# Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) 4.0

### **User Guide**



December 2020

Version 4.0 (Unit 5)

**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	<ul> <li>PSO*7.0*567 updated:</li> <li>Help Desk contact information/name</li> <li>Screen capture dates for ERX Lookback Days beginning with page 108 through 203</li> <li>Corrected Figure 3-12 and reworded the bullets above</li> <li>Added Figure 3-13</li> <li>Title page, TOC, LOF, and Footers</li> </ul>	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

i

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:  RxRenewal Request RxRenewal Response – Approved RxRenewal Response – Approved with Changes (change to drug data only) RxChange Request CancelRx Response Inbound Errors related to CancelRx Responses For additional information on Actionable and Non-Actionable eRx Status Codes, refer to the tables in 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 3-55, 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 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 3.6.3.3.2 Quantity/Days Supply calculation in section 3.6.3.3.2 Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply workflow under Validate Drug/SIG > Edit: Added Note description Processing Added Note description Processing	
11/09/2018 2.5	<ul> <li>Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195.</li> <li>Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant)</li> </ul>	Technatomy

Date	Version	Description	Author
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 <sub>x</sub> Renewal Requests and Responses and CancelR <sub>x</sub> 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

iii

#### **Table of Contents**

5.5 RxChange Response Message Details View6
5.5.1 Fillable RxChange Responses6
5.5.2 Non-fillable RxChange Responses9
5.6 RxChange Response Process11
5.6.1 Fillable RxChange Response Process11
5.6.1.1 RxChange Response – Processing Error (CXE)19
5.6.2 Non-Fillable RxChange Response Process22
5.6.2.1 Approved RxChange Response for P Request Type22
5.6.2.2 Denied RxChange Response for all Request Types24
5.7 Inbound Error – CRE
5.8 Add Comments: Hidden Action for RxChange Request/Response 26
5.9 Acknowledge: Hidden Action for RxChange Response/Inbound Error28
List of Figures
Figure 5-29: RxChange Response Message Details – Approved (D, G, T, S and OS
Request Types)
Types)
Types)
Figure 5-32: RxChange Response Information – AwC (D, G, T, S and OS Request Types )7
Figure 5-33: RxChange Response Message Details – Validated (U Request Type)
Figure 5-35: RxChange Response Message Details – Approved (P Request Type)9
Figure 5-36: RxChange Response Information – Approved (P Request Type)9
Figure 5-37: RxChange Response Message Details – Denied (All Request Types) 10
Figure 5-38: RxChange Response Information – Denied (All Request Types)10
Figure 5-39: RxChange Request Information and Message History
Figure 5-40: CXN Status in Holding Queue List View
Figure 5-42: RxChange Response - Approved (fillable) Details Screen
Figure 5-43: RxChange Response - Approved (fillable) Information Section
Figure 5-44: CXI Status in the Holding Queue
Figure 5-45: CXI – Summary/Details screen
Figure 5-46: CXW Status in the Holding Queue
Figure 5-47: CXW – Summary/Details screen
Figure 5-48: CXP Status in Holding Queue
Figure 5-49: Medication Profile – Pending Line Entry
Profile
Figure 5-51: CXC Status in the Holding Queue

Figure 5-52: RxChange Response Details Screen	18
Figure 5-53: CRC Status in the Holding Queue	18
Figure 5-54: RxChange Request Details Screen	19
Figure 5-55: CXE Status in Holding Queue List View	20
Figure 5-56: RxChange Response - Message Details Screen for CXE	20
Figure 5-57: RxChange Response Processing Error Warning Text/Prompt	21
Figure 5-58: CXY Status in the Holding Queue List View	22
Figure 5-59: RxChange Response Details Screen - Approved for P Request Type	23
Figure 5-60: RxChange Response Information Section	23
Figure 5-61: CXD Status in the Holding Queue List View	24
Figure 5-62: RxChange Response Details Screen – Denied	24
Figure 5-63: RxChange Response Information Section	25
Figure 5-64: Add Comments	26
Figure 5-65: RxChange Request Comments	
Figure 5-66: Replacing RxChange Request Comments	27
Figure 5-67: RxChange Request Comments Updated	27
Figure 5-68: CXD Status in the Holding Queue List View	28
Figure 5-69: RxChange Response Denied Details Screen	29
Figure 5-70: CXA Status in the Holding Queue	29
Figure 5-71: RxChange Response Acknowledged Details Screen	30
Figure 5-72: CRE Status in the Holding Queue List View	30
Figure 5-73: RxChange Request Error Details Screen	31
Figure 5-74: ICA Status in the Holding Queue	31
Figure 5-75: Inbound Error Details Screen – Inbound RxChange Request Error	
Acknowledged	32

#### 5.5 RxChange Response Message Details View

When the user selects the RxChange Response from the  $eR_X$  Holding Queue, the RxChange Response details display in the Message Details View. It displays the content of the RxChange Response, along with the relation to the RxChange Request message, and the original NewRx message.

