Pharmacy Reengineering (PRE)
Inbound ePrescribing (IEP) 4.0

User Guide

December 2020

Version 4.0 (Unit 4 Part 2)

Department of Veterans Affairs (VA)

Office of Information and Technology (OI&T)

Revision History

Date	Version	Description	Author
10/20/20	4.0	PSO_7_0_p581_UM updated: • Updated all screen shots with the latest versions • Added paragraph numbers to all paragraphs • Updated terminology throughout to comply with NCPDP 2017071 standards • Added "Prohibit Renewal Request" functionality details under Unit 3 • Added New unit for RxChange Requests and Responses - Unit 5 • Moved CancelRx Requests and Responses under Unit 6 • Added RxRenewal Response – Replace Type under Unit 5 • Added Note for RxVerify functionality under Unit 3 • Added Note for Reject functional under Unit 3	Technatomy
05/05/2020	3.0	PSO*7.0*610: • Added note 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	Liberty ITS
03/23/2020	2.9	PSO*7.0*590: • Added production application **URL** • Updated Title page, Revision History, and Footers	Liberty ITS
03/05/2020	2.8	PSO*7.0*591: • Updated Figure 3-44 and 3-45 • Updated Title page, Revision History, and Footers	Liberty ITS
08/27/2019	2.7	PSO*7.0*567 updated: • Help Desk contact information/name • Screen capture dates for ERX Lookback Days beginning with page 108 through 203 • Corrected Figure 3-12 and reworded the bullets above • Added Figure 3-13 • Title page, TOC, LOF, and Footers	Liberty ITS
05/07/2019	2.6	Updated document for the following: • Standardized images throughout document • Clarified patient DOB format under Table 3 • Added Note to replace text "Dispense Notes" with "Substitutions" under Track/Audit Details screen in Section 5 Inbound/Outbound Message Detail • Added Note to indicate the change of screen/page title from "Users" to "User Management" in section 2.2.5 User Management • Included description for ERX LOOK-BACK DAYS display on the Holding Queue's Traditional View and Patient Centric Views in section in section 3.5.1.2.1.	Technatomy

Date	Version	Description	Author
		Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed and auto-canceled are non-actionable. Non-Actionable records further include: • R_XRenewal Request • R_XRenewal Response – Approved • R_XRenewal Response – Approved with Changes (change to drug data only) • R_XChange Request • CancelR_X Response • Inbound Errors related to CancelRx Responses For additional information on Actionable and Non-Actionable eR_X Status Codes, refer to the tables in **Error! Reference source not found.** **Error! Reference source not found.**. • eR_X Default Loopback Days • Replaced column label "LAST USER" with "LOCKED BY" and updated the description under Table 9 • Added the information for LOCKED BY column in section 3.5.2 Patient Centric View • 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 **Error! Reference source not found.** to indicate to the user that a Provider's DEA# has expired in section 3.6.2.3 Edit Provider • Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in section 3.6.3.3 Edit Drug/SIG • Added description under Note for modified workflow in section 3.6.3.3 Edit Drug/SIG • Updated description for VistA Days Supply calculation in section 3.6.3.3.1 Additional Field-level Information • Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply work flow under Validate Drug/SIG > Edit: • Added Note to replace text "Qty Qualifier" with "Code List Qualifier" and replace, "DAW Code" with "Substitutions" in section 3.13 Complete Orders from OERR and Patient Prescription Processing • Added Note describing eR_X Date, Date Written, Issue Date, and Written Date fields in section 3.13 Complete Orders from OERR and Patient Prescription Processing	
11/09/2018	2.5	• Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195.	Technatomy

Date	Version	Description	Author
		• Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant)	
10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC	Technatomy
08/27/2018	2.3	Technical Writer Review and 508 accessibility checks	Technatomy
08/01/2018	2.2	Updated screenshots and added R_XRenewal Requests and Responses and CancelR_X Requests and Responses sections	Liberty ITS
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
4/12/2018	2.0	Updated screenshots to include 2.1 changes	Liberty ITS
11/15/2017	1.0	Baseline release: • Updated Table of Figures • Updates based on feedback from HPS • Updated screenshots and verbiage throughout the document, formatting, and sections Inbound ePrescribing Workflow and Summary/Details screen, Pharmacy Management section • Updates made based on changes made during SureScripts Certification and IOC Production Testing	Technatomy

Table of Contents

4.6.2.2 Changes to Provider Segment 14
4.6.3 Denied, New Prescription to Follow 19
4.6.3.1 RxRenewal Response Failed (RXF) 23
4.6.4 Denied 24
4.6.5 Replace 25
4.6.5.1 RxRenewal Response – Processing Error (RXE) 34
4.7 Inbound Error – RRE 37
4.8 Add Comments: Hidden Action for RxRenewal Request/Response 38
4.9 Acknowledge: Hidden Action for RxRenewal Response/Inbound Error ... 40

List of Figures

Figure 1-1: Inbound ePrescribing Web-based Application ....Error! Bookmark not defined.
Figure 1-2: Process Inbound ePrescribing Flow .....Error! Bookmark not defined.
Figure 1-3: Inbound ePrescribing Architecture .....Error! Bookmark not defined.
Figure 2-1: VA Single Sign-on.....Error! Bookmark not defined.
Figure 2-2: Select a Certificate.....Error! Bookmark not defined.
Figure 2-3: Active Client Login .....Error! Bookmark not defined.
Figure 2-4: Warning Message .....Error! Bookmark not defined.
Figure 2-5: Home Screen.....Error! Bookmark not defined.
Figure 2-6: Web-Based Application Screen Layout.....Error! Bookmark not defined.
Figure 2-7: Home Screen.....Error! Bookmark not defined.
Figure 2-8: Pharmacy Management Screen.....Error! Bookmark not defined.
Figure 2-9: Track/Audit Screen .....Error! Bookmark not defined.
Figure 2-10: Reports Screen .....Error! Bookmark not defined.
Figure 2-11: User Management Screen.....Error! Bookmark not defined.
Figure 2-12: Help Tab .....Error! Bookmark not defined.
Figure 2-13: Help Page .....Error! Bookmark not defined.
Figure 2-14: Search for a Pharmacy .....Error! Bookmark not defined.
Figure 2-15: NCPDP ID Column Hyperlinks.....Error! Bookmark not defined.
Figure 2-16: eRx Enabled Drop Down .....Error! Bookmark not defined.
Figure 2-17: Update Pharmacy Information.....Error! Bookmark not defined.
Figure 2-18: Enable/Disable Pharmacy.....Error! Bookmark not defined.
Figure 2-19: Enrollment and Eligibility Check Enabled.....Error! Bookmark not defined.
Figure 2-20: Track/Audit – Enrollment and Eligibility Check Not Performed.....Error! Bookmark not defined.
Figure 2-21: Track/Audit Search Criteria .....Error! Bookmark not defined.
Figure 2-22: Max Records Drop Down .....Error! Bookmark not defined.
Figure 2-23: Track/Audit eRx Search.....Error! Bookmark not defined.
Figure 2-24: Search in Progress Message.....Error! Bookmark not defined.
Figure 2-25: Search Results.....Error! Bookmark not defined.
Figure 2-26: Export Search Results .....Error! Bookmark not defined.
Figure 2-27: Track/Audit Export Prompt (after clicking Export buttons) ... Error! Bookmark not defined.
Figure 2-28: Track/Audit Grid View.....Error! Bookmark not defined.

Figure 2-29: Message Details ..... **Error! Bookmark not defined.**
Figure 2-30: Related Messages ..... **Error! Bookmark not defined.**
Figure 2-31: NewRx Message Search and Results Screen ..... **Error! Bookmark not defined.**
Figure 2-32: NewRx Message Details Screen ..... **Error! Bookmark not defined.**
Figure 2-33: RxRenewal Request Search and Search Results ..... **Error! Bookmark not defined.**
Figure 2-34: RxRenewal Request Details Screen ..... **Error! Bookmark not defined.**
Figure 2-35: RxRenewal Response Search and Search Results ..... **Error! Bookmark not defined.**
Figure 2-36: RxRenewal Response Detail Screen ..... **Error! Bookmark not defined.**
Figure 2-37: RxChange Request Search and Search Results **Error! Bookmark not defined.**
Figure 2-38: RxChange Request Detail Screen ..... **Error! Bookmark not defined.**
Figure 2-39: RxChange Response Search and Search Results ..... **Error! Bookmark not defined.**
Figure 2-40: RxChange Response Detail Screen ..... **Error! Bookmark not defined.**
Figure 2-41: CancelRx Search and Search Results ..... **Error! Bookmark not defined.**
Figure 2-42: CancelRx Detail Screen ..... **Error! Bookmark not defined.**
Figure 2-43: CancelRx Response Search and Search Results ..... **Error! Bookmark not defined.**
Figure 2-44: CancelRx Response Detail Screen ..... **Error! Bookmark not defined.**
Figure 2-45: Error Message Search and Search Results ..... **Error! Bookmark not defined.**
Figure 2-46: Error Message Detail Screen ..... **Error! Bookmark not defined.**
Figure 2-47: Verify Message Search and Search Results ..... **Error! Bookmark not defined.**
Figure 2-48: Verify Message Detail Screen ..... **Error! Bookmark not defined.**
Figure 2-49: Status Message Search and Search Results ..... **Error! Bookmark not defined.**
Figure 2-50: Status Message Detail Screen ..... **Error! Bookmark not defined.**
Figure 2-51: Summary Report NewRx Only Drop Down Selection ..... **Error! Bookmark not defined.**
Figure 2-52: NewRx Summary Report ..... **Error! Bookmark not defined.**
Figure 2-53: Auto Check Details Report Drop Down Selection ..... **Error! Bookmark not defined.**
Figure 2-54: Auto Check Details Report ..... **Error! Bookmark not defined.**
Figure 2-55: Reject Reasons Report Drop Down Selection ..... **Error! Bookmark not defined.**
Figure 2-56: Reject Reasons Report ..... **Error! Bookmark not defined.**
Figure 2-57: eR$_X$ Summary Report Drop Down Selection ..... **Error! Bookmark not defined.**
Figure 2-58: eR$_X$ Summary Report ..... **Error! Bookmark not defined.**
Figure 2-59: Export Report buttons ..... **Error! Bookmark not defined.**
Figure 2-60: Summary Report Export Prompt (after clicking Export button) ..... **Error! Bookmark not defined.**
Figure 2-61: Add User - User ID, First Name, Last Name ..... **Error! Bookmark not defined.**
Figure 2-62: Add User - Select User Roles ..... **Error! Bookmark not defined.**
Figure 2-63: Add User – Select Station ID ..... **Error! Bookmark not defined.**
Figure 2-64: Add User – Add and Remove Station ID ..... **Error! Bookmark not defined.**
Figure 2-65: All Selection Error Message ..... **Error! Bookmark not defined.**
Figure 2-66: Add User - Save and Cancel ..... **Error! Bookmark not defined.**
Figure 2-67: Select User Roles ..... **Error! Bookmark not defined.**
Figure 2-68: User Management Table – Enable/Disable User **Error! Bookmark not defined.**
Figure 2-69: User Disabled ..... **Error! Bookmark not defined.**
Figure 2-70: User Disabled Error Message ..... **Error! Bookmark not defined.**
Figure 3-1: Complete Orders from eR$_X$ Menu Option ..... **Error! Bookmark not defined.**
Figure 3-2: Select RX ..... **Error! Bookmark not defined.**

Figure 3-3: eRx Holding Queue List View ..... **Error! Bookmark not defined.**
Figure 3-4: Message View ..... **Error! Bookmark not defined.**
Figure 3-5: eRx Default Lookback Days ..... **Error! Bookmark not defined.**
Figure 3-6: PT – Patient (Grouped) ..... **Error! Bookmark not defined.**
Figure 3-7: Patient Centric View Filters – Select by Status ..... **Error! Bookmark not defined.**
Figure 3-8: Patient Centric View Filters – Hold ..... **Error! Bookmark not defined.**
Figure 3-9: Patient Centric View – Hold Statuses ..... **Error! Bookmark not defined.**
Figure 3-10: Patient Centric View Filter – CCR ..... **Error! Bookmark not defined.**
Figure 3-11: Patient Centric View – CCR Statuses ..... **Error! Bookmark not defined.**
Figure 3-12: Non-Configured ERX LOOK-BACK DAYS Field ..... **Error! Bookmark not defined.**
Figure 3-13: Configured ERX LOOK-BACK DAYS Field ..... **Error! Bookmark not defined.**
Figure 3-14: Patient eRx List ..... **Error! Bookmark not defined.**
Figure 3-15: eRx Summary/Details Screen ..... **Error! Bookmark not defined.**
Figure 3-16: eRx List with Updated Status – I ..... **Error! Bookmark not defined.**
Figure 3-17: Patient Centric View ..... **Error! Bookmark not defined.**
Figure 3-18: Patient Centric View – Updated Actionable Status to another Actionable Status ..... **Error! Bookmark not defined.**
Figure 3-19: Patient Centric View Total Updated ..... **Error! Bookmark not defined.**
Figure 3-20: Summary/Details Screen Page 1 ..... **Error! Bookmark not defined.**
Figure 3-21: Summary/Details Screen Page 2 ..... **Error! Bookmark not defined.**
Figure 3-22: Patient with No Known Allergies ..... **Error! Bookmark not defined.**
Figure 3-23: VistA Patient with Known Allergies ..... **Error! Bookmark not defined.**
Figure 3-24: Jump to OP – Hidden Action ..... **Error! Bookmark not defined.**
Figure 3-25: JO Action Selected ..... **Error! Bookmark not defined.**
Figure 3-26: JO Error – VistA Patient Not Matched ..... **Error! Bookmark not defined.**
Figure 3-27: JO Error – Fillable eRx Messages Only ..... **Error! Bookmark not defined.**
Figure 3-28: JO "Select Patient" – Jump Back to Holding Queue eRx Summary/Details Screen ..... **Error! Bookmark not defined.**
Figure 3-29: Status History – Hidden Action ..... **Error! Bookmark not defined.**
Figure 3-30: SH Action - Status Changes on eRx Record in Holding Queue ..... **Error! Bookmark not defined.**
Figure 3-31: Status History with Comment for Rejected eRx ..... **Error! Bookmark not defined.**
Figure 3-32: eRx Change Request ..... **Error! Bookmark not defined.**
Figure 3-33: Patient-Level Record Lock ..... **Error! Bookmark not defined.**
Figure 3-34: Prohibit Renewal Request ..... **Error! Bookmark not defined.**
Figure 3-35: Summary/Details Screen Actions ..... **Error! Bookmark not defined.**
Figure 3-36: Validate Patient ..... **Error! Bookmark not defined.**
Figure 3-37: Patient Validation Screen Display - Patient Not Validated/ Not Auto Matched ..... **Error! Bookmark not defined.**
Figure 3-38: Patient Validation Screen Display - Patient Not Validated / Patient Auto Matched ..... **Error! Bookmark not defined.**
Figure 3-39: VistA Patient with Known Allergies ..... **Error! Bookmark not defined.**
Figure 3-40: Patient Validated ..... **Error! Bookmark not defined.**
Figure 3-41: Edit Patient on a VistA Match ..... **Error! Bookmark not defined.**
Figure 3-42: Mismatch Message ..... **Error! Bookmark not defined.**
Figure 3-43: Confirm Acceptance of Patient Validation ..... **Error! Bookmark not defined.**
Figure 3-44: Patient Validation Complete: Summary/Details Screen Indicator ..... **Error! Bookmark not defined.**
Figure 3-45: Automatic Patient Validation ..... **Error! Bookmark not defined.**
Figure 3-46: Apply Patient Validation to Other eRxes ..... **Error! Bookmark not defined.**

Figure 3-47: Summary/Details Screen Action - Validate Provider.....**Error! Bookmark not defined.**
Figure 3-48: Provider Not Auto Matched / Not Validated.....**Error! Bookmark not defined.**
Figure 3-49: Modify Current VistA Provider.....**Error! Bookmark not defined.**
Figure 3-50: Select Provider Warning for Expired DEA#.....**Error! Bookmark not defined.**
Figure 3-51: Select Provider Warning Message .....**Error! Bookmark not defined.**
Figure 3-52: Before Provider Validation (Validate Provider Screen)....**Error! Bookmark not defined.**
Figure 3-53: After Provider Validation (Validate Provider Screen).....**Error! Bookmark not defined.**
Figure 3-54: After Provider Validation (Summary/Details Screen).....**Error! Bookmark not defined.**
Figure 3-55: Automatic Provider Validation.....**Error! Bookmark not defined.**
Figure 3-56: Validate Drug / SIG.....**Error! Bookmark not defined.**
Figure 3-57: Drug Validation Screen Display - VistA Drug Not Validated / Not Auto Matched.....**Error! Bookmark not defined.**
Figure 3-58: Drug Validation Screen Display - VistA Drug Matched / Not Validated ....**Error! Bookmark not defined.**
Figure 3-59: eRx Display during Edit Drug / SIG.....**Error! Bookmark not defined.**
Figure 3-60: Confirm Acceptance of Drug / SIG Validation....**Error! Bookmark not defined.**
Figure 3-61: Drug / SIG Validation Complete (Validate Drug / SIG Screen) Error! Bookmark not defined.
Figure 3-62: Drug / SIG Validation Complete (Summary/Details Screen) .. **Error! Bookmark not defined.**
Figure 3-63: eRx Holding Queue Summary/Details Screen with Validations Complete .....**Error! Bookmark not defined.**
Figure 3-64: eRx Holding Queue List View with eRx Record in "W" StatusError! Bookmark not defined.
Figure 3-65: Accept eRx - Sample Validation Errors .....**Error! Bookmark not defined.**
Figure 3-66: Accept eRxes.....**Error! Bookmark not defined.**
Figure 3-67: eRxes Sent to Pending Outpatient Orders.....**Error! Bookmark not defined.**
Figure 3-68: Rejecting an eRx .....**Error! Bookmark not defined.**
Figure 3-69: Reject Message in Processing Hub.....**Error! Bookmark not defined.**
Figure 3-70: Print Display of eRx.....**Error! Bookmark not defined.**
Figure 3-71: Hold eRx.....**Error! Bookmark not defined.**
Figure 3-72: Select Hold Reason Code .....**Error! Bookmark not defined.**
Figure 3-73: Hold Status and Reason .....**Error! Bookmark not defined.**
Figure 3-74: Hold Status in Status Column .....**Error! Bookmark not defined.**
Figure 3-75: Un Hold eRx.....**Error! Bookmark not defined.**
Figure 3-76: Removing an eRx .....**Error! Bookmark not defined.**
Figure 3-77: Search Queue Actions.....**Error! Bookmark not defined.**
Figure 3-78: Search Criteria - Patient Name .....**Error! Bookmark not defined.**
Figure 3-79: Patient Name Search .....**Error! Bookmark not defined.**
Figure 3-80: Search eRx by Patient Name Results .....**Error! Bookmark not defined.**
Figure 3-81: Search Criteria - Date of Birth.....**Error! Bookmark not defined.**
Figure 3-82: Search eRx by Date of Birth Results .....**Error! Bookmark not defined.**
Figure 3-83: Search Criteria - Received Date Range.....**Error! Bookmark not defined.**
Figure 3-84: Enter Beginning and Ending Date .....**Error! Bookmark not defined.**
Figure 3-85: Search eRx by Received Date Range.....**Error! Bookmark not defined.**
Figure 3-86: Search Criteria - Provider Name.....**Error! Bookmark not defined.**
Figure 3-87: Enter Provider Name.....**Error! Bookmark not defined.**

