED-GENERIC DRUG NOT IN STOCK
5 SUBSTITUTION ALLOWED-BRAND DRUG DISPENSED AS A GENERIC
6 OVERRIDE
7 SUBSTITUTION NOT ALLOWED-BRAND DRUG MANDATED BY LAW
8 SUBSTITUTION ALLOWED-GENERIC DRUG NOT AVAILABLE IN MARKETPLACE
9 OTHER

DAW CODE: 0// 1 - SUBSTITUTION NOT ALLOWED BY PRESCRIBER

Are You Sure You Want to Update Rx 2055203? Yes// YES
OP Medications (SUSPENDED)  Jul 30, 2008@14:55:21  Page: 2 of 3

OPPATIENT,FOUR
PID: 666-55-9987
DOB: OCT 20,1965 (42)
Ht(cm): _______ (______)
Wt(kg): _______ (______)
+
Last Release Date: (8)  Lot #: (9)  Days Supply: 3 (10)  QTY (CAP): 6
# of Refills: 11 (11)  Remaining: 10
Provider: OPPROVIDER,ONE (12)  MFG:  (13)
Routing: MAIL (14)  Copies: 1
Clinic: Not on File (15)  Division: CHEYENNE VAM&ROC (442)
Pharmacist: (16)  Remarks: New Order Created by copying Rx # 2055182.
Counseling: NO (19)  Refill Data
Refill Data
DAW Code: 1 - SUBSTITUTION NOT ALLOWED BY PRESCRIBER
Finished By: OPHARM,ONE
+
Enter ?? for more actions
DC (Discontinue)  PR (Partial)  RL (Release)
ED Edit  RF (Refill)  RN (Renew)
Select Action: Next Screen// *

MP Medication Profile  RES Resubmit Claim  CSD Change Suspense Date

Division: CHEYENNE VAM&ROC  NPI#: 1164471991
Patient : OPPATIENT,FOUR (666-55-9987)  Sex: M
DOB: OCT 20,1965 (42)
Rx#: 2055203/1  ECME#: 1615102  Fill Date: Jul 15, 2008
CMOP Drug: DANAZOL 50MG CAP  NDC Code: 00024-0303-06

REJECT Information
Reject Type: 22 - M/I Dispense As Written- received on JUL 30, 2008@14:32:16
Reject Status: OPEN/UNRESOLVED
Payer Message:
Reason:
DUR Text:

OTHER REJECTS
79 - Refill Too Soon

COMMENTS
- JUL 30, 2008@14:32:16 - Automatically transferred due to override for reject code. (OPHARM,ONE)
+
Enter ?? for more actions
VW View Rx  IGN Ignore Reject  OVR Submit Override Codes
MP Medication Profile  RES Resubmit Claim  CSD Change Suspense Date
Select: Next Screen// RES Resubmit Claim

When you confirm, a new claim will be submitted for the prescription and this REJECT will be marked resolved.

Confirm? YES//
Prescription 2055203 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Transmitting
E PAYABLE

Please wait...

Insurance Rejects-Worklist  Jul 30, 2008@14:38:38  Page:  2 of  3
Division : CHEYENNE VAM&ROC
Selection : ALL UNRESOLVED REJECTS

<table>
<thead>
<tr>
<th>#</th>
<th>Rx#</th>
<th>PATIENT(ID) [v]</th>
<th>DRUG</th>
<th>REASON</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>2055202</td>
<td>OPPATIENT,FOUR(9987)</td>
<td>BACLOFEN 10MG TAB</td>
<td>79 :REFILL TOO SO</td>
</tr>
<tr>
<td>14</td>
<td>2055155</td>
<td>OPPATIENT,FOUR(9987)</td>
<td>BENZEPRI HCL 40MG</td>
<td>79 :REFILL TOO SO</td>
</tr>
</tbody>
</table>

Other Rejects
15 2055134A OPPATIENT,FOUR(9987) CALCIUM GLUCONATE 65 22 :M/I Dispense

Select: Next Screen//^.