#### 5.5.1 Fillable RxChange Responses

```
eRx Holding Queue Display
                           Sep 30, 2020@15:55:58
                                                       Page:
                                                               1 of
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                            eRx WT: 81.19(kg)(09/28/2020)
RXCHANGERESPONSE - APPROVED
eRx Status: RXCHANGE RESPONSE - NEW
eRx Patient Primary Telephone:
eRx Patient:
Vista Patient:
                                                   DOB:
eRx Provider Primary Telephone:
eRx Provider:
                                                   NPI:
Vista Provider:
                                                   NPI:
eRx Drug: METFORMIN HCL 1000MG TAB
eRx Qty: 90 eRx Refills: 2
+ Enter ?? for more actions
                                 eRx Days Supply: 45
  VALIDATE PATIENT
                       VM VALIDATE PROVIDER
                                               VD VALIDATE DRUG/SIG
  Print
                       RJ Reject
                                               AC Accept eRx
H Hold
                       UH Un Hold
                                              RM Remove eRx
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-1: RxChange Response Message Details –

Approved (D, G, T, S and OS Request Types)

```
eRx Holding Queue Display
                          Sep 30, 2020@15:56:37
                                                    Page:
                                                            3 of
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                          eRx WT: 81.19(kg)(09/28/2020)
APPROVED
Response Date/Time: SEP 28, 2020@20:34:43
Note: Approved RxChange Response for T type RxChange Request
RxChange Response Comments:
Comments By:
Comments Date/Time:
Drug: METFORMIN HCL 1000MG TAB
Substitutions: YES
Note: REQUESTING METFORMIN MEDICATION
Qty: 90
Enter ?? for
                   Refills:
                                     Days Supply: 45
                   more actions
  VALIDATE PATIENT
                      VM VALIDATE PROVIDER
                                             VD VALIDATE DRUG/SIG
  Print
                      RJ Reject
                                             AC Accept eRx
  Hold
                      UH_Un Hold
                                             RM Remove eRx
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-2: RxChange Response Information – Approved (D, G, T, S and OS Request Types)

```
Sep 30, 2020@16:02:12
eRx Holding Queue Display
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/20/2020)
                                             eRx WT: 90.26(kg)(04/20/2020)
RXCHANGERESPONSE - APPROVED WITH CHANGES
eRx Patient Primary Telephone:
                                                     DOB:
DOB: N/A
eRx Patient:
Vista Patient: NOT LINKED
eRx Provider Primary Telephone:
eRx Provider:
Vista Provider:
                                                     NPI:
eRx Drug: predniSONE 1 MG Oral Tablet
eRx Qty: 60 eRx Refills: 5

Enter ?? for more actions
                                  eRx Days Supply: 30
                        VM VALIDATE PROVIDER
RJ Reject
  VALIDATE PATIENT
                                                VD (VALIDATE DRUG/SIG)
  Print
                                                AC Accept eRx
H Hold
                        UH Un Hold
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-3: RxChange Response Message Details – AwC (D, G, T, S and OS Request Types)

eRx Holding Queue Displ	Lay Sep 30, 2	020@16:03:08	Page:	4 of	6
eRx Patient:					
eRx Reference #:					
eRx HT: 177.8(cm)(04/20	0/2020)	eRx WT:	90.26(kg)(04	/20/2020)	
+	++DVOLLANGE DECD	NOT THEODINATIONS			
******	***HXCHANGE RESPO	NSE INFORMATION*	*****	******	***
APPROVED WITH CHANGES	04 0000040-44-	00			
Response Date/Time: JUL					
Note: ApprovedWithChang	ges exchange Resp	onse for S type	exchange Requ	est	
RxChange Response Comme	ents:				
Comments By:					
Comments Date/Time:					
*****	*****MEDICATION	REQUESTED 1****	*****	*****	* *
Drug: predniSONE 1 MG (					
Substitutions: NO					
Note: Testing AL for Al	NC .				
Qty:	Refills: 1	Days Supply	: 10		
+ Enter ?? for	more actions				
VP VALIDATE PATIENT	VM VALIDATE F	ROVIDER VD	(VALIDATE DRU	G/SIG)	
P Print	RJ Reject	AC .	Accept eRx		
H Hold	UH Un Hold		Remove eRx		
Select Action: Next Scre	een//				

Figure Error! No text of specified style in document.-4: RxChange Response Information – AwC (D, G, T, S and OS Request Types)