Figure 3-88: Search eRx by Provider.....**Error! Bookmark not defined.**
Figure 3-89: Search Criteria - ERX Status.....**Error! Bookmark not defined.**
Figure 3-90: Search by eRx Status.....**Error! Bookmark not defined.**
Figure 3-91: Search Criteria - Drug Name.....**Error! Bookmark not defined.**
Figure 3-92: Search eRx by Drug Name.....**Error! Bookmark not defined.**
Figure 3-93: Search Criteria - Message Type.....**Error! Bookmark not defined.**
Figure 3-94: Search by Message Type.....**Error! Bookmark not defined.**
Figure 3-95: Search Criteria – eRx Reference Number: Inbound .....**Error! Bookmark not defined.**
Figure 3-96: Search by eRx Reference Number Results – Inbound eRx Message Type .....**Error! Bookmark not defined.**
Figure 3-97: Sort Entries Action.....**Error! Bookmark not defined.**
Figure 3-98: Sort by Patient Name.....**Error! Bookmark not defined.**
Figure 3-99: Sort by Date of Birth .....**Error! Bookmark not defined.**
Figure 3-100: Sort by Received Date Range .....**Error! Bookmark not defined.**
Figure 3-101: Sort Criteria - Sort by Provider.....**Error! Bookmark not defined.**
Figure 3-102: Sort Criteria – Sort by eRx Status.....**Error! Bookmark not defined.**
Figure 3-103: Sort Criteria – Sort by Drug Name.....**Error! Bookmark not defined.**
Figure 3-104: Sort Criteria – Sort by Message Type.....**Error! Bookmark not defined.**
Figure 3-105: eRx Received from External Provider.....**Error! Bookmark not defined.**
Figure 3-106: Hidden Option EP / Print Display of eRx.....**Error! Bookmark not defined.**
Figure 3-107: eRx Display in Pending Queue - Page 1 .....**Error! Bookmark not defined.**
Figure 3-108: eRx Order in Pending Queue – Page 2.....**Error! Bookmark not defined.**
Figure 3-109: eRx Order in Pending Queue - Page 3 .....**Error! Bookmark not defined.**
Figure 3-110: eRx Order in Pending Queue - Page 4 .....**Error! Bookmark not defined.**
Figure 3-111: eRx Order in Pending Queue - Page 5 .....**Error! Bookmark not defined.**
Figure 4-1: Select Rx from Medication Profile .....**Error! Bookmark not defined.**
Figure 4-2: Generating RxRenewal Request Actions .....**Error! Bookmark not defined.**
Figure 4-3: RxRenewal Request Sent .....**Error! Bookmark not defined.**
Figure 4-4: RxRenewal Request History.....**Error! Bookmark not defined.**
Figure 4-5: RRN in Holding Queue.....**Error! Bookmark not defined.**
Figure 4-6: RxRenewal Request Warning .....**Error! Bookmark not defined.**
Figure 4-7: Message View Action and RxRenewal Request...**Error! Bookmark not defined.**
Figure 4-8: Message View Displaying RxRenewal Request Messages Error! Bookmark not defined.
Figure 4-9: Message View Action.....**Error! Bookmark not defined.**
Figure 4-10: Holding Queue Displaying RxRenewal Response Messages Error! Bookmark not defined.
Figure 4-11: RxRenewal Request – New.....**Error! Bookmark not defined.**
Figure 4-12: RxRenewal Request Medication Dispensed and RxRenewal Request Information .....**Error! Bookmark not defined.**
Figure 4-13: RxRenewal Request Message History.....**Error! Bookmark not defined.**
Figure 4-14: RxRenewal Response Message Details .....**Error! Bookmark not defined.**
Figure 4-15: RxRenewal Response Information 2 .....**Error! Bookmark not defined.**
Figure 4-16: RxRenewal Request Information and Message History...**Error! Bookmark not defined.**
Figure 4-17: Message View and RxRenewal Response Actions.....**Error! Bookmark not defined.**
Figure 4-18: RxRenewal Response – Approved.....**Error! Bookmark not defined.**
Figure 4-19: RxRenewal Response Information Section.....**Error! Bookmark not defined.**
Figure 4-20: Medication Profile – Pending Line Entry.....**Error! Bookmark not defined.**

Figure 4-21: Activity Log 1 ..... **Error! Bookmark not defined.**
Figure 4-22: Activity Log 2 (Sample from Another Patient Record) ..... **Error! Bookmark not defined.**
Figure 4-23: Pending Line Entry Selected ..... **Error! Bookmark not defined.**
Figure 4-24: AC/Accept eRx Renewal ..... **Error! Bookmark not defined.**
Figure 4-25: Renewed Rx Active ..... **Error! Bookmark not defined.**
Figure 4-26: RxRenewal Response RXC Status in Holding Queue ..... **Error! Bookmark not defined.**
Figure 4-27: RxRenewal Response Details Screen ..... **Error! Bookmark not defined.**
Figure 4-28: Corresponding RxRenewal Request – RRC in Holding Queue ..... **Error! Bookmark not defined.**
Figure 4-29: Corresponding RxRenewal Request Details Screen ..... **Error! Bookmark not defined.**
Figure 4-30: Error - Validate Provider Action Not Available ... **Error! Bookmark not defined.**
Figure 4-31: RXP Status in Holding Queue ..... **Error! Bookmark not defined.**
Figure 4-32: RxRenewal Response Details Screen ..... **Error! Bookmark not defined.**
Figure 4-33: RxRenewal Response Information Section ..... **Error! Bookmark not defined.**
Figure 4-34: Medication Profile ..... **Error! Bookmark not defined.**
Figure 4-35: Rx Activity Log 1 ..... **Error! Bookmark not defined.**
Figure 4-36: Rx Activity Log 2 ..... **Error! Bookmark not defined.**
Figure 4-37: Medication Profile – Pending Line Entry ..... **Error! Bookmark not defined.**
Figure 4-38: AC/Accept eRx Renewal ..... **Error! Bookmark not defined.**
Figure 4-39: Renewed Rx Active in Medication Profile ..... **Error! Bookmark not defined.**
Figure 4-40: RxRenewal Response RXC Status in the Holding Queue **Error! Bookmark not defined.**
Figure 4-41: RxRenewal Response Details Screen ..... **Error! Bookmark not defined.**
Figure 4-42: RxRenewal Request RRC in the Holding Queue **Error! Bookmark not defined.**
Figure 4-43: RxRenewal Request Details Screen ..... **Error! Bookmark not defined.**
Figure 4-44: RXN Status in Holding Queue List View 14
Figure 4-45: RxRenewal Response Details Screen 14
Figure 4-46: RxRenewal Response Information Section 15
Figure 4-47: RXW Status in the Holding Queue 15
Figure 4-48: RxRenewal Response Details Screen 16
Figure 4-49: RXP Status in Holding Queue 16
Figure 4-50: Medication Profile – Pending Line Entry 17
Figure 4-51: RXC Status in the Holding Queue 17
Figure 4-52: RxRenewal Response Details Screen 18
Figure 4-53: RRC Status in the Holding Queue 18
Figure 4-54: RxRenewal Request Details Screen 19
Figure 4-55: RXD Status in the Holding Queue List View 19
Figure 4-56: RxRenewal Response Denied/DNTF Details Screen 20
Figure 4-57: RxRenewal Response Information Section 20
Figure 4-58: Medication Profile – eRx After DNTF RxRenewal Response 21
Figure 4-59: Activity Log 1 21
Figure 4-60: Activity Log 2 22
Figure 4-61: RRP Status in the Holding Queue 22
Figure 4-62: RXD Status in the Holding Queue List View 24
Figure 4-63: RxRenewal Response Details Screen – Denied 24
Figure 4-64: RxRenewal Response Information Section 25
Figure 4-65: RXR Status in Holding Queue List View 26
Figure 4-66: eRx record discontinued in Outpatient 26

Figure 4-67: Activity Log of eRx record discontinued in Outpatient 1 27
Figure 4-68: Activity Log of eRx record discontinued in Outpatient 2 27
Figure 4-69: RxRenewal Response - Replace Details Screen 28
Figure 4-70: RxRenewal Response - Replace Information Section 28
Figure 4-71: RXI Status in the Holding Queue 29
Figure 4-72: RXI – Summary/Details screen 29
Figure 4-73: RXW Status in the Holding Queue 30
Figure 4-74: RXW – Summary/Details screen 30
Figure 4-75: RXP Status in Holding Queue 31
Figure 4-76: Medication Profile – Pending Line Entry 31
Figure 4-77: Replace Response to an active Rx in Active Section of the Medication Profile 32
Figure 4-78: RXC Status in the Holding Queue 32
Figure 4-79: RxRenewal Response Details Screen 33
Figure 4-80: RRC Status in the Holding Queue 33
Figure 4-81: RxRenewal Request Details Screen 34
Figure 4-82: RXE Status in Holding Queue List View 35
Figure 4-83: RxRenewal Response - Replace Details Screen for RXE 35
Figure 4-84: Replace Response Processing Error Warning Text/Prompt 36
Figure 4-85: Add Comments 38
Figure 4-86: RxRenewal Request Comments 38
Figure 4-87: Replacing RxRenewal Request Comments 39
Figure 4-88: RxRenewal Request Comments Updated 39
Figure 4-89: RXD Status in the Holding Queue List View 40
Figure 4-90: RxRenewal Response Denied/DNTF Details Screen 41
Figure 4-91: Acknowledge RxRenewal Response Message 41
Figure 4-92: RXA Status in the Holding Queue 42
Figure 4-93: RxRenewal Response Acknowledged Details Screen 42
Figure 4-94: RRE Status in the Holding Queue List View 43
Figure 4-95: RxRenewal Request Error Details Screen 43
Figure 4-96: Acknowledge Action 44
Figure 4-97: IRA Status in the Holding Queue 44
Figure 4-98: Inbound Error Details Screen – Inbound RxRenewal Request Error Acknowledged 45
Figure 5-1: Hidden Action – EC/eRx Change Request ..... **Error! Bookmark not defined.**
Figure 5-2: NewRx in HC Status ..... **Error! Bookmark not defined.**
Figure 5-3: eRx information on EC Form ..... **Error! Bookmark not defined.**
Figure 5-4: Optional Note on EC Form ..... **Error! Bookmark not defined.**
Figure 5-5: Selecting eRx Drug on EC Form ..... **Error! Bookmark not defined.**
Figure 5-6: Selecting Drug from local file on EC Form ..... **Error! Bookmark not defined.**
Figure 5-7: Skip Quantity entry on EC Form ..... **Error! Bookmark not defined.**
Figure 5-8: Quantity related fields on EC Form ..... **Error! Bookmark not defined.**
Figure 5-9: Days Supply and Refills on EC Form ..... **Error! Bookmark not defined.**
Figure 5-10: SIG on EC Form ..... **Error! Bookmark not defined.**
Figure 5-11: Additional Questions on EC Form ..... **Error! Bookmark not defined.**
Figure 5-12: G Unavailable When Substitutions Are Allowed **Error! Bookmark not defined.**
Figure 5-13: eRx information and optional Note on EC Form. **Error! Bookmark not defined.**
Figure 5-14: Question on EC Form for P Type Request ..... **Error! Bookmark not defined.**
Figure 5-15: Change Request code and Sub Codes for U Type Request .. **Error! Bookmark not defined.**

Figure 5-16: Change Request Sub Codes List for U Type Request.....**Error! Bookmark not defined.**
Figure 5-17: Optional Note on EC From for U Type Request .**Error! Bookmark not defined.**
Figure 5-18: Question on EC Form for U Type Request.....**Error! Bookmark not defined.**
Figure 5-19: Message View Action and RxChange Request ..**Error! Bookmark not defined.**
Figure 5-20: Message View Displaying RxChange Request Messages Error! Bookmark not defined.**
Figure 5-21: RxChange Request – New .....**Error! Bookmark not defined.**
Figure 5-22: RxChange Medication Request 1 .....**Error! Bookmark not defined.**
Figure 5-23: RxChange Medication Request 2 .....**Error! Bookmark not defined.**
Figure 5-24: RxChange Request and Message History.....**Error! Bookmark not defined.**
Figure 5-25: RxChange Request – New (P type request) .....**Error! Bookmark not defined.**
Figure 5-26: RxChange Request – New (U type request).....**Error! Bookmark not defined.**
Figure 5-27: Message View Action.....**Error! Bookmark not defined.**
Figure 5-28: Holding Queue Displaying RxChange Response Messages . **Error! Bookmark not defined.**
Figure 5-29: RxChange Response Message Details – Approved (D, G, T, S and OS Request Types).....**Error! Bookmark not defined.**
Figure 5-30: RxChange Response Information – Approved (D, G, T, S and OS Request Types).....**Error! Bookmark not defined.**
Figure 5-31: RxChange Response Message Details – AwC (D, G, T, S and OS Request Types).....**Error! Bookmark not defined.**
Figure 5-32: RxChange Response Information – AwC (D, G, T, S and OS Request Types) .....**Error! Bookmark not defined.**
Figure 5-33: RxChange Response Message Details – Validated (U Request Type) .....**Error! Bookmark not defined.**
Figure 5-34: RxChange Response Information – Validated (U Request Type).....**Error! Bookmark not defined.**
Figure 5-35: RxChange Response Message Details – Approved (P Request Type).....**Error! Bookmark not defined.**
Figure 5-36: RxChange Response Information – Approved (P Request Type).....**Error! Bookmark not defined.**
Figure 5-37: RxChange Response Message Details – Denied (All Request Types) .....**Error! Bookmark not defined.**
Figure 5-38: RxChange Response Information – Denied (All Request Types).....**Error! Bookmark not defined.**
Figure 5-39: RxChange Request Information and Message History....**Error! Bookmark not defined.**
Figure 5-40: CXN Status in Holding Queue List View.....**Error! Bookmark not defined.**
Figure 5-41: Original eR$_X$ record auto-canceled in Holding Queue.....**Error! Bookmark not defined.**
Figure 5-42: RxChange Response - Approved (fillable) Details Screen .... **Error! Bookmark not defined.**
Figure 5-43: RxChange Response - Approved (fillable) Information Section.....**Error! Bookmark not defined.**
Figure 5-44: CXI Status in the Holding Queue.....**Error! Bookmark not defined.**
Figure 5-45: CXI – Summary/Details screen .....**Error! Bookmark not defined.**
Figure 5-46: CXW Status in the Holding Queue.....**Error! Bookmark not defined.**
Figure 5-47: CXW – Summary/Details screen.....**Error! Bookmark not defined.**
Figure 5-48: CXP Status in Holding Queue.....**Error! Bookmark not defined.**
Figure 5-49: Medication Profile – Pending Line Entry.....**Error! Bookmark not defined.**

Figure 5-50: RxChange Response to an active R_X in Active Section of the Medication Profile ..... **Error! Bookmark not defined.**
Figure 5-51: CXC Status in the Holding Queue ..... **Error! Bookmark not defined.**
Figure 5-52: RxChange Response Details Screen ..... **Error! Bookmark not defined.**
Figure 5-53: CRC Status in the Holding Queue ..... **Error! Bookmark not defined.**
Figure 5-54: RxChange Request Details Screen ..... **Error! Bookmark not defined.**
Figure 5-55: CXE Status in Holding Queue List View ..... **Error! Bookmark not defined.**
Figure 5-56: RxChange Response - Message Details Screen for CXE . **Error! Bookmark not defined.**
Figure 5-57: RxChange Response Processing Error Warning Text/Prompt ..... **Error! Bookmark not defined.**
Figure 5-58: CXY Status in the Holding Queue List View ..... **Error! Bookmark not defined.**
Figure 5-59: RxChange Response Details Screen – Approved for P Request Type ..... **Error! Bookmark not defined.**
Figure 5-60: RxChange Response Information Section ..... **Error! Bookmark not defined.**
Figure 5-61: CXD Status in the Holding Queue List View ..... **Error! Bookmark not defined.**
Figure 5-62: RxChange Response Details Screen – Denied .. **Error! Bookmark not defined.**
Figure 5-63: RxChange Response Information Section ..... **Error! Bookmark not defined.**
Figure 5-64: Add Comments ..... **Error! Bookmark not defined.**
Figure 5-65: RxChange Request Comments ..... **Error! Bookmark not defined.**
Figure 5-66: Replacing RxChange Request Comments ..... **Error! Bookmark not defined.**
Figure 5-67: RxChange Request Comments Updated ..... **Error! Bookmark not defined.**
Figure 5-68: CXD Status in the Holding Queue List View ..... **Error! Bookmark not defined.**
Figure 5-69: RxChange Response Denied Details Screen ..... **Error! Bookmark not defined.**
Figure 5-70: CXA Status in the Holding Queue ..... **Error! Bookmark not defined.**
Figure 5-71: RxChange Response Acknowledged Details Screen ..... **Error! Bookmark not defined.**
Figure 5-72: CRE Status in the Holding Queue List View ..... **Error! Bookmark not defined.**
Figure 5-73: RxChange Request Error Details Screen ..... **Error! Bookmark not defined.**
Figure 5-74: ICA Status in the Holding Queue ..... **Error! Bookmark not defined.**
Figure 5-75: Inbound Error Details Screen – Inbound RxChange Request Error Acknowledged ..... **Error! Bookmark not defined.**
Figure 6-1: CAO Status in Holding Queue ..... **Error! Bookmark not defined.**
Figure 6-2: Holding Queue List View ..... **Error! Bookmark not defined.**
Figure 6-3: CancelRx Request Details ..... **Error! Bookmark not defined.**
Figure 6-4: CancelRx Request Details – CancelRx Request Information .. **Error! Bookmark not defined.**
Figure 6-5: Holding Queue List View - CancelRx Response .. **Error! Bookmark not defined.**
Figure 6-6: CancelRx Response Details ..... **Error! Bookmark not defined.**
Figure 6-7: Holding Queue List View – CAP ..... **Error! Bookmark not defined.**
Figure 6-8: CAP Details Screen 1 ..... **Error! Bookmark not defined.**
Figure 6-9: CAP Details Screen 2 ..... **Error! Bookmark not defined.**
Figure 6-10: CAO Status in Holding Queue List View ..... **Error! Bookmark not defined.**
Figure 6-11: CAO Details Screen 1 ..... **Error! Bookmark not defined.**
Figure 6-12: CAO Details Screen 2 ..... **Error! Bookmark not defined.**
Figure 6-13: CAH Status in Holding Queue List View ..... **Error! Bookmark not defined.**
Figure 6-14: CAH Details Screen ..... **Error! Bookmark not defined.**
Figure 6-15: Medication Profile ..... **Error! Bookmark not defined.**
Figure 6-16: R_X Activity Log 1 ..... **Error! Bookmark not defined.**
Figure 6-17: R_X Activity Log 2 ..... **Error! Bookmark not defined.**
Figure 6-18: CancelRx Details Screen in Holding Queue 1 ..... **Error! Bookmark not defined.**

Figure 6-19: CancelRx Details Screen in Holding Queue 2 ....**Error! Bookmark not defined.**
Figure 6-20: NewRx Details Screen.....**Error! Bookmark not defined.**
Figure 6-21: Cancel Completed in Holding Queue .....**Error! Bookmark not defined.**
Figure 6-22: Holding Queue – eRX in CAO Status .....**Error! Bookmark not defined.**
Figure 6-23: Additional Action - ACK.....**Error! Bookmark not defined.**
Figure 6-24: Acknowledge Record.....**Error! Bookmark not defined.**
Figure 6-25: Holding Queue – CAA Status.....**Error! Bookmark not defined.**
Figure 6-26: CancelRx Request Acknowledged .....**Error! Bookmark not defined.**
Figure 6-27: Holding Queue – eRX in CAH Status.....**Error! Bookmark not defined.**
Figure 6-28: Additional Action - ACK.....**Error! Bookmark not defined.**
Figure 6-29: Select Response Type .....**Error! Bookmark not defined.**
Figure 6-30: Acknowledge Record.....**Error! Bookmark not defined.**
Figure 6-31: Holding Queue – CAA Status.....**Error! Bookmark not defined.**
Figure 6-32: CancelRx Request Acknowledged .....**Error! Bookmark not defined.**
Figure 6-33: Add Comments .....**Error! Bookmark not defined.**
Figure 6-34: CancelRx Request Comments.....**Error! Bookmark not defined.**
Figure 6-35: CancelRx Request Comments.....**Error! Bookmark not defined.**
Figure 6-36: CancelRx Request Comments Updated .....**Error! Bookmark not defined.**

List of Tables

Table 1: Inbound ePrescribing Web-Based Application User Roles & Capabilities.....**Error! Bookmark not defined.**
Table 2: NewRx, Refill/RxRenewal Request and Response, CancelRx Request and Response (v2.0 and v3.0).....**Error! Bookmark not defined.**
Table 3: RxRenewal Response – Replace Type (v4.0).....**Error! Bookmark not defined.**
Table 4: RxChange Response – Replace Type (v4.0).....**Error! Bookmark not defined.**
Table 5: Track/Audit Search Criteria Descriptions .....**Error! Bookmark not defined.**
Table 6: Search Results Fields & Descriptions .....**Error! Bookmark not defined.**
Table 7: NewRx Only Summary Report Columns.....**Error! Bookmark not defined.**
Table 8: Auto Check Details Report Columns .....**Error! Bookmark not defined.**
Table 9: Reject Reason Report Columns.....**Error! Bookmark not defined.**
Table 10: eRX Summary Report Columns .....**Error! Bookmark not defined.**
Table 11: Patient Centric View.....**Error! Bookmark not defined.**
Table 12: CancelRx Request and Response.....**Error! Bookmark not defined.**
Table 13: Scenarios for Automated Approved CancelRx Responses .**Error! Bookmark not defined.**
Table 14: Scenarios for Manual Approved or Denied CancelRx Responses.....**Error! Bookmark not defined.**
Table 15: Scenarios for Automated Approved CancelRx Responses when the original is a NewRx.....**Error! Bookmark not defined.**
Table 16: Scenarios for Manual Approved or Denied CancelRx Responses for NewRx .....**Error! Bookmark not defined.**
Table 17: Scenarios for CancelRx Failed.....**Error! Bookmark not defined.**
Table 18: Acronyms and Abbreviations.....**Error! Bookmark not defined.**
Table 19: Holding Queue Status Codes & Descriptions for NewRx Message Type .....**Error! Bookmark not defined.**
Table 20: Holding Queue Status Codes & Descriptions for RxRenewal Request Message Type.....**Error! Bookmark not defined.**
Table 21: Holding Queue Status Codes & Descriptions for RxRenewal Response Message Type.....**Error! Bookmark not defined.**

Table 22: Holding Queue Status Codes & Descriptions for RxChange Request Message Type ..... **Error! Bookmark not defined.**
Table 23: Holding Queue Status Codes & Descriptions for RxChange Response Message Type ..... **Error! Bookmark not defined.**
Table 24: Holding Queue Status Codes & Descriptions for CancelRx Request Message Type ..... **Error! Bookmark not defined.**
Table 25: Holding Queue Status Codes & Descriptions for CancelRx Response Message Type ..... **Error! Bookmark not defined.**
Table 26: Holding Queue Status Codes & Descriptions for Inbound Error Message Type ..... **Error! Bookmark not defined.**
Table 27: Reject Reason Codes (NewRx Message Only) ..... **Error! Bookmark not defined.**
Table 28: Remove Reason Codes (NewRx Message Only) .... **Error! Bookmark not defined.**
Table 29: NCPDP Error Codes ..... **Error! Bookmark not defined.**

4.6.2.2 Changes to Provider Segment

In some scenarios, the RxRenewal Response message displays in the Holding Queue List View screen. If the changes are related to the provider or the provider and number of renewals, the RxRenewal Response displays in the Holding Queue List View because the pharmacist needs to validate the updates to the Provider.