Below is taken from Patient Prescription Processing option for the Rx in this example:

Medication Profile  Jul 30, 2008@15:03:25  Page:  1 of  2
OPPATIENT,FOUR

| PID: 666-55-9987 |
| Ht(cm): _______ (______) |
| DOB: OCT 20,1965 (42) |
| Wt(kg): _______ (______) |
| SEX: MALE |

<table>
<thead>
<tr>
<th># RX #</th>
<th>DRUG</th>
<th>QTY ST</th>
<th>DATE</th>
<th>FILL REM SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>2055174$e</td>
<td>ACETUROL HCL 200MG CAP</td>
<td>1 S&gt; 06-26 06-27 11 1</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>2055123$e</td>
<td>BACITRACIN 500 UNT/GM OPHTHALMIC OINT</td>
<td>1 AT 06-13 06-14 10 30</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>2055203$e</td>
<td>DANAZOL 50MG CAP</td>
<td>6 S&gt; 07-11 07-15 10 3</td>
<td></td>
</tr>
</tbody>
</table>

----------REFILL TOO SOON/DUR REJECTS (Third Party)----------

Select Action: Next Screen//^.
**OPPATIENT, FOUR**

**Rx #: 2055203**

1. **Orderable Item:** DANAZOL CAP, ORAL  
2. **CMOP Drug:** DANAZOL 50MG CAP  
3. **Dosage:** 50 (MG)  
   - **Verb:** TAKE  
   - **Dispense Units:** 1  
   - **Noun:** CAPSULE  
   - **Route:** ORAL (BY MOUTH)  
   - **Schedule:** BID  
4. **Pat Instructions:**  
   - **SIG:** TAKE ONE CAPSULE BY MOUTH TWICE A DAY  
5. **Patient Status:** OUTPT NON-SC  
6. **Issue Date:** 07/11/08  
    - **Fill Date:** 07/11/08  
    - **Last Fill Date:** 07/15/08 (Window)  

**ECME Log:**

<table>
<thead>
<tr>
<th>#</th>
<th>Date/Time</th>
<th>Rx Ref</th>
<th>Initiator Of Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>7/11/08@10:13:11</td>
<td>ORIGINAL</td>
<td>OPPHARM, ONE</td>
</tr>
<tr>
<td>2</td>
<td>7/30/08@14:32:17</td>
<td>REFILL 1</td>
<td>OPPHARM, TWO</td>
</tr>
<tr>
<td>3</td>
<td>7/30/08@14:55:56</td>
<td>REFILL 1</td>
<td>OPPHARM, TWO</td>
</tr>
</tbody>
</table>

**ECME REJECT Log:**

<table>
<thead>
<tr>
<th>#</th>
<th>Date/Time</th>
<th>Rx Ref</th>
<th>Reject Type</th>
<th>STATUS</th>
<th>Date/Time Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>7/30/08@14:32:16</td>
<td>REFILL 1</td>
<td>M/I Dispense As RESOLVED</td>
<td>AUTOMATICALLY CLOSED (CLAIM RE-SUBMITTED)</td>
<td>7/30/08@14:55:40</td>
</tr>
<tr>
<td>2</td>
<td>7/30/08@14:32:16</td>
<td>REFILL 1</td>
<td>REFILL TOO SOON RESOLVED</td>
<td>AUTOMATICALLY CLOSED (CLAIM RE-SUBMITTED)</td>
<td>7/30/08@14:55:40</td>
</tr>
</tbody>
</table>
MailMan Message for Open/Unresolved Rejects

When prescriptions remain on the Third Party Payer Reject - Worklist over the specified number of days, the system will send a Mailman Message. This message will be sent to a new PSO REJECTS BACKGROUND MESSAGE mail group. Those users needing access to this information will need to be added manually to this mail group.

The specified number of days referred to above is the number of days an uncommented reject can remain on the reject worklist without being included in the nightly reject worklist alert mail message. The number of days are defined in the EPHARMACY SITE PARAMETERS file (#52.86) in the REJECT WORKLIST DAYS field.

The following are the criteria for generating a Mailman message regarding a rejected claim:

- Prescription is active,
- Prescription is unreleased,
- Claim is on the Reject Worklist for specified number of days or greater, and
- Claim has no comments added within date range.

Adding a comment to the reject will automatically reset the clock for the alert. The specified number of days will be site configurable and stored in EPHARMACY SITE PARAMETER file (#52.86). The initial patch default setting will be five (5) days; however, the site will be able to reset the parameter between one (1) and thirty (30) to generate the alert message. MailMan message will be sent as a Priority message, and there will be a separate MailMan message for each division. The following is an example of the message:

```
Subj: ePharmacy - OPEN/UNRESOLVED REJECTS LIST for ALBANY ISC  [#2680833]
07/25/08@11:52  53 lines
From: OUTPATIENT PHARMACY PACKAGE  In 'IN' basket.   Page 1  *New*
===================================================================
The prescriptions listed below are third party electronically billable and can not be filled until the rejection is resolved. No action to resolve the rejection has taken place within the past 1 days.

Please use the THIRD PARTY PAYER REJECTS WORKLIST option to resolve the rejection or add a comment to the rejection.

Unresolved rejects will not be sent to CMOP or the local print queue for filling. They will continue to show on the rejects list until acted upon.

<p>| # |</p>
<table>
<thead>
<tr>
<th>RX/FILL</th>
<th>PATIENT(ID)</th>
<th>DRUG</th>
<th>FILL DATE</th>
<th>REJECT DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>100805/1</td>
<td>IBSCDC,TWO(2828)</td>
<td>SIMETHICONE 40MG TAB</td>
<td>6/5/08</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reason: 79 : Refill Too Soon</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>101149/0</td>
<td>OPPATIENT,TH(7789)</td>
<td>DIAZEPAM 10MG S.T.</td>
<td>6/9/08</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reason: 75 : Prior Authorization Required</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>COMMENT: JUN 09, 2008@18:04:35 - Automatically transferred due to Override for reject code. (PHARM,ONE)</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>100928/0</td>
<td>IBPATIENT,QFO(567)</td>
<td>ETHACRYNIC ACID 50MG S.</td>
<td>5/7/08</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reason: 31 : Submission Clarification Code</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>COMMENT: JUN 23, 2008@09:02:11 - Transferred by OPECC. (OPECC,ONE)</td>
<td></td>
</tr>
</tbody>
</table>
```