```
Sep 30, 2020@16:04:12
eRx Holding Queue Display
                                                                Page:
                                                                          1 of
eRx Patient:
eRx Reference #:
eRx HT: (cm)()
                                   eRx WT: (kg)()
RXCHANGERESPONSE - VALIDATED
eRx Status: RXCHANGE RESPONSE - PRESCRIBER AUTH - NEW Change Request Type: Prescriber Authorization Change Request Sub Type: Prescriber must confirm their DEA registration by DEA
eRx Patient Primary Telephone:
eRx Patient:
                                                            DOB:
Vista Patient:
                                                            DOB:
eRx Provider Primary Telephone:
eRx Provider:
                                                            NPI:
Vista Provider:
                                                            NPI:
         Enter ?? for more actions
   VALIDATE PATIENT
                           VM VALIDATE PROVIDER
                                                          VALIDATE DRUG/SIG
                           RJ Reject
  Print
                                                       AC Accept eRx
                           UH Un Hold
                                                       RM Remove eRx
Select Action:Next Screen//
```

Figure Error! No text of specified style in document. -5: RxChange Response Message Details – Validated (U Request Type)

eRx Holding Queue DisplayeRx Patient:	Sep 30, 2020@16:05:11	Page: 3 of 5
eRx Reference #: eRx HT: (cm)() +	eRx WT: (kg)()	
**************************************	RXCHANGE RESPONSE INFORMATION 3. 2020@14:49:53	*******
	Response for U-V type RxChange	e Request
Date: 2020-08-25		
RxChange Response Comments Comments By: Comments Date/Time:	<b>:</b> :	
VALIDATED reason code: GM Code Description: Active F		
+ Enter ?? for mor VP VALIDATE PATIENT P Print	VM VALIDATE PROVIDER VD RJ Reject AC	VALIDATE DRUG/SIG Accept eRx
H Hold Select Action:Next Screen/		Remove eRx

Figure Error! No text of specified style in document.-6: RxChange Response Information – Validated (U Request Type)

**NOTE:** When Prohibit Renewal Request flag is sent on an original NewRx, it is carried forward into the subsequent fillable RxChange Response and is displayed in the Message Details View. It is not displayed for a non-fillable RxChange Response.

#### 5.5.2 Non-fillable RxChange Responses

```
eRx Holding Queue Display
                           Oct 01, 2020@13:48:48
                                                        Page:
                                                                 1 of
eRx Patient:
eRx Reference
eRx HT: 177.8(cm)(04/20/2020)
                                            eRx WT: 90.26(kg)(04/20/2020)
RXCHANGERESPONSE - APPROVED
eRx Patient Primary Telephone:
eRx Patient:
                                                     DOB:
Vista Patient: NOT LINKED
                                                     DOB: N/A
eRx Provider Primary Telephone:
                                                     NPI:
eRx Provider:
                                                     NPI: N/A
Vista Provider: NOT LINKED
eRx Drug: glimepiride 4 mg tablet (AMARYL)
eRx Qty: 180 eRx Refills: 1
+ Enter ?? for more actions
                                  eRx Days Supply: 90
VP (VALIDATE PATIENT)
                        VM (VALIDATE PROVIDER)
                                                VD (VALIDATE DRUG/SIG)
 Print
                                                AC (Accept eRx)
RM (Remove eRx)
                        RJ (Reject)
                        UH (Un Hold)
   (Hold)
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-7: RxChange Response Message Details –