When a RxRenewal Response message type is Approved with Changes, Provider segment only, or Provider and number of renewals in the Drug segment, it displays in the Holding Queue List View screen. It can also be found using <**MV**> Message View or <**SR**> Search. The status of the Approved with Changes RxRenewal Response is "RXN" (RxRenewal Response - New).

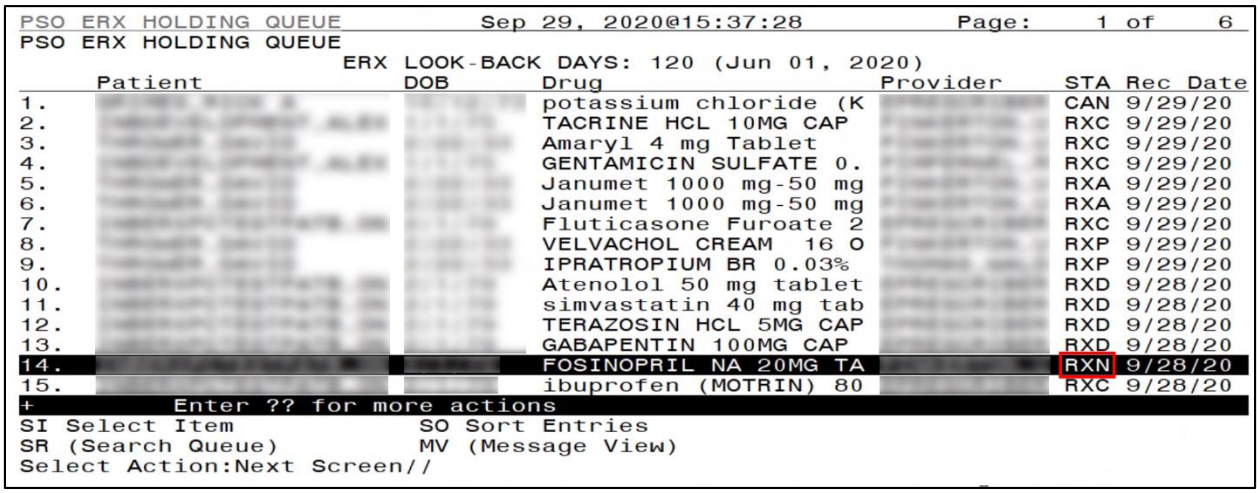


Figure Error! No text of specified style in document.**-1: RXN Status in Holding Queue List View**

The RxRenewal Response details displays the RxRenewal Response Message type.

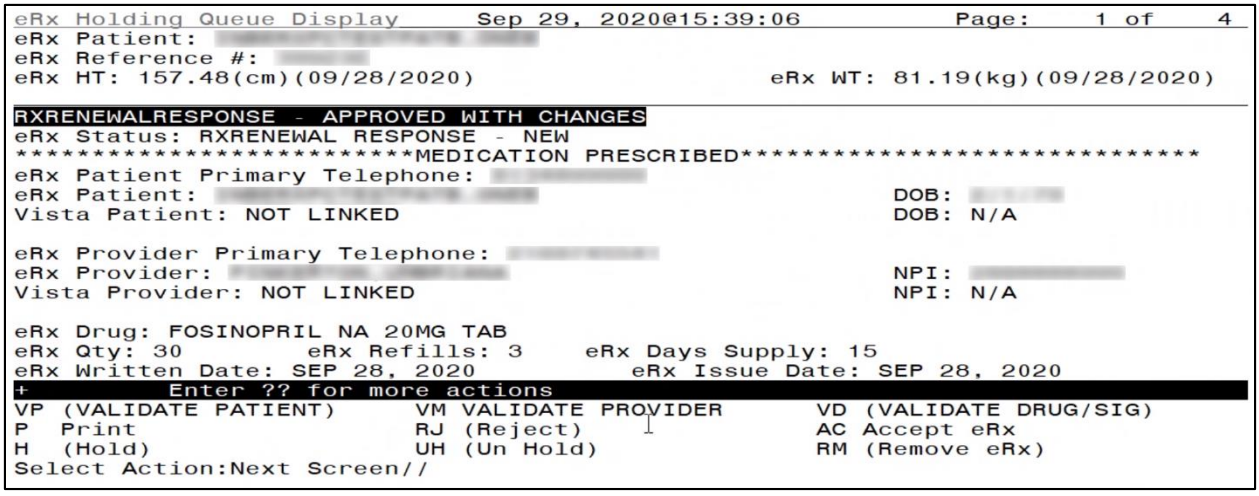


Figure Error! No text of specified style in document.**-2: RxRenewal Response Details Screen**

As the user continues to scroll, the RxRenewal Response Information section indicates the RxRenewal Response Message type is Approved with Changes.

```
************************RXRENEWAL RESPONSE INFORMATION**************************
APPROVED WITH CHANGES
Response Date/Time: SEP 28, 2020@17:40:15
Note: Approved with Changes Provider Changed

RxRenewal Response Comments:
Comments By:
Comments Date/Time:
```

Figure Error! No text of specified style in document.**-3: RxRenewal Response Information Section**

If the user edits the provider's information when they exercise <**VM**> Validate Provider on this response, the status of the record changes to "RXW" (RxRenewal Response – Waiting). When the user accepts the validation <**AV**> under <**VM**> Validate Provider, the status of the record changes to "RXW" (RxRenewal Response – Waiting).

```
PSO ERX HOLDING QUEUE          Sep 29, 2020@15:44:13          Page:    1 of    6
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
     Patient              DOB       Drug                    Provider     STA Rec Date
1.                                  potassium chloride (K                CAN 9/29/20
2.                                  TACRINE HCL 10MG CAP                 RXC 9/29/20
3.                                  Amaryl 4 mg Tablet                   RXC 9/29/20
4.                                  GENTAMICIN SULFATE 0.                RXC 9/29/20
5.                                  Janumet 1000 mg-50 mg                RXA 9/29/20
6.                                  Janumet 1000 mg-50 mg                RXA 9/29/20
7.                                  Fluticasone Furoate 2                RXC 9/29/20
8.                                  VELVACHOL CREAM  16 O                RXP 9/29/20
9.                                  IPRATROPIUM BR 0.03%                 RXP 9/29/20
10.                                 Atenolol 50 mg tablet                RXD 9/28/20
11.                                 simvastatin 40 mg tab                RXD 9/28/20
12.                                 TERAZOSIN HCL 5MG CAP                RXD 9/28/20
13.                                 GABAPENTIN 100MG CAP                 RXD 9/28/20
14.                                 FOSINOPRIL NA 20MG TA                RXW 9/28/20
15.                                 ibuprofen (MOTRIN) 80                RXC 9/28/20
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV (Message View)
Select Action:Next Screen//
```

Figure Error! No text of specified style in document.**-4: RXW Status in the Holding Queue**

The user may select the record to view the RxRenewal Response Details screen.

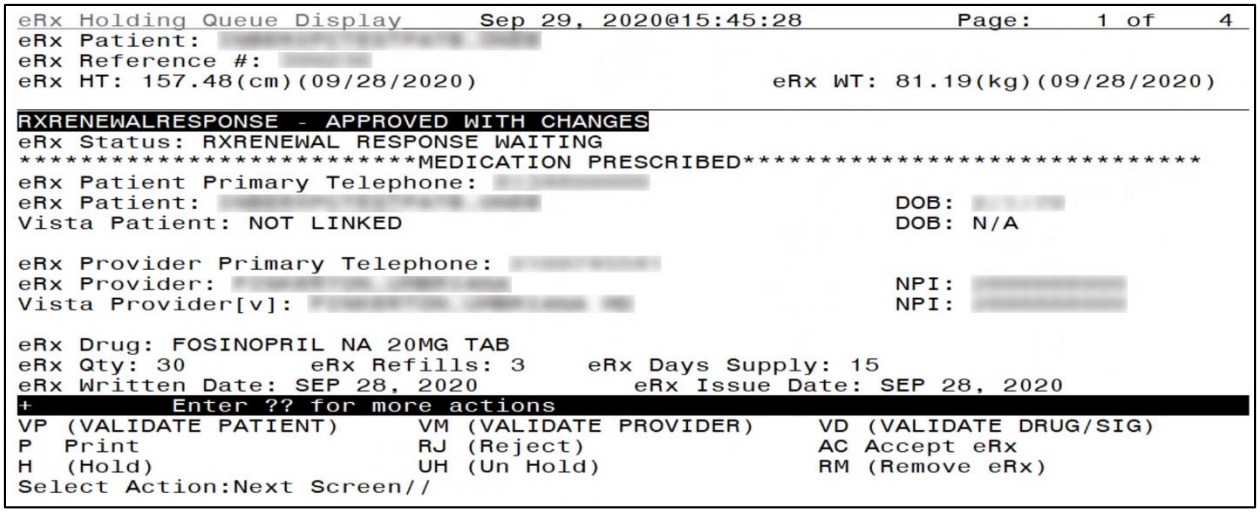


Figure Error! No text of specified style in document.**-5: RxRenewal Response Details Screen**

When the user accepts the RxRenewal Response record using <**AC**>, the status of the record changes to "RXP" (RxRenewal Response Processed), and it is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

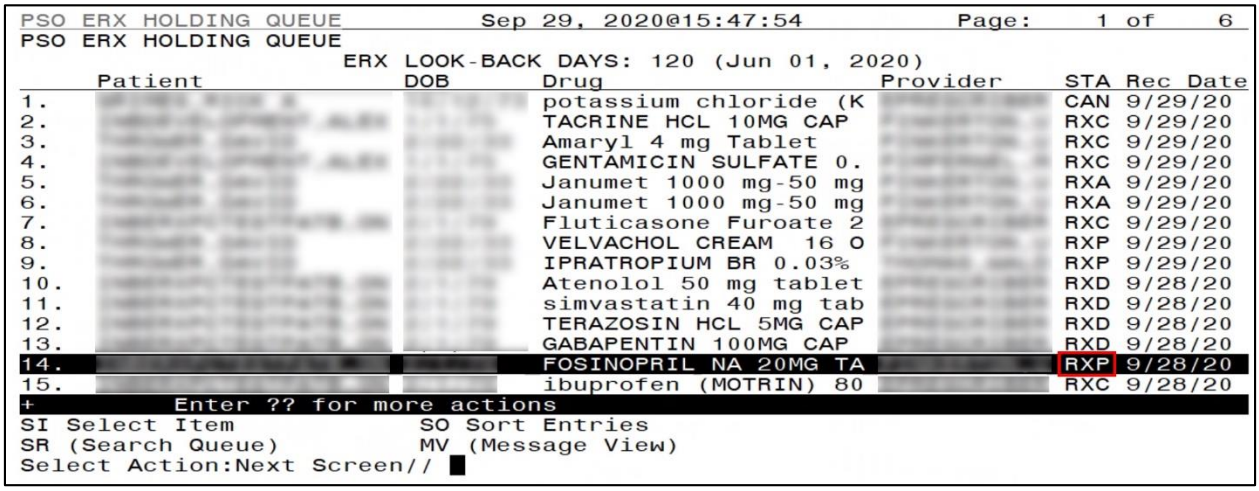


Figure Error! No text of specified style in document.**-6: RXP Status in Holding Queue**

On the OP side, a pending line entry is added for the user to renew the Approved with Changes RxRenewal Response.

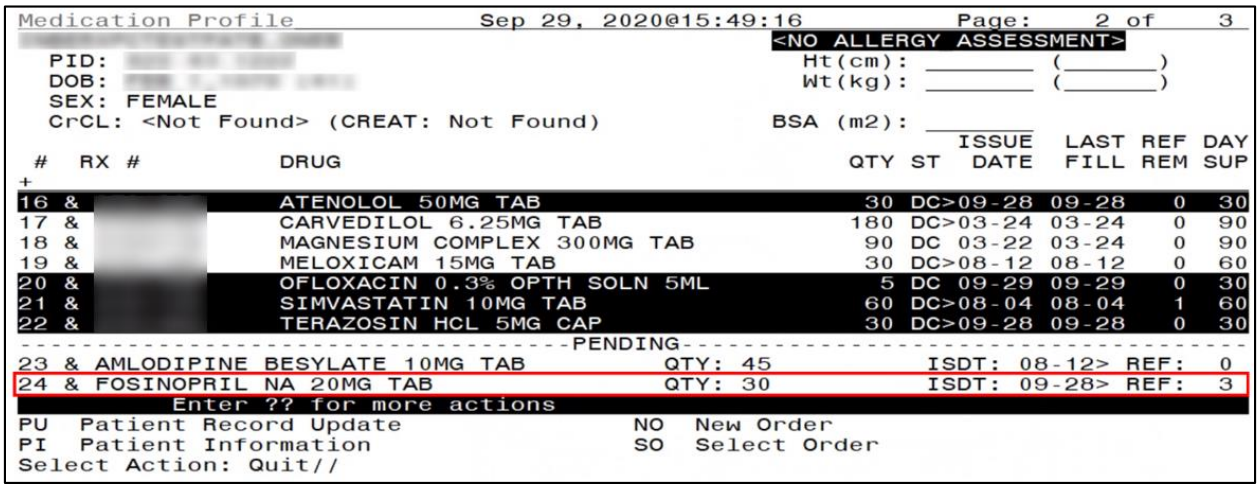


Figure Error! No text of specified style in document.**-7: Medication Profile – Pending Line Entry**

For information about how to process the Approved with Changes RxRenewal Response further in OP, refer to section **Error! Reference source not found. Error! Reference source not found.**.

Once the Approved with Changes RxRenewal Response is successfully renewed in Outpatient Pharmacy, the status of the RxRenewal Response in the Holding Queue changes to "RXC" (RxRenewal Response Completed).

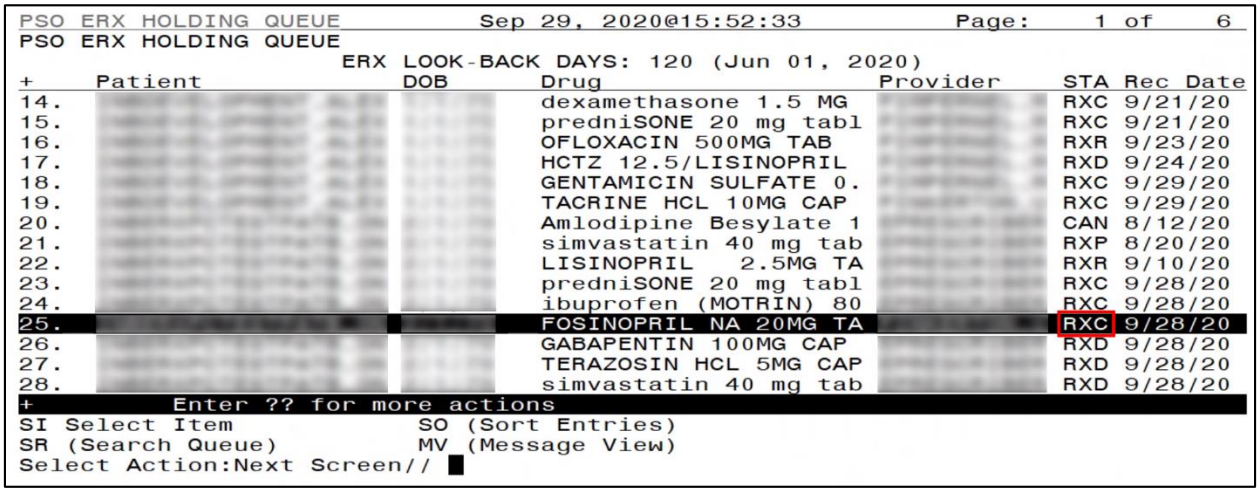


Figure Error! No text of specified style in document.**-8: RXC Status in the Holding Queue**

Select the record to view the RxRenewal Response details screen.

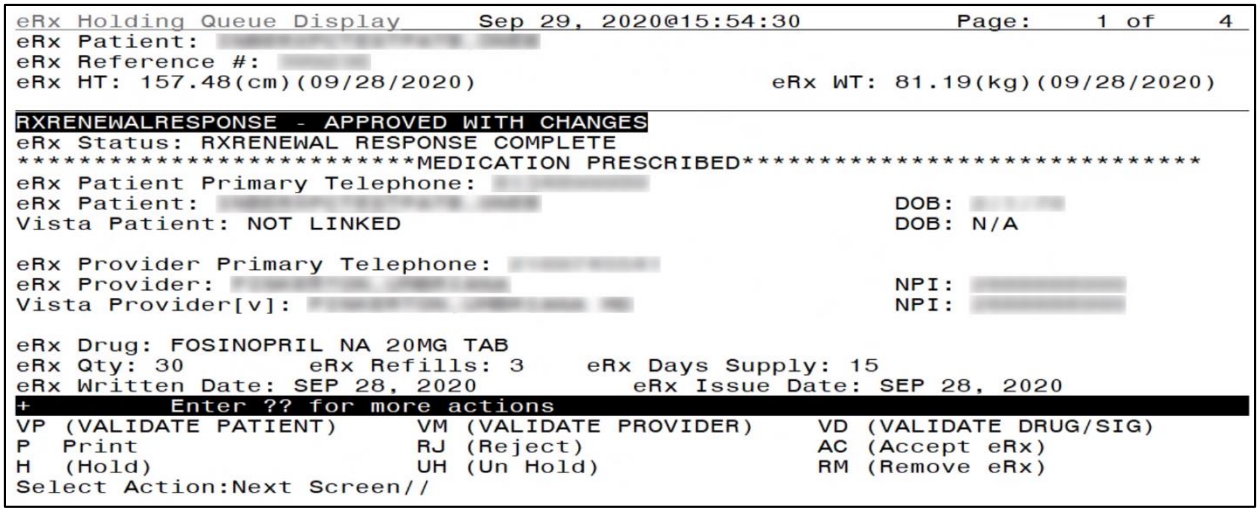


Figure Error! No text of specified style in document.**-9: RxRenewal Response Details Screen**

The status of the corresponding RxRenewal Request changes to "RRC" (RxRenewal Request Completed).

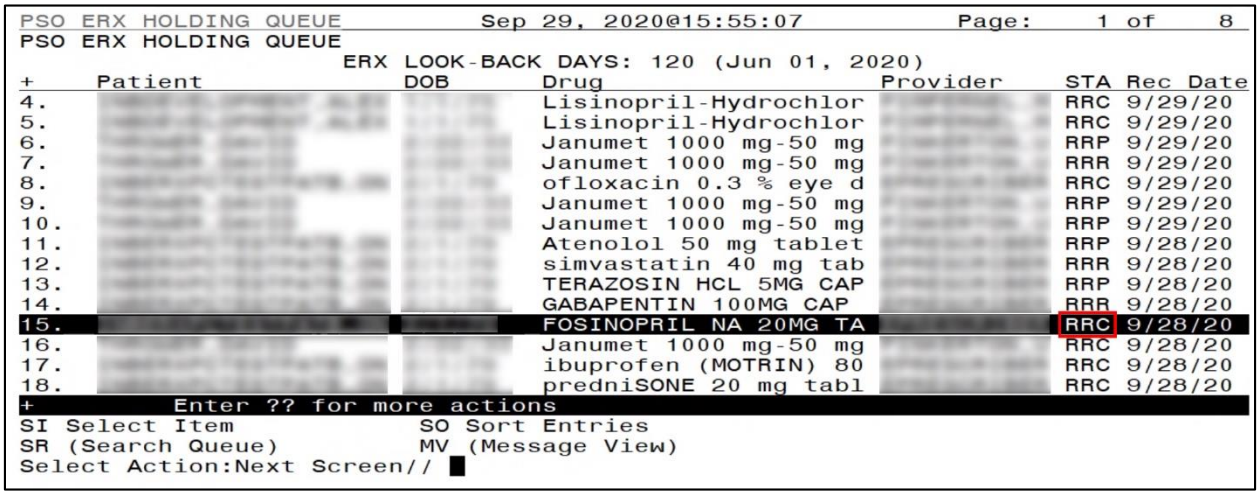


Figure Error! No text of specified style in document.**-10: RRC Status in the Holding Queue**

Select the record to view the RxRenewal Request details screen.