Enter RETURN to continue or ‘^’ to exit:
List One Patient's Archived Rx's
[PSO ARCHIVE LIST RX'S]

This option shows the basic patient demographics and the prescription numbers and dates of archiving for archived prescriptions for this patient.

Manual Print of Multi-Rx Forms
[PSO LM MULTI-RX PRINT]

This option allows the user to reprint the Multi-Rx Refill Request form on laser label stock without having to reprint the entire prescription labels. The user will receive a system confirmation that this form has been queued to print.

Example: Manually Printing Multi-Rx Forms

Select Rx (Prescriptions) Option: Manual Print of Multi-Rx Forms
Enter patient to reprint Multi-Rx refill form for: OPPATIENT2,ONE
Select LABEL DEVICE: LEX2 LEX2$PRT Bay Pines

Multi-Rx form queued to print
Index

A
3/4 Days Supply Hold, 34a

B
Barcode Batch Prescription Entry, 82
Barcode Rx Menu, 82
Batch Print Questionnaires, 20

C
Change Label Printer, 15
Change Suspense Date, 17
Check Quality of Barcode, 82
Complete Orders from OERR, 85
Create/Edit a Questionnaire, 20

D
DAW Code, 67
DAW/NDC Edit, 94a
Delete Intervention, 32
Discontinue Prescription(s), 93
Dispense as Written, 67
Display Patient's Name on Monitor, 13
DUE Report, 20
DUE Supervisor, 19
DUR reject, 95

E
Edit an Existing Answer Sheet, 19
Edit Pharmacy Intervention, 31
Edit Prescription(s), 94
Enter a New Answer Sheet, 19
Enter New Patient, 13
Enter Pharmacy Intervention, 31
Enter/Edit Clinic Sort Groups, 21
Entering Actions, 7
ePharmacy Menu, 95
Evaluating Drug Usage, 19
External Interface Menu, 23

F
Flagging and Unflagging a New Pending Order, 81a, 87a

H
Host Errors, 34a

I
Introduction, 1

L
List Manager, 3
List Non-Verified Scripts, 110
List One Patient's Archived Rx's, 106

M
Manual Print of Multi-Rx Forms, 106
Medication Profile, 27
Medication Reconciliation, 30a

N
Non-VA Meds Usage Report, 8
Non-Verified Counts, 111

O
Ordering/Processing a Prescription, 48
Other Outpatient Pharmacy ListMan Actions, 10
Other Rejects, 103a
Other Screen Actions, 10
Outpatient Pharmacy Hidden Actions, 8

P
Patient Prescription Processing, 49
Pharmacy Intervention, 31
Print from Suspense File, 33
Print Pharmacy Intervention, 32
Process Drug/Drug Interactions, 35
Process Internet Refills, 83
Pull Early from Suspense, 37
Purge External Batches, 23

R
Refill Too Soon reject, 95
Release Medication, 40
Remove Patient's Name from Monitor, 14
Reprint an Outpatient Rx Label, 105
Reprint External Batches, 21, 24
Resolving Open Rejects, 100
Return Medication to Stock, 46
Rx (Prescriptions), 48
Rx Verification by Clerk, 111

S
Signature Log Reprint, 105
Speed Actions, 9
Status of Patient's Order, 14

T
Third Party Payer Rejects - View/Process, 95

Third Party Payer Rejects - Worklist, 100

U
Update Patient Record, 107
Using List Manager with Outpatient Pharmacy, 7
Using the Interface Menu, 23

V
Verifying Prescriptions, 109
View External Batches, 25
View Intervention, 32
View Prescriptions, 106
Viewing and Resolving Open Rejects, 96