Approved (P Request Type)

```
eRx Holding Queue Display
                        Oct 01, 2020@13:51:35
                                                 Page:
                                                        2 of
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                      eRx WT: 90.26(kg)(04/09/2020)
APPROVED
Response Date/Time: SEP 29, 2020@09:54:37
Note: Approved RxChange Response for P type RxChange Request
Prior Authorization:
Prior Authorization Status:
Drug Coverage Status:
RxChange Response Comments:
Comments By:
Comments Date/Time:
Enter ?? for more actions
  (VALIDATE PATIENT)
                     VM (VALIDATE PROVIDER)
                                          VD
                                            (VALIDATE DRUG/SIG)
 Print
                     RJ (Reject)
                                          AC (Accept eRx)
                                          RM (Remove eRx)
  (Hold)
                     UH (Un Hold)
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-8: RxChange Response Information – Approved
(P Request Type)

```
Oct 01, 2020@13:52:23
eRx Holding Queue Display
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                                eRx WT: 81.19(kg)(09/28/2020)
RXCHANGERESPONSE - DENIED
eRx Patient Primary Telephone:
eRx Patient:
                                                        DOB:
Vista Patient: NOT LINKED
                                                        DOB: N/A
eRx Provider Primary Telephone:
                                                        NPI:
eRx Provider:
Vista Provider: NOT LINKED
                                                        NPI: N/A
eRx Drug: Lisinopril-Hydrochlorothiazide 20-12.5 MG Tablet eRx Qty: 90 eRx Refills: 0 eRx Days Supply: 90 Enter ?? for more actions
VP (VALIDATE PATIENT)
                         VM (VALIDATE PROVIDER)
                                                   VD (VALIDATE PRUG/SIG)
 Print
                         RJ (Reject)
UH (Un Hold)
                                                   AC (Accept eRx)
RM (Remove eRx)
   (Hold)
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-9: RxChange Response Message Details –

Denied (All Request Types)

eRx Holding Queue Display	Oct 01, 2020@13:52:4	18 Pag	e: 2 of	4_
eRx Patient: eRx Reference #:				
		By UT. 84 40/14	a) (00 (08 (0000))	
eRx HT: 157.48(cm)(09/28/202	,	eRx WT: 81.19(k	g) (09/28/2020)	,
+ ************************************	HANCE BESPONSE THEORN	\TTON +++++++	*********	+++
DENIED	TANGE RESPONSE INFORM	411014		
Response Date/Time: SEP 28,	2020820:12:21			
Note: Denied RxChange Respons		Poguost		
Note: Delited Axonange Respons	se for a type axchange	e nequest		
RxChange Response Comments:				
Comments By:				
Comments Date/Time:				
Comments Date/Time.				
DENIED reason code: AE				
Code Description: Medication	never prescribed for	the natient		
Code Boson iption. Hedioacion	nover proserized for	eno pacione		
**************************************	ANGE REQUEST INFORMAT	ON********	*****	*
Requested By:				
+ Enter ?? for more	actions			
	(VALIDATE PROVIDER)	VD (VALIDATE	DRUG/SIG)	
	(Reject)	AC (Accept e		
	(Un Hold)	RM (Remove e		
Select Action: Next Screen//		(	,	
COLOGE AGELEMENTE COLOGIA				

Figure Error! No text of specified style in document.-10: RxChange Response Information – Denied (All Request Types)

For all types of change responses, the Message History section links the RxChange Request Reference Number to the RxRenewal Response and to the Original NewRx message.

```
eRx Holding Queue Display
                         Oct 01, 2020@13:54:03
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                         eRx WT: 81.19(kg)(09/28/2020)
Code Description: Medication never prescribed for the patient
Requested By:
Request Date/Time: SEP 28, 2020@20:06:44
RxChange Request Comments:
Comments By:
Comments Date/Time:
 Request Reference #:
New eRx Reference #:
Response eRx Reference #:
  Enter ?? for more actions
(VALIDATE PATIENT) VM (VALIDATE)
                     VM (VALIDATE PROVIDER)
RJ (Reject)
                                              (VALIDATE DRUG/SIG)
P Print
                                           AC (Accept eRx)
                                           RM (Remove eRx)
  (Hold)
                     UH (Un Hold)
Select Action:Quit//
```

Figure Error! No text of specified style in document.-11: RxChange Request Information and Message
History

#### **5.6 RxChange Response Process**

#### 5.6.1 Fillable RxChange Response Process

The following RxChange Response types have the same workflow in VistA Holding Queue.