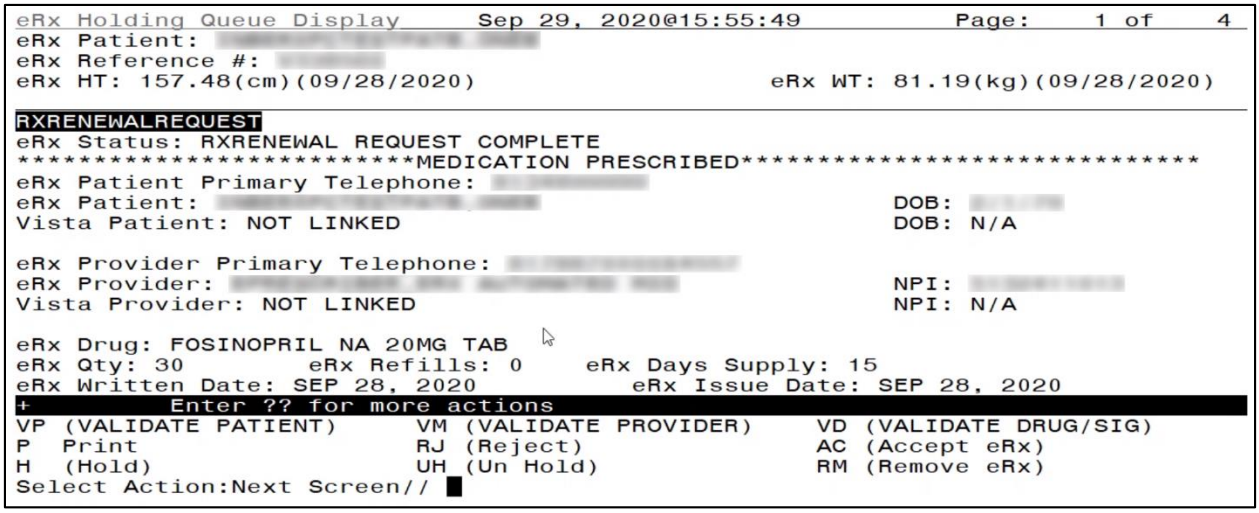


Figure Error! No text of specified style in document.**-11: RxRenewal Request Details Screen**

The <**VP**>, <**VM**>, <**VD**>, <**Hold**>, <**UnHold**>, <**RJ**>, <**RM**>, and <**AC**> actions are in parentheses ( ), therefore the user cannot select these actions for this message type.

4.6.3 Denied, New Prescription to Follow

Another RxRenewal Response message type is Denied New Prescription to Follow (DNTF). This indicates the renewal is denied, but a NewRx will follow.

When a RxRenewal Response message type is Denied NewRx to Follow (DNTF), it will display in the List View screen. It can also be found using <**MV**> Message View or <**SR**> Search. The status of the DNTF RxRenewal Response will be "RXD" (RxRenewal Response Denied/DNTF).

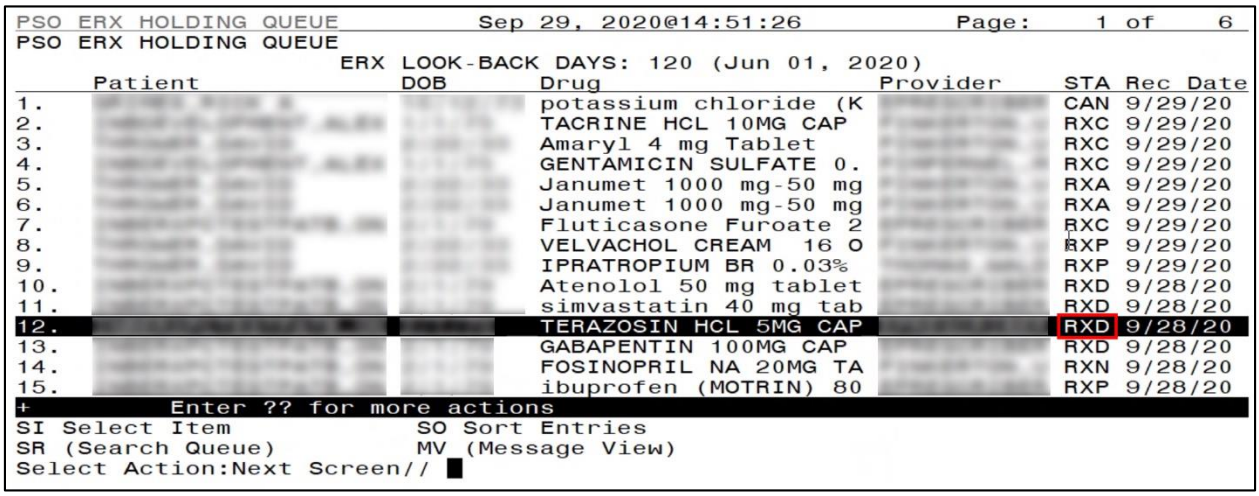


Figure Error! No text of specified style in document.**-12: RXD Status in the Holding Queue List View**

The RxRenewal Response details display the RxRenewal Response Message type.

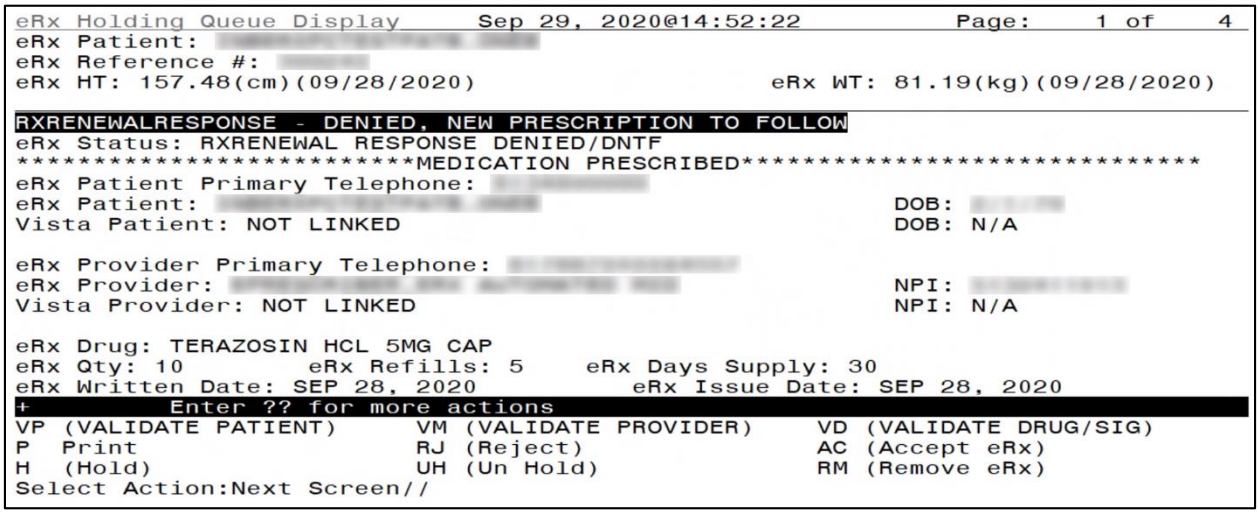


Figure Error! No text of specified style in document.**-13: RxRenewal Response Denied/DNTF Details Screen**

In the below figure, the RxRenewal Response Information segment indicates the RxRenewal Response Message type is Denied, New Prescription to Follow.

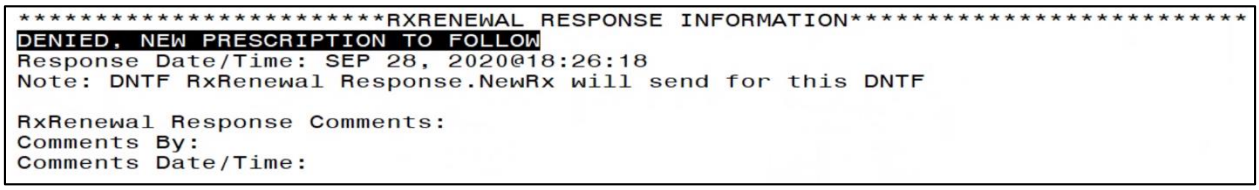


Figure Error! No text of specified style in document.**-14: RxRenewal Response Information Section**

On the Outpatient side, the eR$_X$ Prescription on which the renewal was requested is auto-Discontinued (auto-DC).

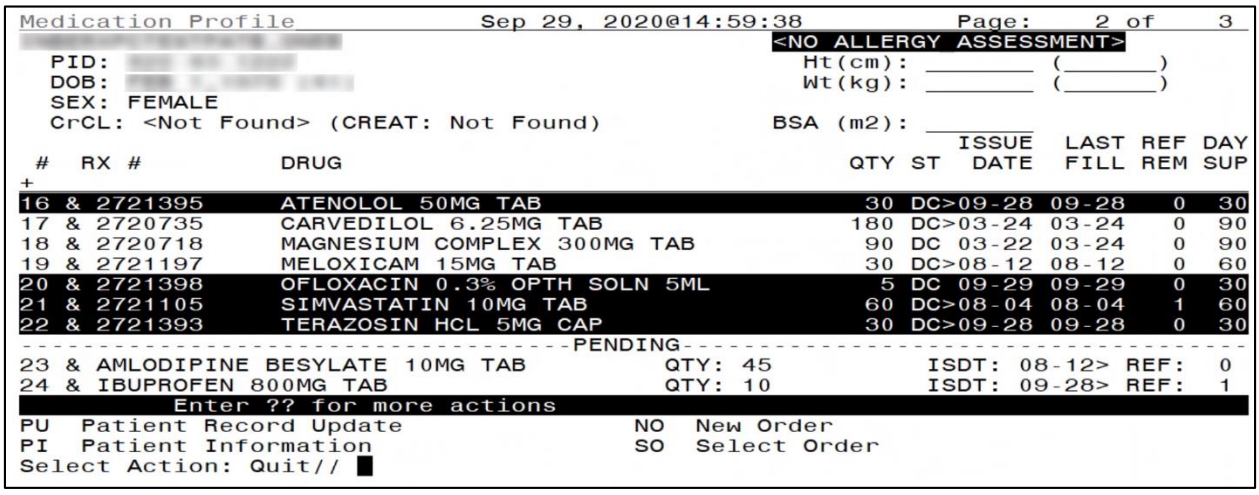


Figure Error! No text of specified style in document.**-15: Medication Profile – eR$_X$ After DNTF RxRenewal Response**

The Activity Log on the OP side is updated to display that the eR$_X$ Prescription has been auto-Discontinued.

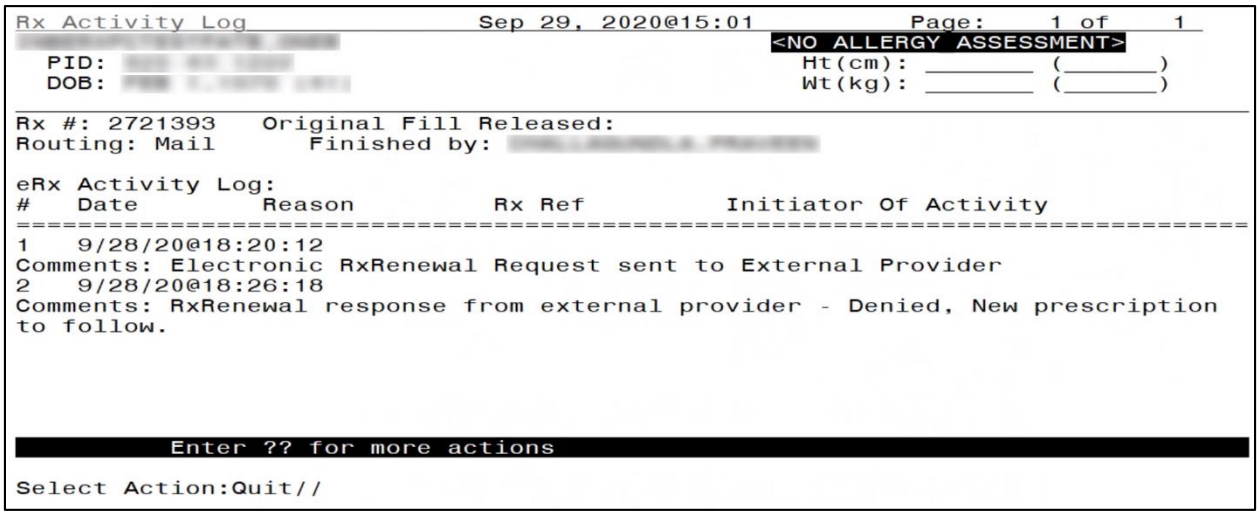


Figure Error! No text of specified style in document.**-16: Activity Log 1**

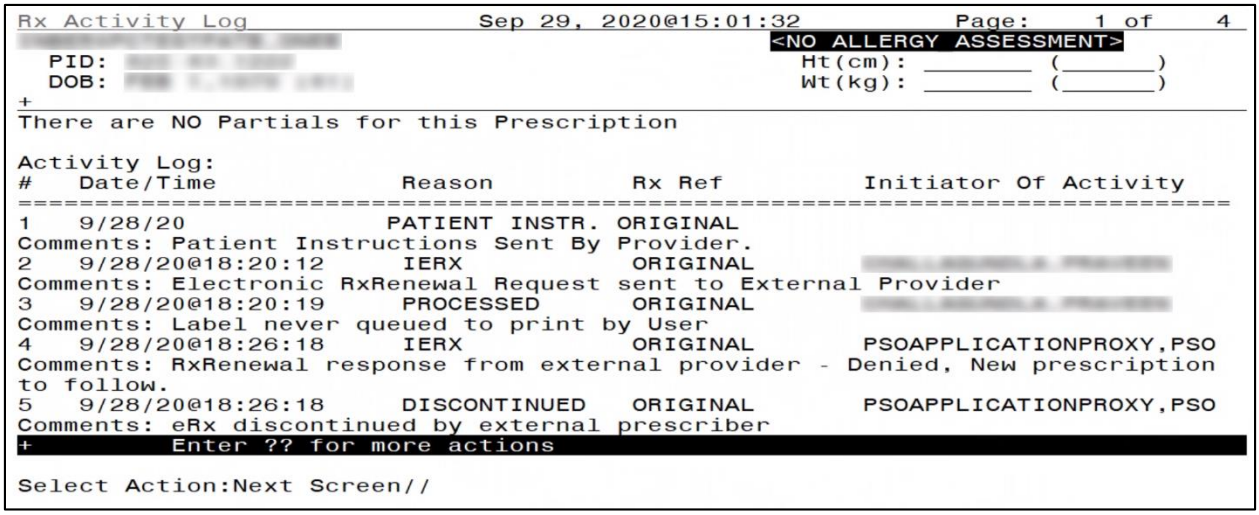


Figure Error! No text of specified style in document.**-17: Activity Log 2**

Once the DNTF RxRenewal Response has successfully auto-Discontinued the eR$_X$ Prescription in OP, the status of the RxRenewal Response in the Holding Queue continues to display as "RXD" (RxRenewal Response Denied/DNTF).

The status of the corresponding RxRenewal Request will change to "RRP" (RxRenewal Request Processed).

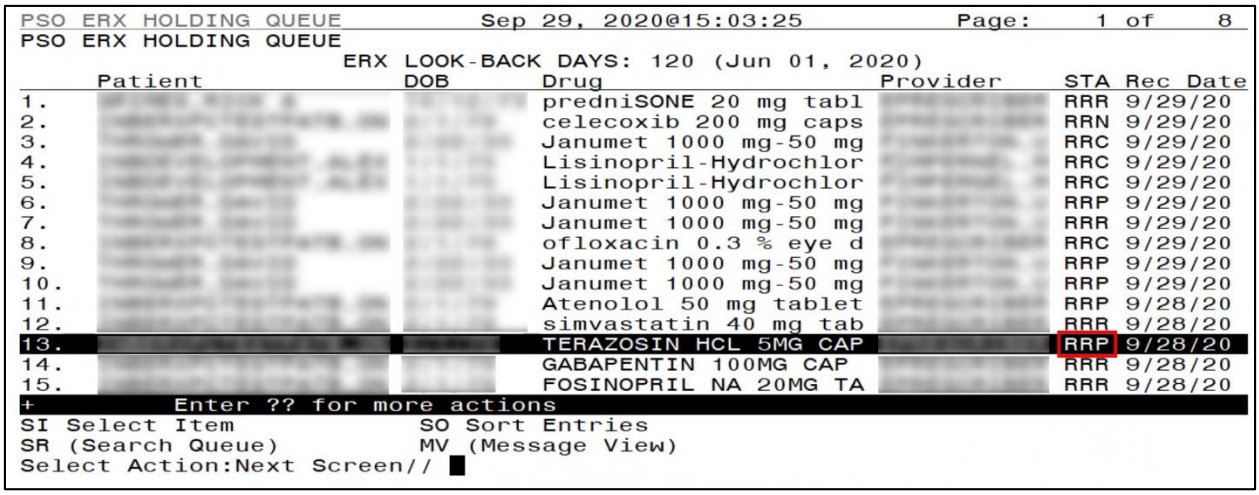


Figure Error! No text of specified style in document.**-18: RRP Status in the Holding Queue**

The <**VP**>, <**VM**>, <**VD**>, <**Hold**>, <**UnHold**>, <**RJ**>, <**RM**>, and <**AC**> actions are in parentheses "( )", therefore the user cannot select these actions for this message type.

4.6.3.1 RxRenewal Response Failed (RXF)

RxRenewal Response Failed (RXF) is an actionable status used for the RxRenewal Response types Approved, Approved with Changes, and Denied NewRx to Follow (DNTF) if a failure occurs. One scenario is when a patient's Outpatient Profile record is locked in OERR and a DNTF RxRenewal Response is attempting to auto-Discontinue an eR_X record at the same time. Another scenario is when a RxRenewal Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a DNTF RxRenewal Response is sent for the prescription.

NOTE: Additional RXF scenarios are as follows:
RXF applies to Approved, Approved with Changes and Denied NewRx to Follow response types only.

1. When a user selects an active eR_X from OP that has an outstanding RxRenewal Request and locks it, and at the same time an Approved or Approved with Changes RxRenewal Response is received, a new pending line entry for that response is added in OP.
2. When a RxRenewal Request is sent out for a prescription and it is manually discontinued before receiving a response, if an Approved or Approved with Changes RxRenewal Response is received, a new pending line entry for that response is added in OP.
3. When a user selects an active eR_X from OP in Backdoor Orders that has an outstanding RxRenewal Request and locks it, and at the same time a DNTF RxRenewal Response is received, the Prescription gets auto-Discontinued and the corresponding Response is marked as "RXD" in the Holding Queue. However, if the record is locked in Edit mode in Backdoor Orders, the response fails to auto-Discontinue and is marked as "RXF" in the Holding Queue.
4. When a RxRenewal Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If an Approved RxRenewal Response is then received, no pending line entry is added in OP. The VA Order (non-eR_X) is not modified by the response. The response is marked as "RXN" in the Holding Queue.
5. When a RxRenewal Request is sent out for a prescription and it is renewed within VA, the prescription becomes a non-electronic prescription. If a DNTF RxRenewal Response is then received, the VA Order (non-eR_X) is not auto-Discontinued by the response. The response is marked as "RXD" in the Holding Queue.

4.6.4 Denied

Another RxRenewal Response message type is Denied. This indicates the renewal request is denied.

When a RxRenewal Response – Denied type is received in the Holding Queue, it is displayed in the List View in "RXD" status (RxRenewal Response Denied/DNTF).

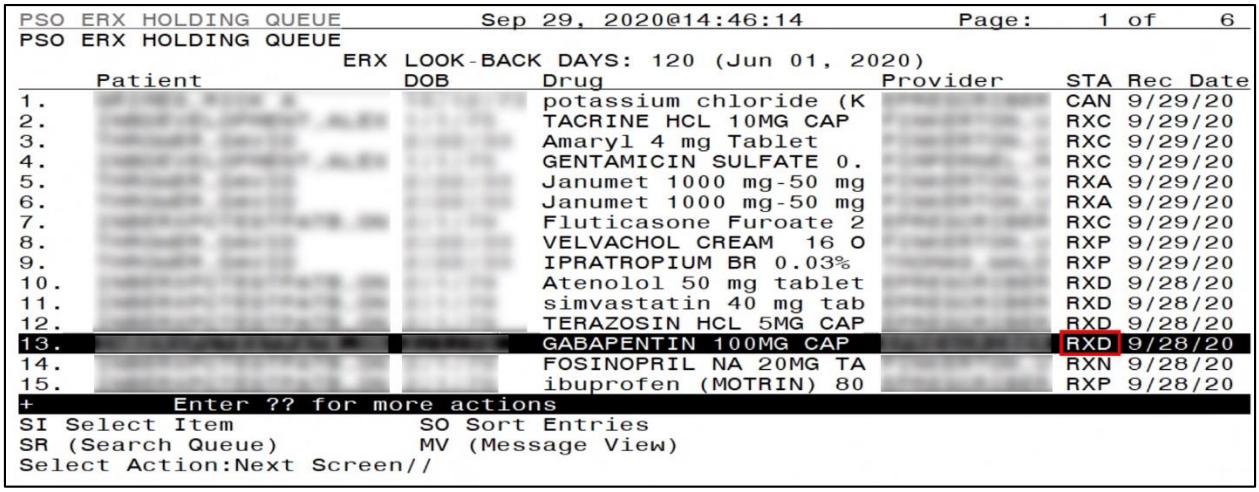


Figure Error! No text of specified style in document.**-19: RXD Status in the Holding Queue List View**

Select the record to view the RxRenewal Response details screen.

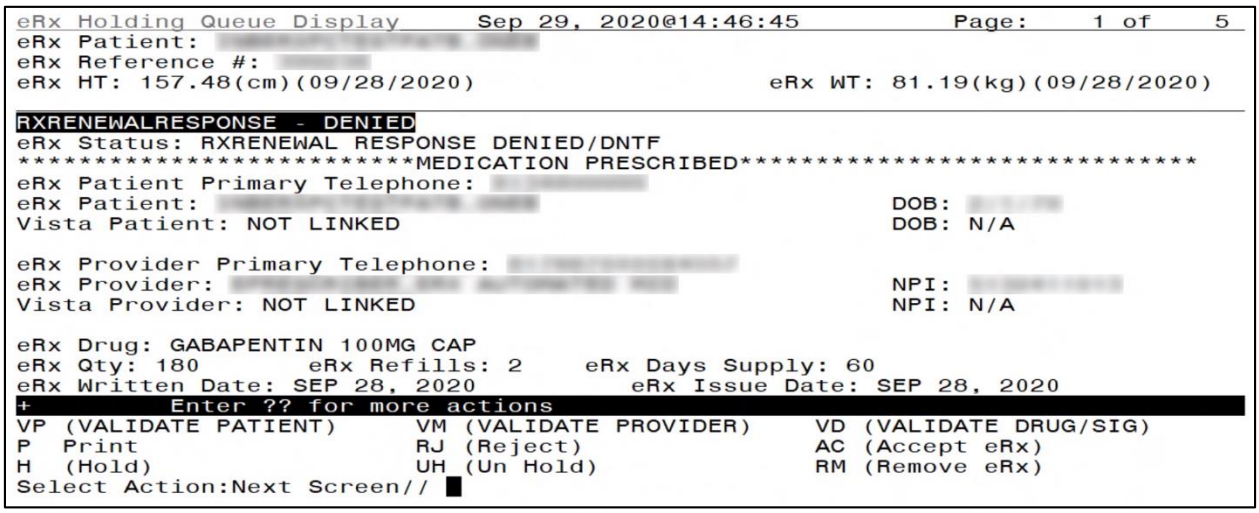


Figure Error! No text of specified style in document.**-20: RxRenewal Response Details Screen – Denied**

As the user continues to scroll, the RxRenewal Response Information section indicates the RxRenewal Response Message type is Denied.

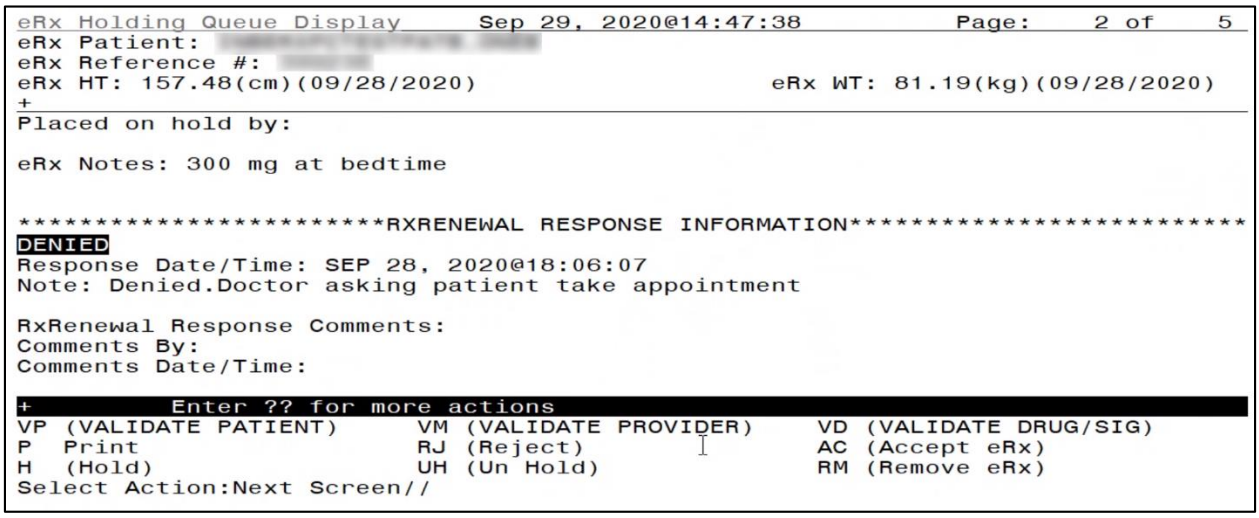


Figure Error! No text of specified style in document.**-21: RxRenewal Response Information Section**

There is no user intervention required on the Denied RxRenewal Response other than acknowledging the response. For more information on how to acknowledge a record in actionable status, refer to section 4.9 Acknowledge: Hidden Action for RxRenewal Response/Inbound Error.

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses ( ), therefore the user cannot select these actions for this message type.

4.6.5 Replace

Replace is one of the RxRenewal Response types introduced with NCPDP 2017071 which displays in the Holding Queue List View screen as an actionable entry. It can also be found using <**MV**> Message View or <**SR**> Search. The status of the Replace Response is "RXR" (RxRenewal Response Replace - New).

Replace is used as a fillable prescription which is sent to replace an original NewRx on which the renewal was requested. When a Replace type Response is received, the original is discontinued in Outpatient Pharmacy and the Replace response is to be treated exactly the same way as a NewRx wherein the pharmacy user would exercise actions such as **<VP>**, **<VM>**, **<VD>** and so on.

NOTE: The workflow of a Replace type Response is very similar to that of a NewRx record. For complete details about how to process a NewRx record, refer to section **Error! Reference source not found. Error! Reference source not found.**.

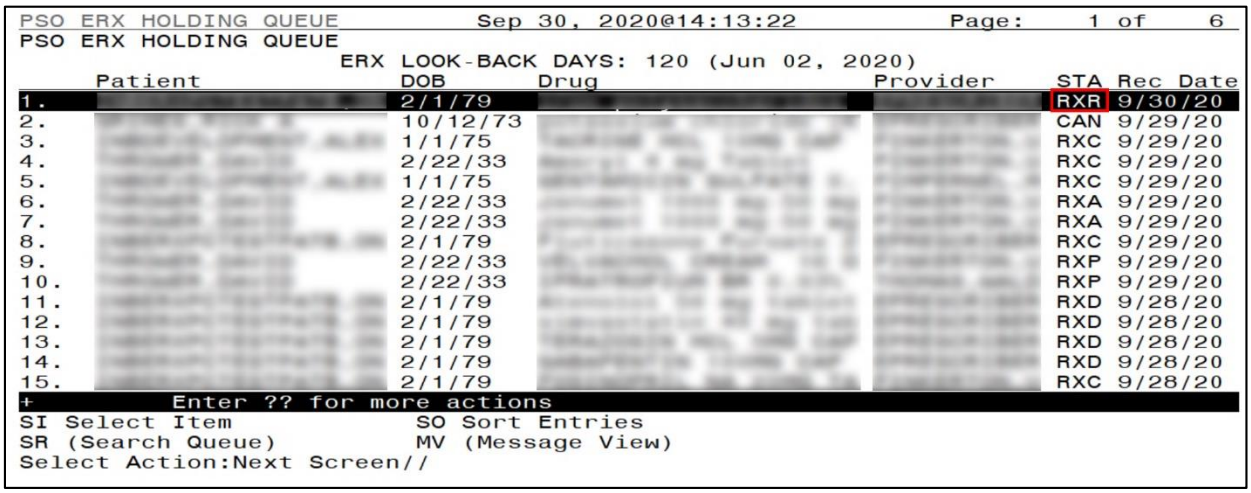


Figure Error! No text of specified style in document.**-22: RXR Status in Holding Queue List View**

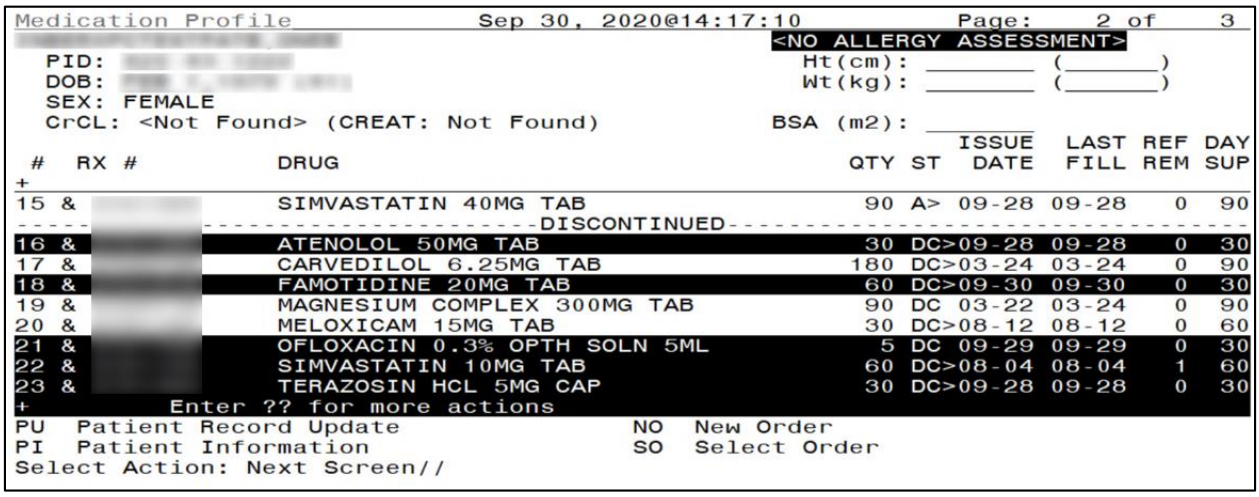


Figure Error! No text of specified style in document.**-23: eR$_X$ record discontinued in Outpatient**

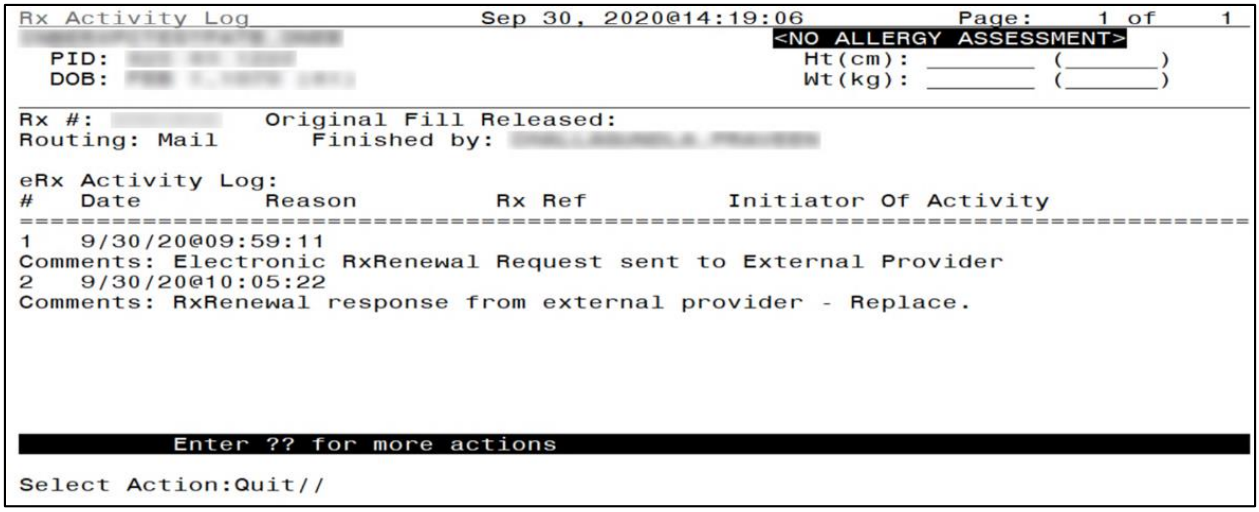


Figure Error! No text of specified style in document.**-24: Activity Log of eR$_X$ record discontinued in Outpatient 1**

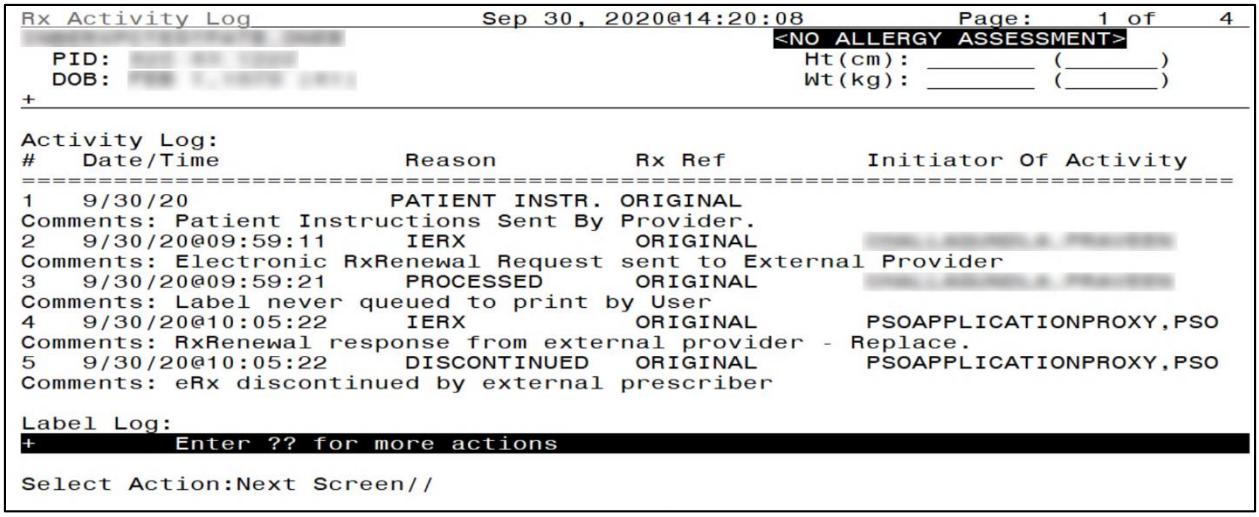


Figure Error! No text of specified style in document.**-25: Activity Log of eR$_X$ record discontinued in Outpatient 2**

The RxRenewal Response details screen displays the RxRenewal Response Message type.

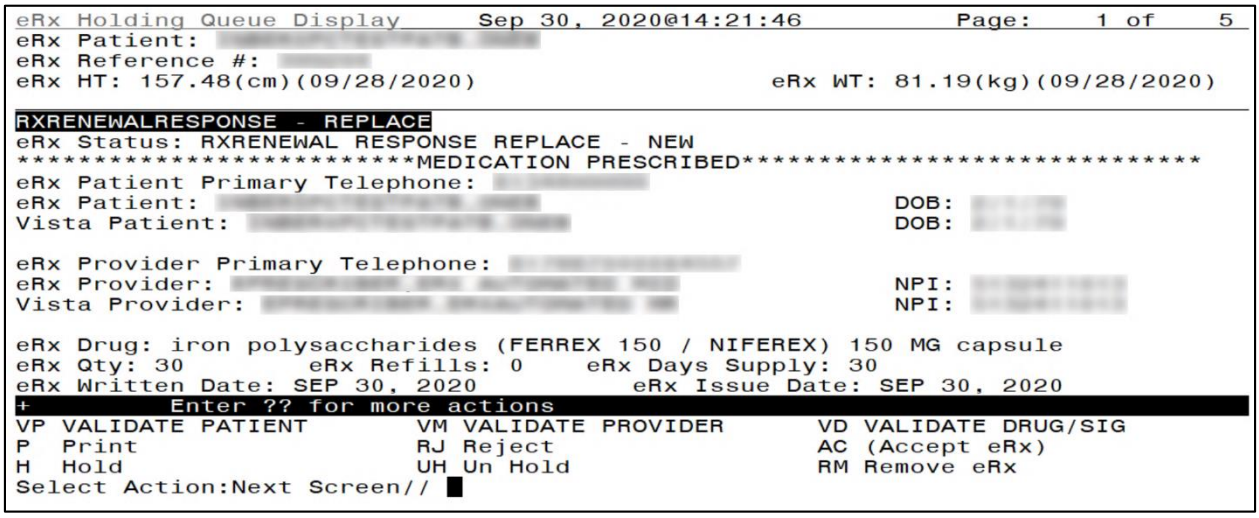


Figure Error! No text of specified style in document.**-26: RxRenewal Response - Replace Details Screen**

As the user continues to scroll, the RxRenewal Response Information section indicates the RxRenewal Response Message type is Replace.

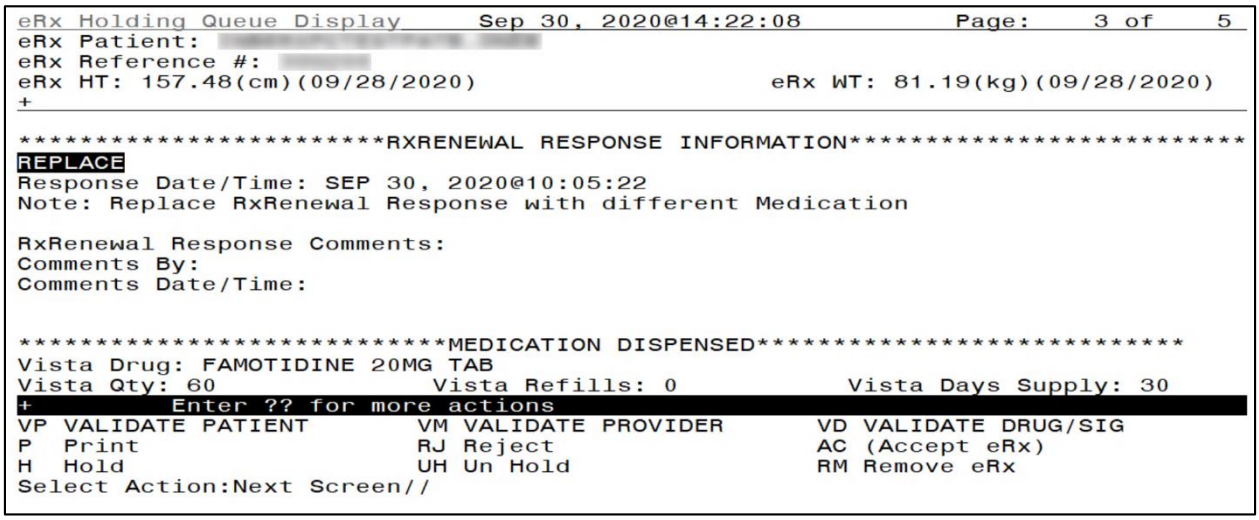


Figure Error! No text of specified style in document.**-27: RxRenewal Response - Replace Information Section**

When a user takes any action on the "RXR" record in the Holding Queue, the status of the record changes to "RXI", which indicates that the record is in process.

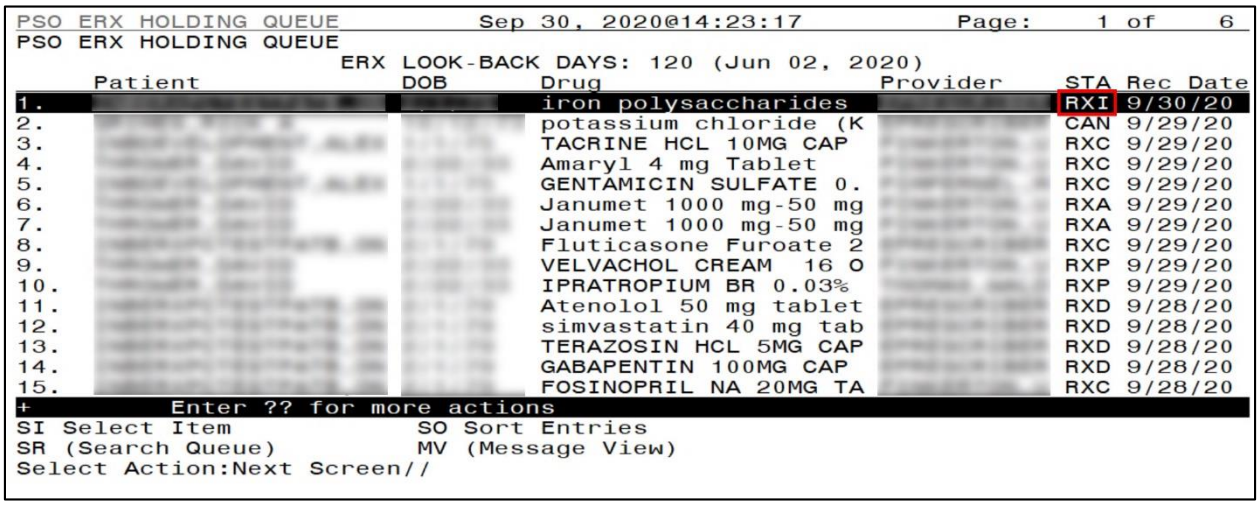


Figure Error! No text of specified style in document.**-28: RXI Status in the Holding Queue**

The user may select the record to view the RxRenewal Response Details screen.

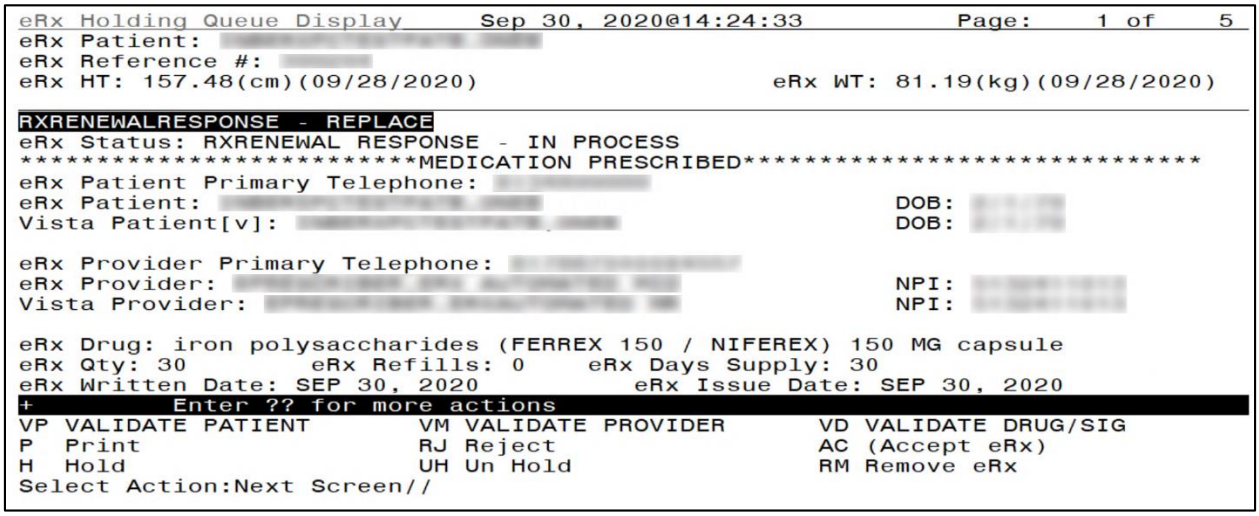


Figure Error! No text of specified style in document.**-29: RXI – Summary/Details screen**

When the user completes accepting the validation of Patient, Provider and Drug sections on the Replace type response, the status changes to "RXW", indicating that the record is now in waiting status.

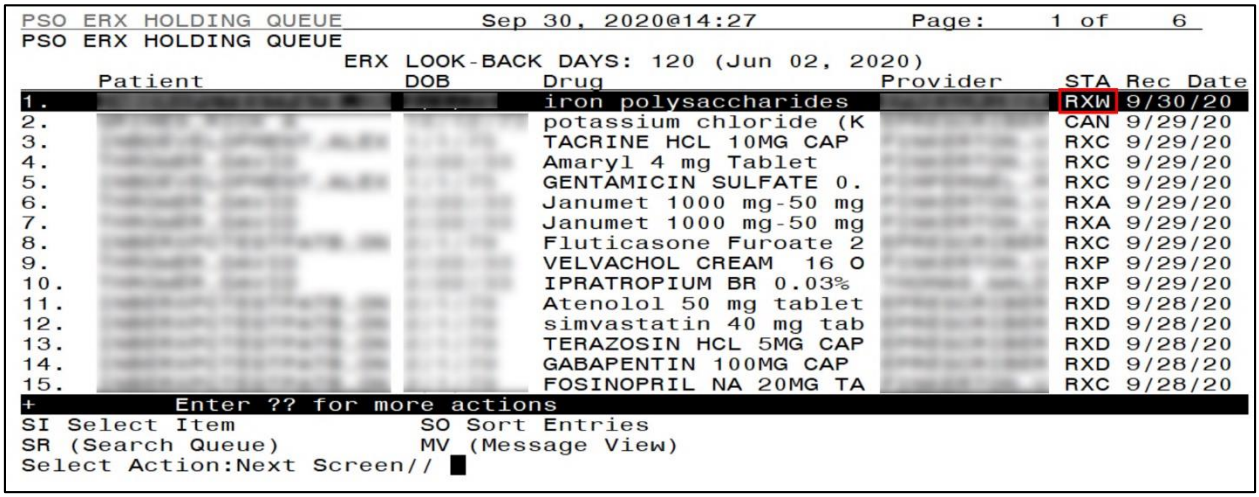


Figure Error! No text of specified style in document.**-30: RXW Status in the Holding Queue**

The user may select the record to view the RxRenewal Response Details screen.

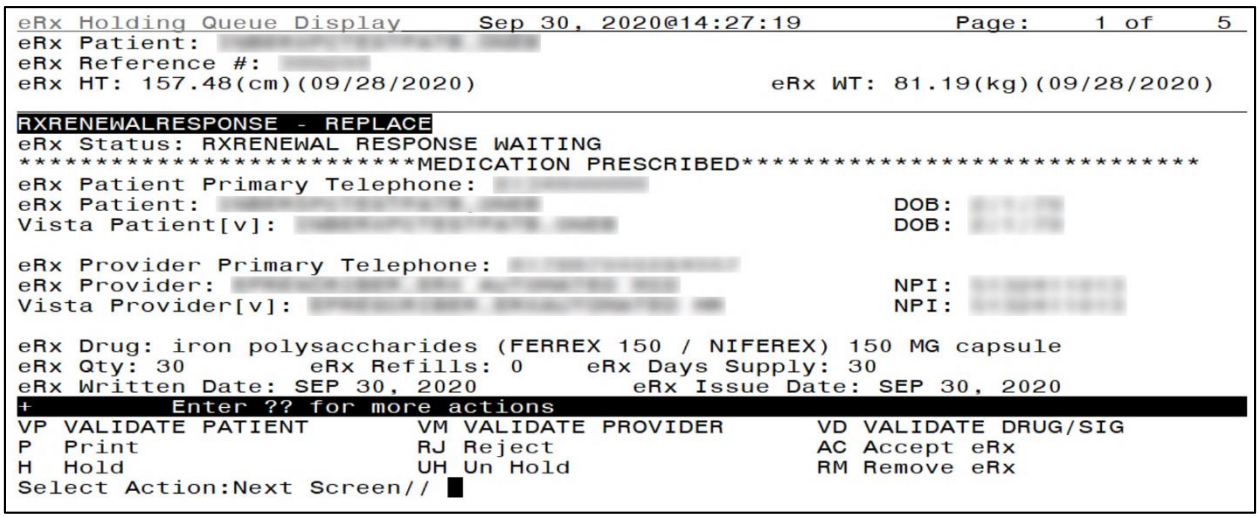


Figure Error! No text of specified style in document.**-31: RXW – Summary/Details screen**

When the user accepts the RxRenewal Response record using <**AC**>, the status of the record changes to "RXP" (RxRenewal Response Processed), and it is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

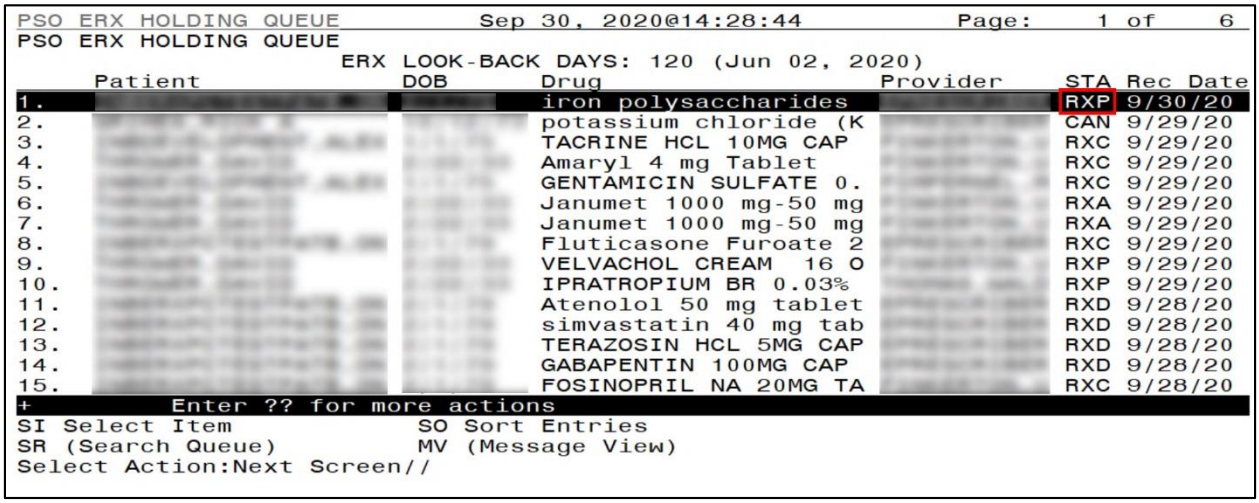


Figure Error! No text of specified style in document.**-32: RXP Status in Holding Queue**

On the OP side, a pending line entry is added for the user to finish the Replace RxRenewal Response.

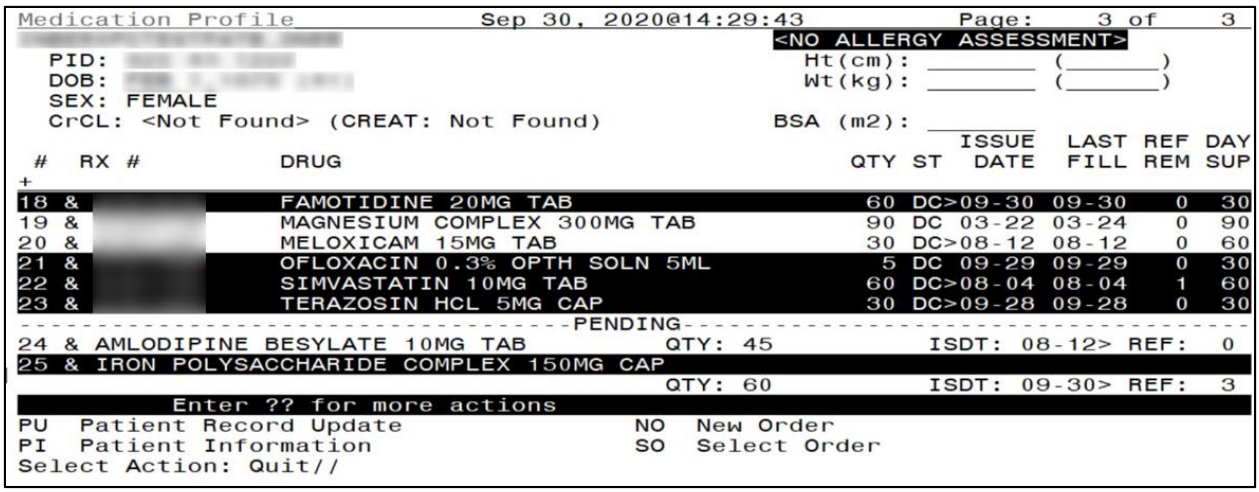


Figure Error! No text of specified style in document.**-33: Medication Profile – Pending Line Entry**

The user may select the pending line entry to finish the Replace RxRenewal Response and accept it. The Replace RxRenewal Response is now an active prescription which displays in the Active section of the Medication profile.

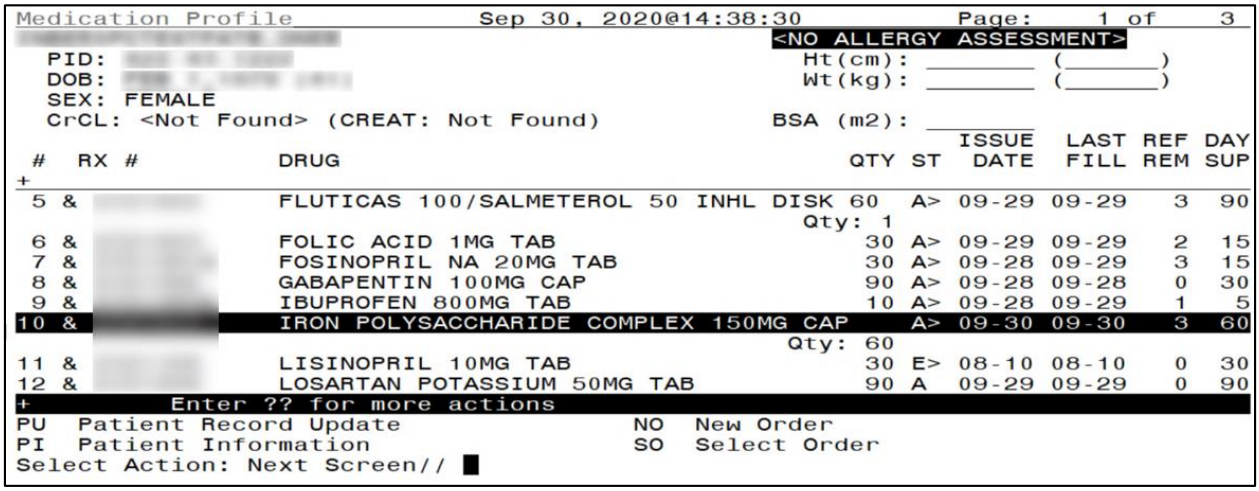


Figure Error! No text of specified style in document.**-34: Replace Response to an active R_x in Active Section of the Medication Profile**

Once the Replace RxRenewal Response becomes an active prescription, the status of the RxRenewal Response in the Holding Queue changes to "RXC" (RxRenewal Response Completed).

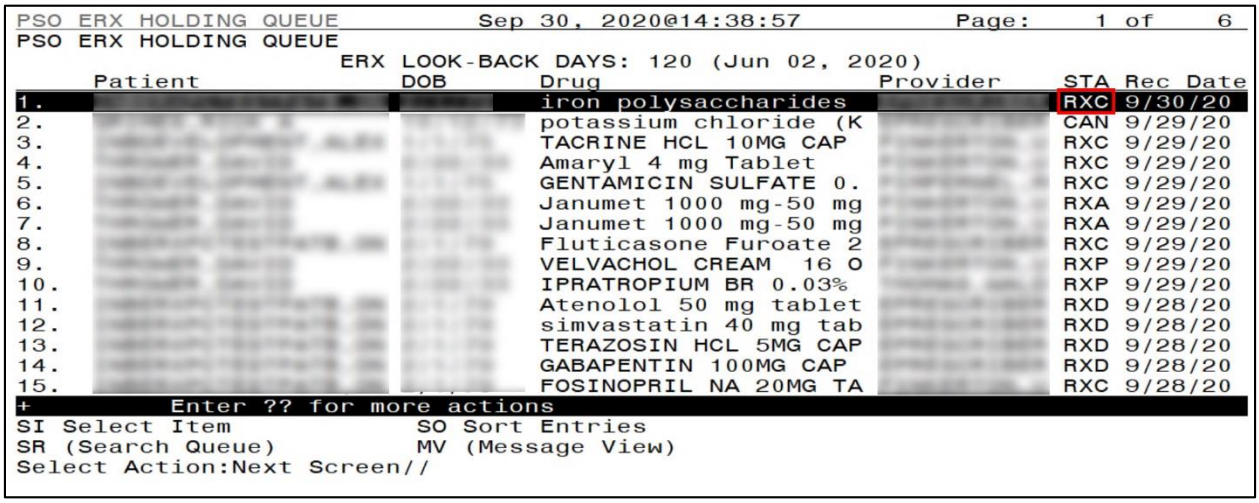


Figure Error! No text of specified style in document.**-35: RXC Status in the Holding Queue**

Select the record to view the RxRenewal Response details screen.

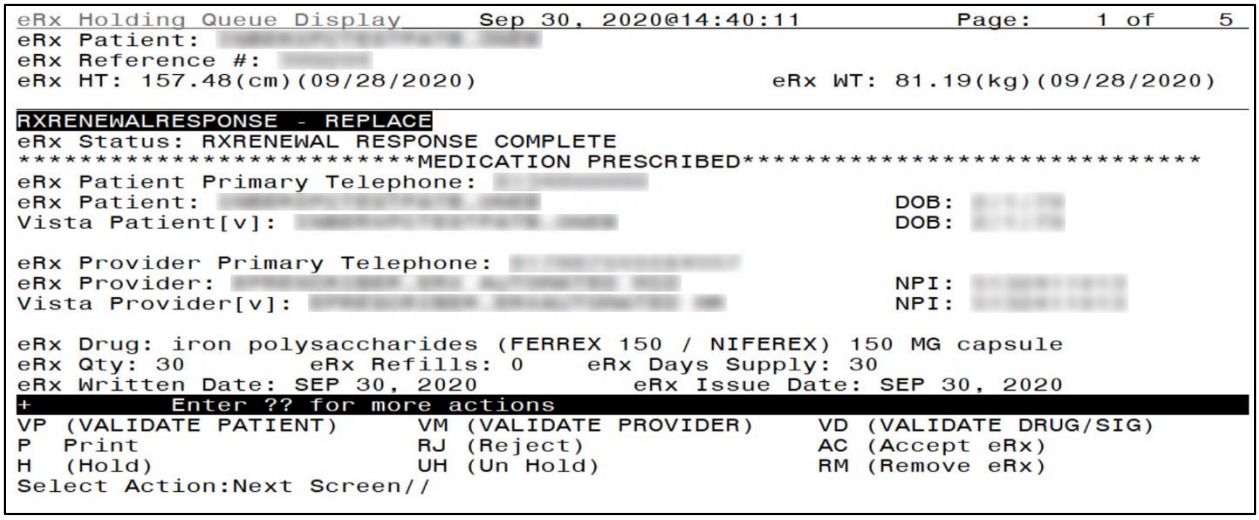


Figure Error! No text of specified style in document.**-36: RxRenewal Response Details Screen**

The status of the corresponding RxRenewal Request changes to "RRC" (RxRenewal Request Completed).

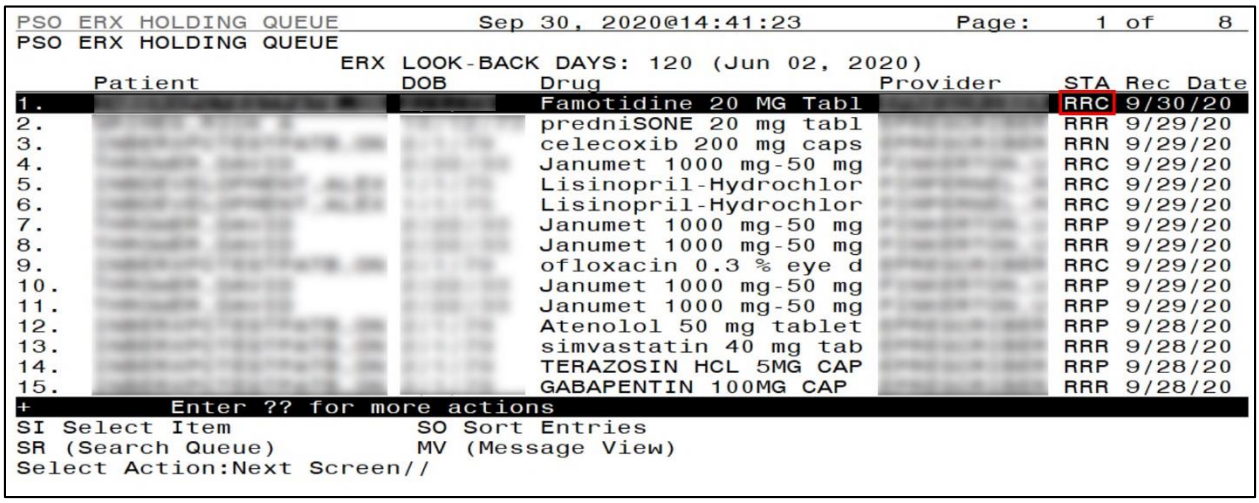


Figure Error! No text of specified style in document.**-37: RRC Status in the Holding Queue**

Select the record to view the RxRenewal Request details screen.

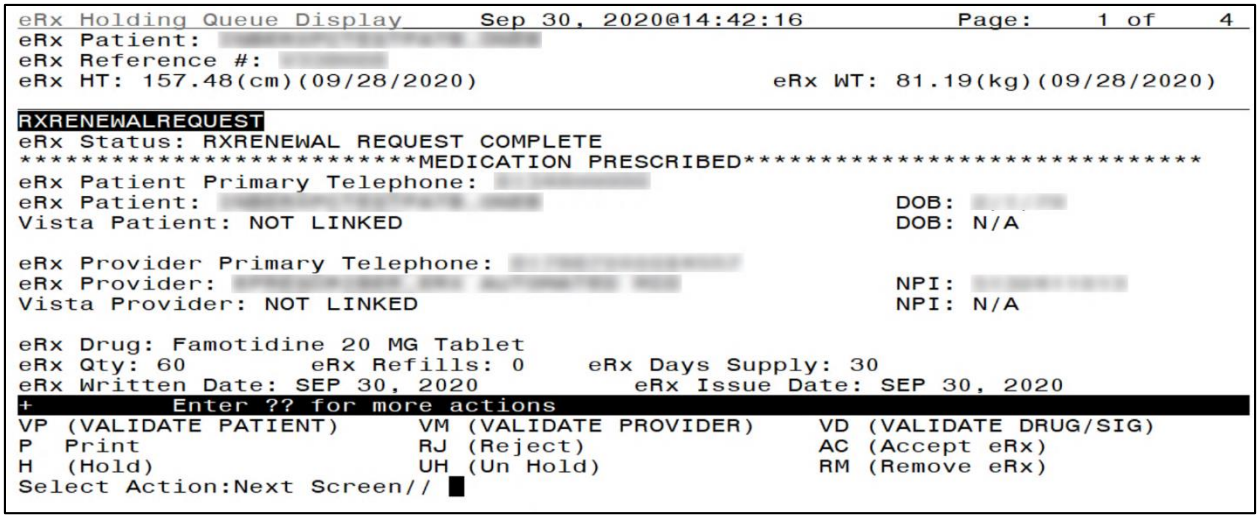


Figure Error! No text of specified style in document.**-38: RxRenewal Request Details Screen**

The <**VP**>, <**VM**>, <**VD**>, <**Hold**>, <**UnHold**>, <**RJ**>, <**RM**>, and <**AC**> actions are in parentheses ( ), therefore the user cannot select these actions for this message type. Similar to the status change with other RxRenewal Response types, in case of Replace the corresponding RxRenewal Request record transitions from RRN, RRR, RRP to RRC. For more information about RxRenewal Request status codes, refer to **Error! Reference source not found.** in **Error! Reference source not found. Error! Reference source not found.**.

4.6.5.1 RxRenewal Response – Processing Error (RXE)

RxRenewal Response – Processing Error (RXE) is an actionable status used for Replace RxRenewal Responses if a failure occurs. One scenario is when a patient's Outpatient Profile record is locked in OERR and a Replace RxRenewal Response is attempting to auto-Discontinue an eR_X record at the same time. Another scenario is when a RxRenewal Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a Replace RxRenewal Response is sent for the prescription.

When a Replace RxRenewal Response record is in "RXE" status, the user can still process the record similar to a NewRx record after manually canceling the original in Outpatient Pharmacy. The status codes for Replace RxRenewal Response workflow is covered in **Error! Reference source not found.**.

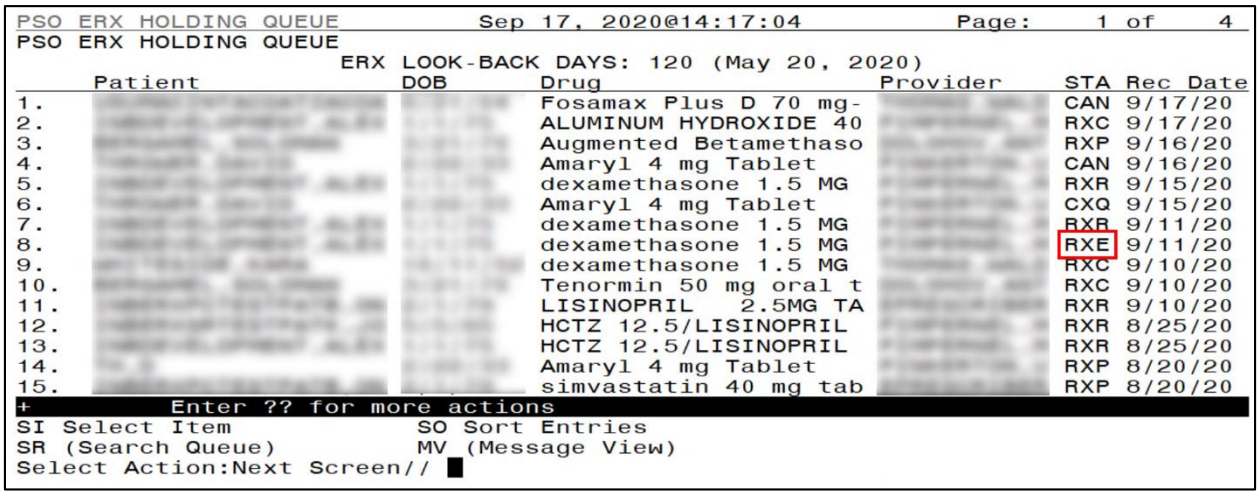


Figure Error! No text of specified style in document.**-39: RXE Status in Holding Queue List View**

The RxRenewal Response details section displays the RxRenewal Response Message type.

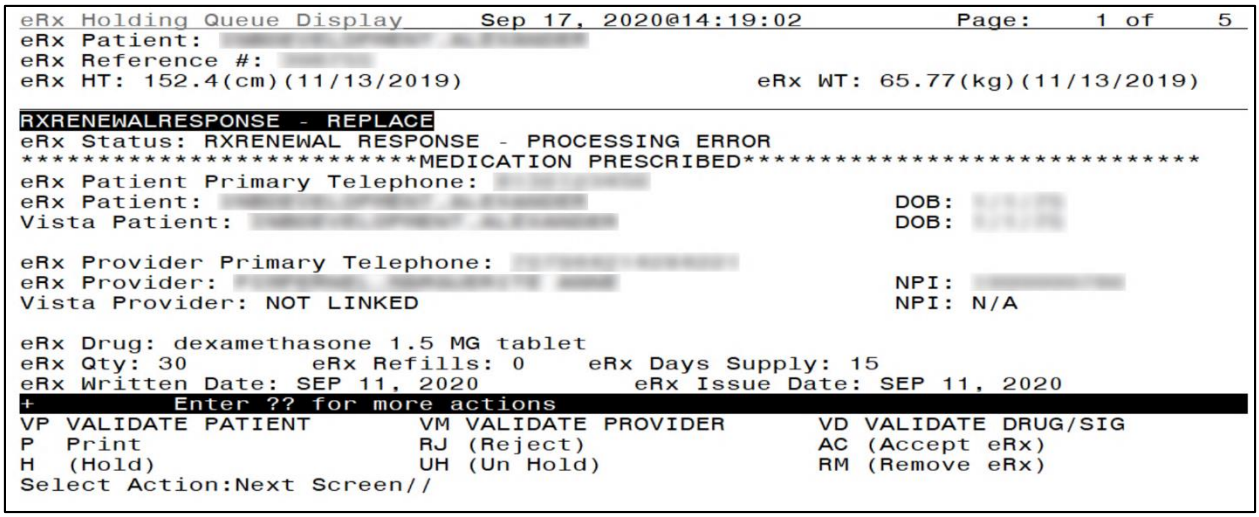


Figure Error! No text of specified style in document.**-40: RxRenewal Response - Replace Details Screen for RXE**

When the user exercises one of the available actions, a warning displays that the corresponding OP record may not have been auto-Discontinued. The user is prompted to select Yes or No. Upon selecting Yes, the status of the record changes to "RXI". Upon selecting No, the record remains in "RXE" status.

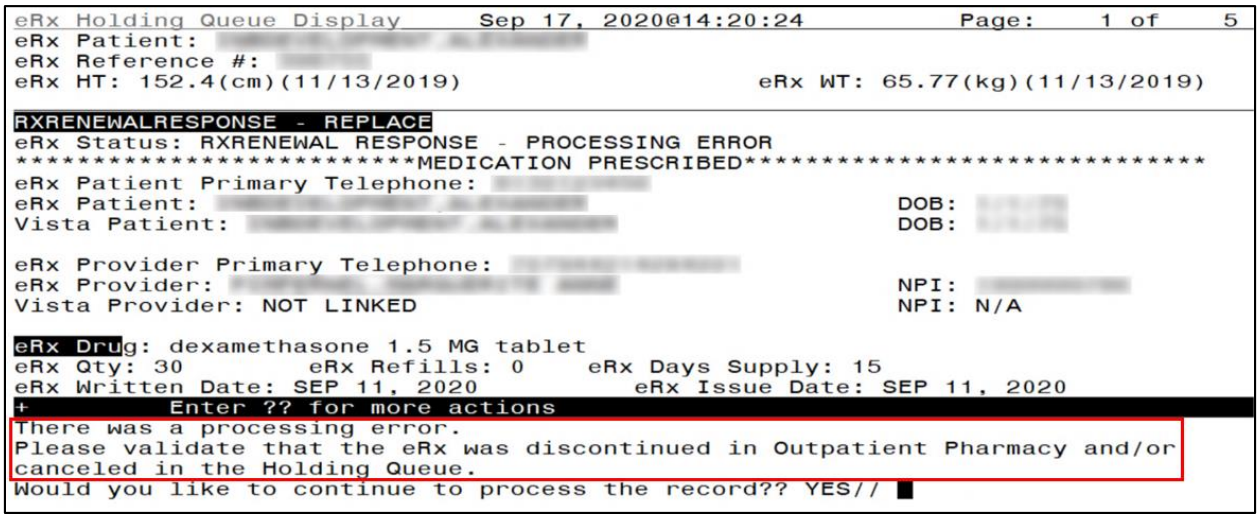


Figure Error! No text of specified style in document.**-41: Replace Response Processing Error Warning Text/Prompt**

Once the status of the Replace record is changed to "RXI", the user can exercise the record same way as a Replace record that was originally in "RXR" status. For information on how to process a Replace type response, refer to section 4.6.5 Replace.

NOTE: Additional "RXE" information are as follows:

"RXE" applies to Replace response type only.

1. When a user selects an Active eR_X from OP that has an outstanding RxRenewal Request and locks it, and at the same time a Replace RxRenewal Response is received.
2. When a RxRenewal Request is sent out for a prescription and the original prescription is manually discontinued before receiving a response, following which a Replace RxRenewal Response is received.
3. When a RxRenewal Request is sent for a prescription that has expired within 120 days, and the patient record is locked in OP, during which a Replace RxRenewal Response message is received.
4. When a RxRenewal Request is sent for a prescription that has expired within 120 days, and the original is manually discontinued, following which a Replace RxRenewal Response message is received.
5. When a RxRenewal Request is sent for a prescription that has been discontinued within 120 days and a Replace RxRenewal Response message is received.

6. When a user selects an Active eR_X in OP that has an outstanding RxRenewal Request and locks it, and at the same time a Replace RxRenewal Response is sent, the Prescription gets auto-Discontinued and the corresponding Response is marked as "RXR" in the Holding Queue. However, if the record is locked in Edit mode in OP, the response fails to auto-Discontinue and is marked as "RXE" in the Holding Queue.
7. When a RxRenewal Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If a Replace RxRenewal Response is then sent, the VA Order (non-eR_X) is not modified by the response. The response is marked as "RXE" in the Holding Queue.

4.7 Inbound Error – RRE

The "Inbound ERROR" message is the NCPDP 2017071 format for an Inbound Error message received in VistA under certain situations, such as 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 not working.

When a RxRenewal Request sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved and displayed in the Holding Queue's list view with the status RRE (RxRenewal Request Error). This is an actionable entry and requires the user to acknowledge it.

For more information about <**ACK**> Acknowledge, refer to section 4.9 Acknowledge: Hidden Action for RxRenewal Response/Inbound Error.

4.8 Add Comments: Hidden Action for RxRenewal Request/Response

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

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

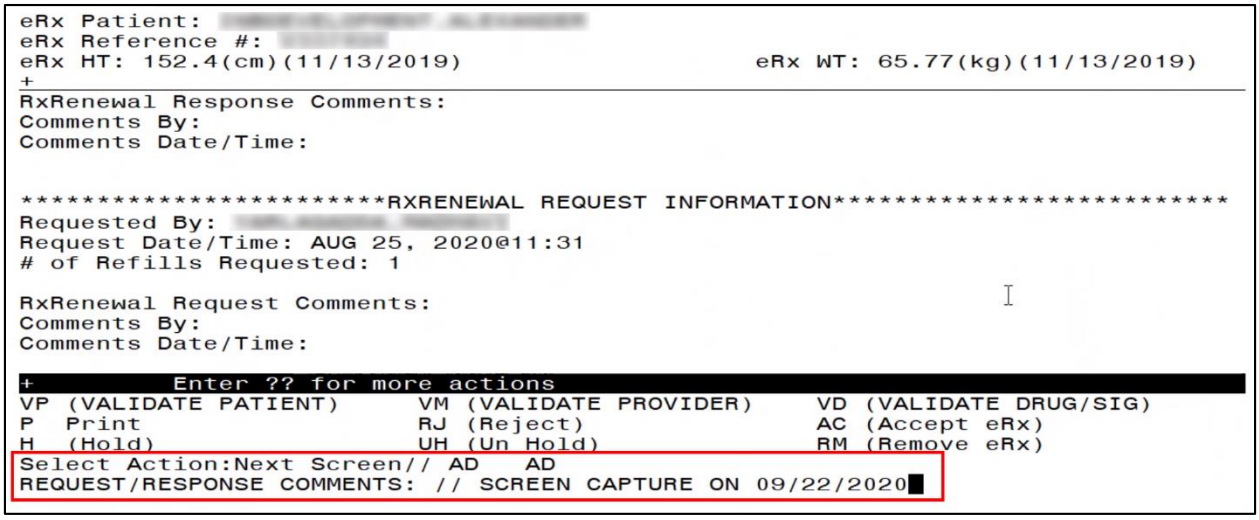


Figure Error! No text of specified style in document.**-42: Add Comments**

3. Select <**Enter**>.

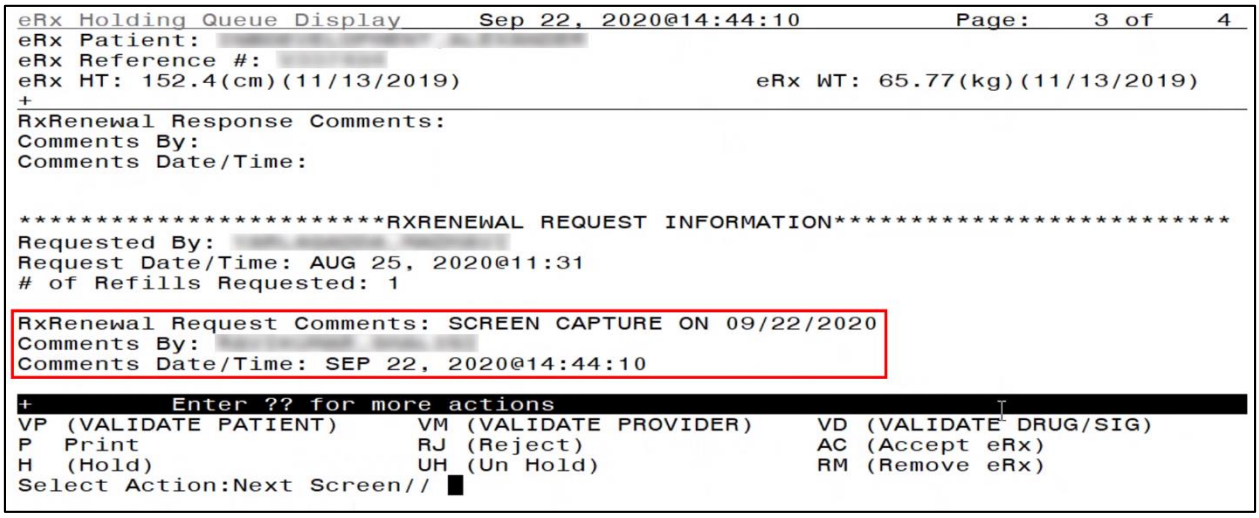


Figure Error! No text of specified style in document.**-43: RxRenewal Request Comments**

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 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:

4. Type action <**AD**>.
5. Replace with updated comments.

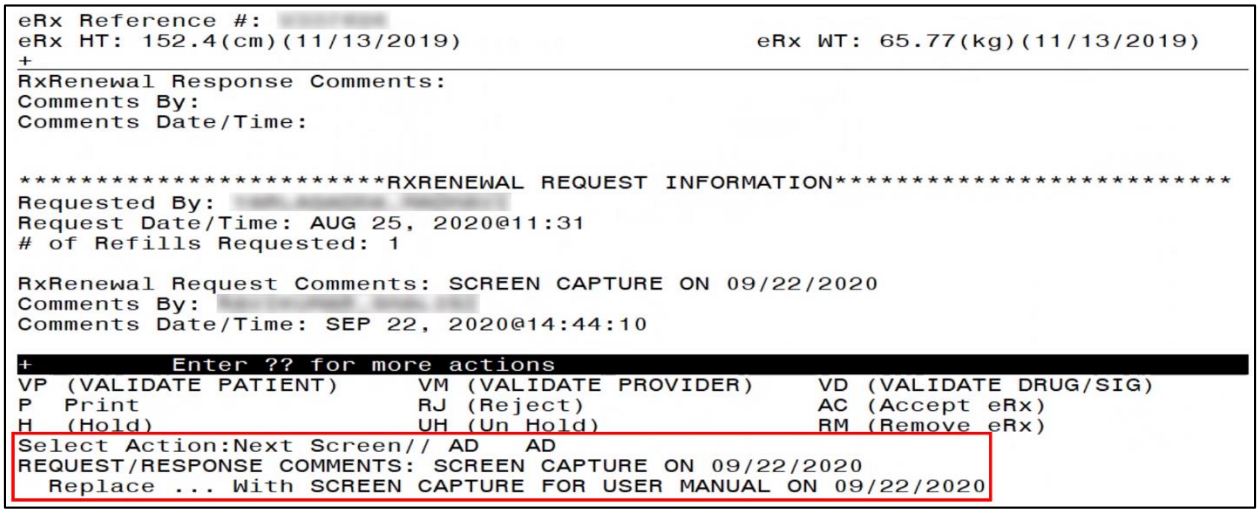


Figure Error! No text of specified style in document.**-44: Replacing RxRenewal Request Comments**

6. Select <**Enter**>.

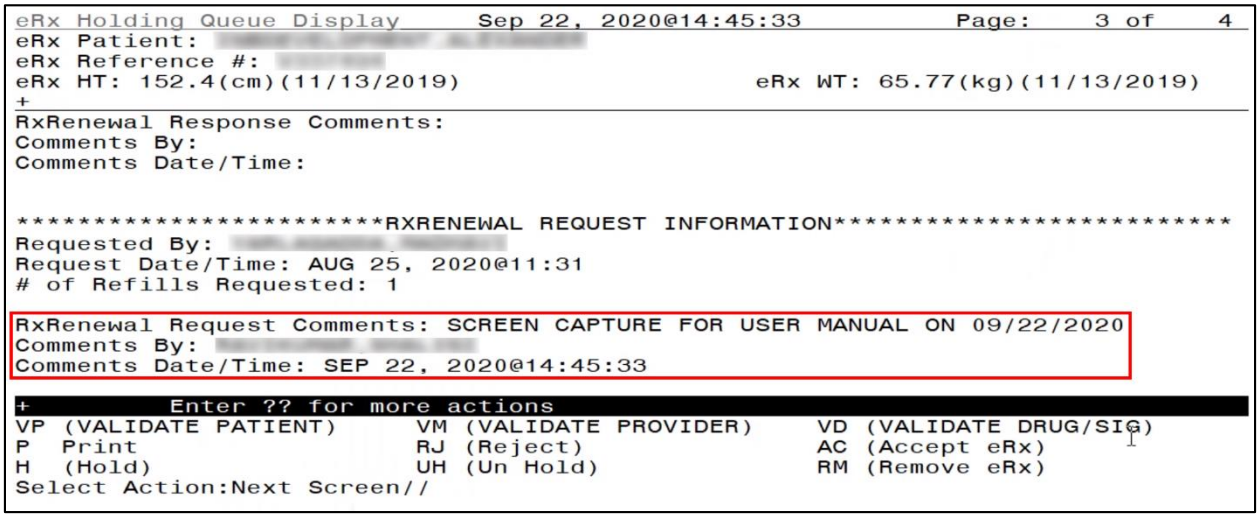
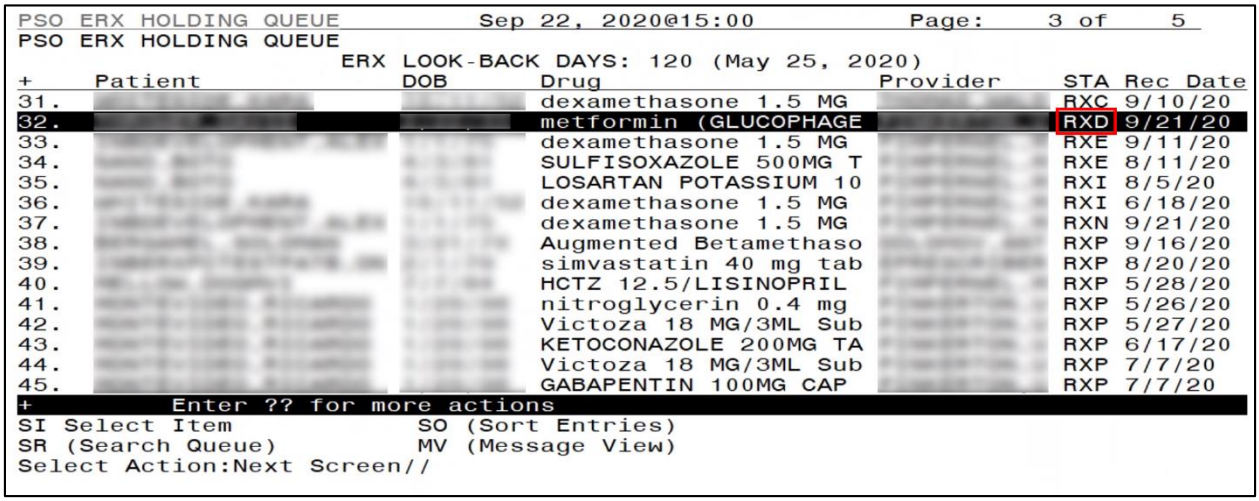


Figure Error! No text of specified style in document.**-45: RxRenewal Request Comments Updated**

4.9 Acknowledge: Hidden Action for RxRenewal Response/Inbound Error

Once the user completes reviewing a Denied or a Denied, NewRx to Follow RxRenewal Response message in the Holding Queue List View, the user can exercise the <**ACK**> Acknowledge Hidden action to remove the message from the list view. The resulting acknowledged message can be retrieved using <**MV**> Message View or <**SR**> Search. Acknowledge is also enabled for RxRenewal Responses that fail to auto-process and are in status of "RXF" and the Inbound Errors with status "RRE". When a RxRenewal Response – Denied or Denied NewRx to Follow type is received in the Holding Queue, it is displayed in the list view, and is in the actionable "RXD" status.



```
PSO ERX HOLDING QUEUE          Sep 22, 2020@15:00          Page:    3 of    5
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 120 (May 25, 2020)
+    Patient              DOB       Drug                    Provider     STA Rec Date
31.                                 dexamethasone 1.5 MG                 RXC 9/10/20
32.                                 metformin (GLUCOPHAGE                RXD 9/21/20
33.                                 dexamethasone 1.5 MG                 RXE 9/11/20
34.                                 SULFISOXAZOLE 500MG T                RXE 8/11/20
35.                                 LOSARTAN POTASSIUM 10                RXI 8/5/20
36.                                 dexamethasone 1.5 MG                 RXI 6/18/20
37.                                 dexamethasone 1.5 MG                 RXN 9/21/20
38.                                 Augmented Betamethaso                RXP 9/16/20
39.                                 simvastatin 40 mg tab                RXP 8/20/20
40.                                 HCTZ 12.5/LISINOPRIL                 RXP 5/28/20
41.                                 nitroglycerin 0.4 mg                 RXP 5/26/20
42.                                 Victoza 18 MG/3ML Sub                RXP 5/27/20
43.                                 KETOCONAZOLE 200MG TA                RXP 6/17/20
44.                                 Victoza 18 MG/3ML Sub                RXP 7/7/20
45.                                 GABAPENTIN 100MG CAP                 RXP 7/7/20
+          Enter ?? for more actions
SI Select Item              SO (Sort Entries)
SR (Search Queue)           MV (Message View)
Select Action:Next Screen//
```

Figure Error! No text of specified style in document.**-46: RXD Status in the Holding Queue List View**

Select the record to view the RxRenewal Response details screen.

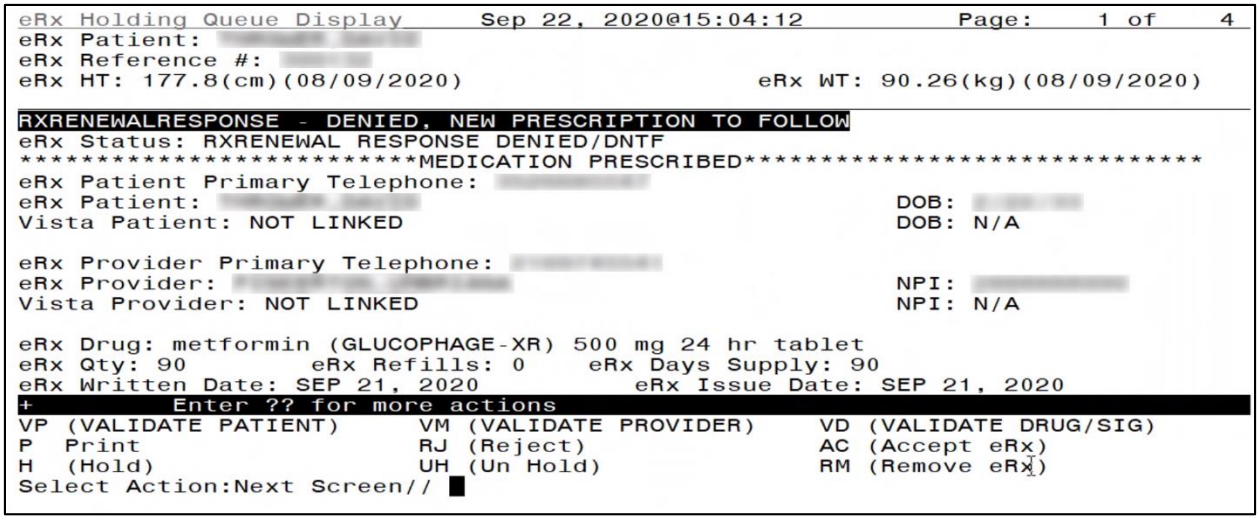


Figure Error! No text of specified style in document.**-47: RxRenewal Response Denied/DNTF Details Screen**

The user may type <**ACK**> at the prompt to acknowledge the RxRenewal Response message.

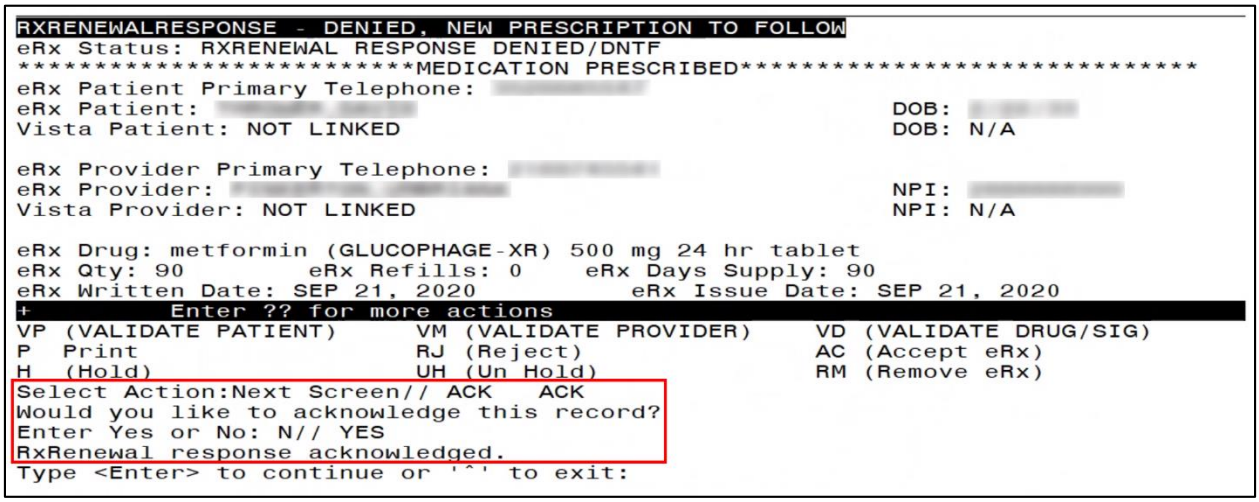


Figure Error! No text of specified style in document.**-48: Acknowledge RxRenewal Response Message**

Once the user selects **Yes** at the prompt, the status of the message is changed from "RXD" to "RXA" and the message is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

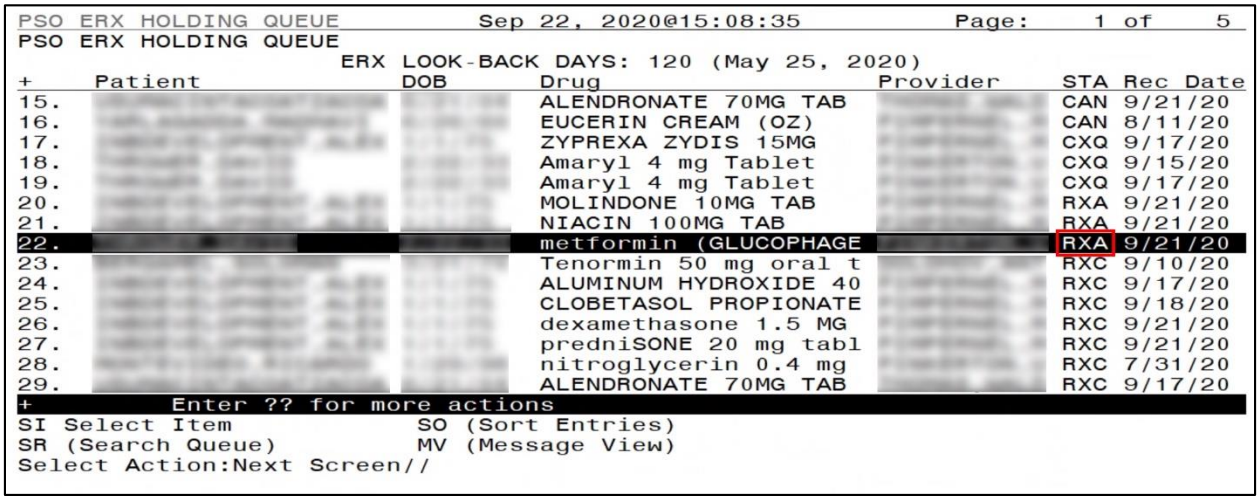


Figure Error! No text of specified style in document.**-49: RXA Status in the Holding Queue**

Select the record to view the RxRenewal Response details screen, displaying the eR_X status of RxRenewal Response Acknowledged.

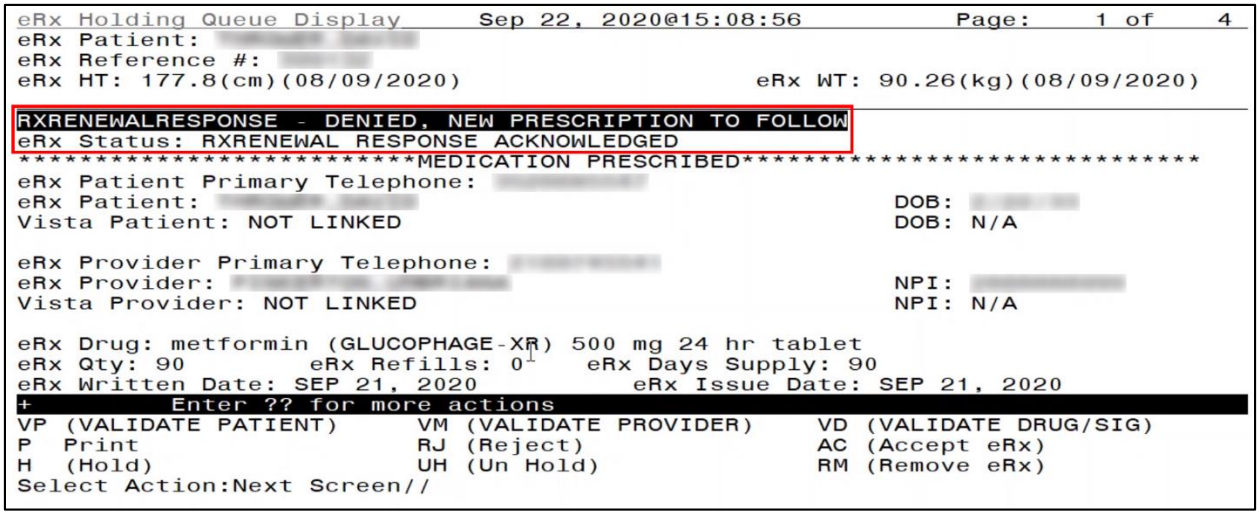


Figure Error! No text of specified style in document.**-50: RxRenewal Response Acknowledged Details Screen**

NOTE: When the user acknowledges a RxRenewal Response with a status of "RXF", it changes to "RXA". The workflow is the same as "RXD" to "RXA".

When a RxRenewal Request results in an Inbound Error with the status “RRE”, it is displayed in the list view as an actionable entry.

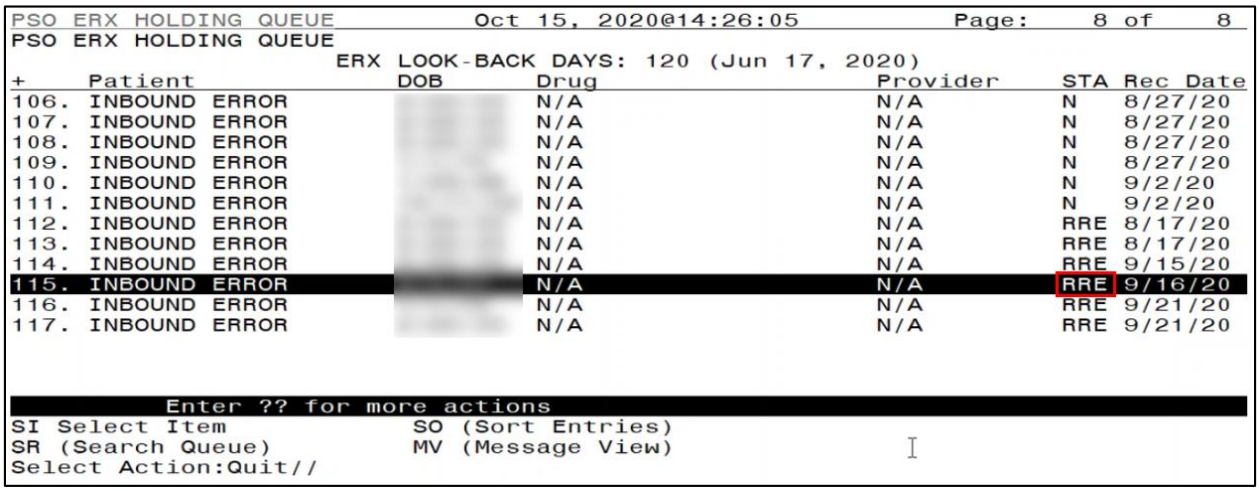


Figure Error! No text of specified style in document.**-51: RRE Status in the Holding Queue List View**

Select the record to view the Inbound Error details screen, displaying an eR_X status of RxRenewal Request Error.

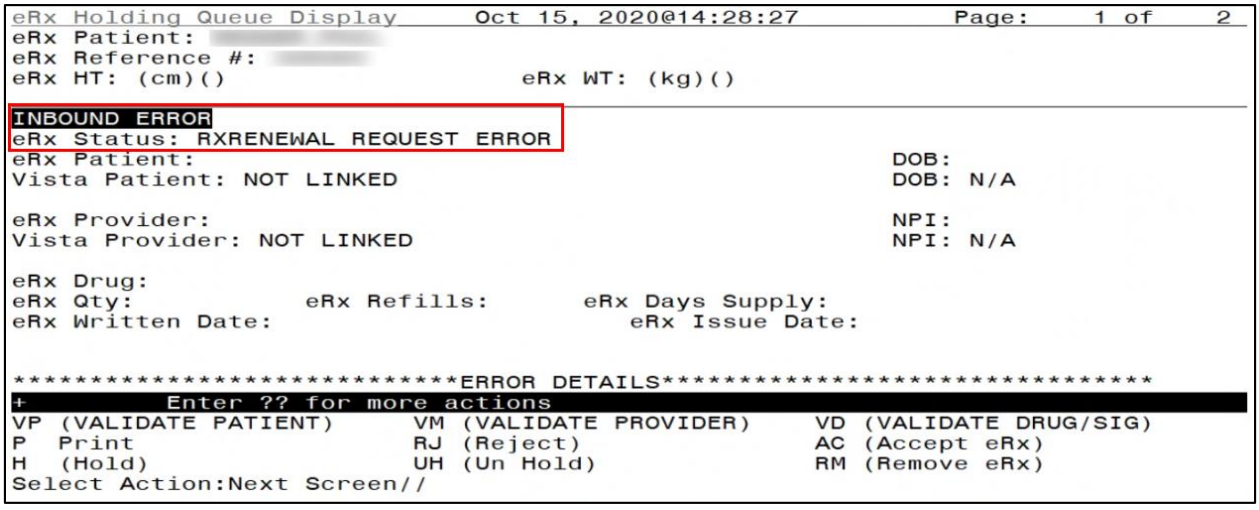


Figure Error! No text of specified style in document.**-52: RxRenewal Request Error Details Screen**

The user may type <**ACK**> Acknowledge at the prompt to acknowledge the RxRenewal Response message.

```
Select Action:Next Screen// ACK   ACK
Would you like to acknowledge this record?
Enter Yes or No: N// YES
Inbound error acknowledged.
Type <Enter> to continue or '^' to exit: █
```

Figure Error! No text of specified style in document. **-53: Acknowledge Action**

Once the user selects **Yes** at the prompt, the status of the message is changed from "RRE" to "IRA" and the message is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

```
PSO ERX HOLDING QUEUE          Sep 22, 2020@14:55:21          Page:    1 of    8
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 120 (May 25, 2020)
     Patient              DOB      Drug                  Provider     STA Rec Date
1.                                N/A                   N/A          CRE 9/21/20
2.                                N/A                   N/A          E   9/21/20
3.                                N/A                   N/A          CRE 9/21/20
4.                                N/A                   N/A          E   9/21/20
5.                                N/A                   N/A          E   9/21/20
6.                                N/A                   N/A          IRA 9/21/20
7.                                N/A                   N/A          E   9/21/20
8.                                N/A                   N/A          E   9/21/20
9.                                N/A                   N/A          E   9/21/20
10.                               N/A                   N/A          E   9/21/20
11.                               N/A                   N/A          E   9/21/20
12.                               N/A                   N/A          E   9/21/20
13.                               N/A                   N/A          RRE 9/21/20
14.                               N/A                   N/A          E   9/21/20
15.                               N/A                   N/A          E   9/21/20
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV (Message View)
Select Action:Next Screen// █
```

Figure Error! No text of specified style in document. **-54: IRA Status in the Holding Queue**

Select the record to view the Inbound Error details screen, with an eRx status of Inbound RxRenewal Request Error Acknowledged.

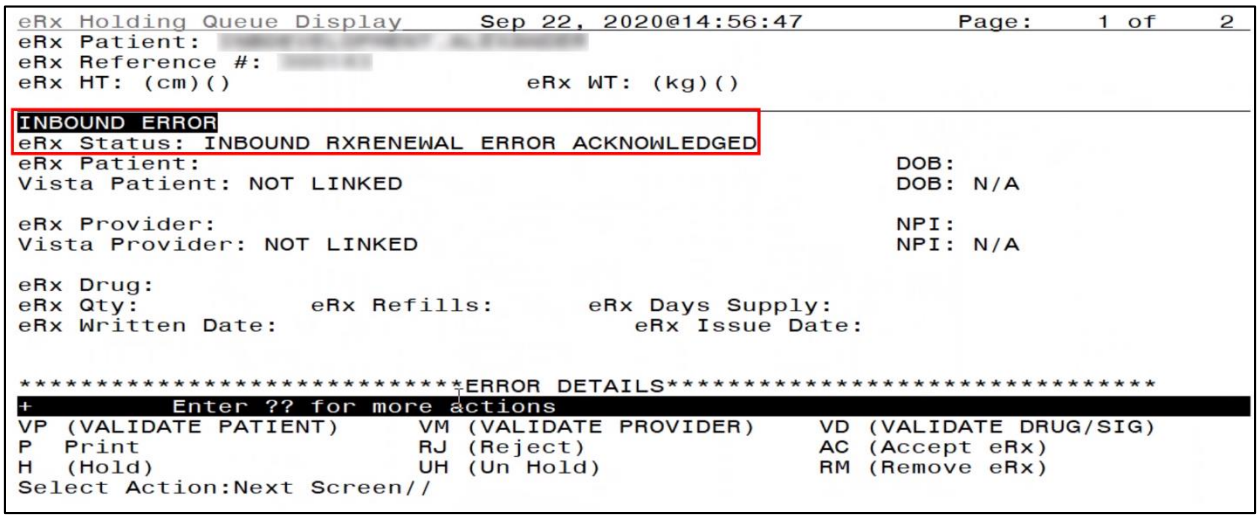


Figure Error! No text of specified style in document.**-55: Inbound Error Details Screen – Inbound RxRenewal Request Error Acknowledged**