- RxChange Response Message Approved response type for request types, D, T, G, S and OS
- RxChange Response Message Approved with Changes (AwC) response type for request types, D, T, G, S and OS
- RxChange Response Message Validated response type for request type U

The fillable change responses display in the Holding Queue List View screen as an actionable entries. They can also be found using <**MV**> Message View or <**SR**> Search.

The statuses of the RxChange Response Message – Approved and AwC response types for request types, D, T, G, S and OS, are CXN (RxChange Response - New). The status of the RxChange Response Message – Validated is CXV (RxChange Response – Prescriber Auth - New).

When a fillable change response is received, the original is canceled in the Holding Queue and discontinued in Outpatient Pharmacy (if exists), and the change 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 fillable change 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 s ource not found.** Error! **Reference source not found.** 

For the sake of training, a full life cycle of fillable Approved RxChange Response will be discussed further.

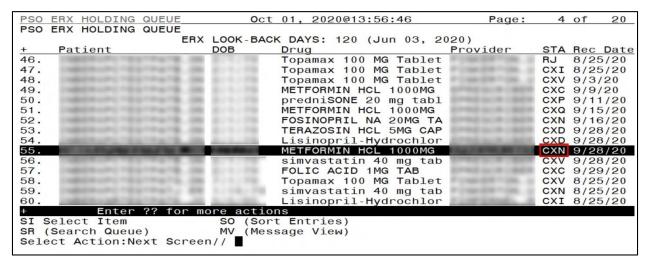


Figure Error! No text of specified style in document.-12: CXN Status in Holding Queue List View



Figure Error! No text of specified style in document.-13: Original eR<sub>x</sub> record auto-canceled in Holding

Queue

The RxChange Response details displays the RxChange Response Message type.

```
Oct 01, 2020@14:07:31
eRx Holding Queue Display
                                                          Page:
                                                                  1 of
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                              eRx WT: 81.19(kg)(09/28/2020)
RXCHANGERESPONSE - APPROVED
eRx Status: RXCHANGE RESPONSE
eRx Patient Primary Telephone:
eRx Patient:
                                                      DOB:
                                                      DOB:
Vista Patient:
eRx Provider Primary Telephone:
eRx Provider:
                                                      NPI:
Vista Provider:
eRx Drug: METFORMIN HCL 1000MG TAB
eRx Qty: 90 eRx Retilis: 2

+ Enter ?? for more actions

VM VALIDAT
                                   eRx Days Supply: 45
  VALIDATE PATIENT
                                                 VD VALIDATE DRUG/SIG
                        VM VALIDATE PROVIDER
                        RJ Reject
                                                 AC Accept eRx
RM Remove eRx
  Print
 Hold
                        UH Un Hold
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-14: RxChange Response - Approved (fillable)

Details Screen

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

```
eRx Holding Queue Display
                        Oct 01, 2020@14:08:34
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                       eRx WT: 81.19(kg)(09/28/2020)
Response Date/Time: SEP 28, 2020@20:34:43
Note: Approved RxChange Response for T type RxChange Request
RxChange Response Comments:
Comments By:
Comments Date/Time:
Drug: METFORMIN HCL 1000MG TAB
Substitutions: YES
Note: REQUESTING METFORMIN MEDICATION
   90
                  Refills: 2
                                   Days Supply: 45
       Enter ?? for more actions
  VALIDATE PATIENT
                                         VD VALIDATE DRUG/SIG
                     VM VALIDATE PROVIDER
  Print
                    RJ Reject
                                         AC Accept eRx
                    UH Un Hold
                                         RM Remove eRx
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-15: RxChange Response - Approved (fillable)

Information Section

When a user takes any action on the CXN/CXV record in the Holding Queue, the status of the record changes to CXI, which indicates that the record is in process.

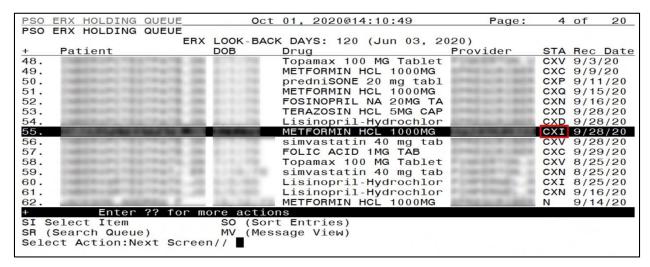


Figure Error! No text of specified style in document. -16: CXI Status in the Holding Queue

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

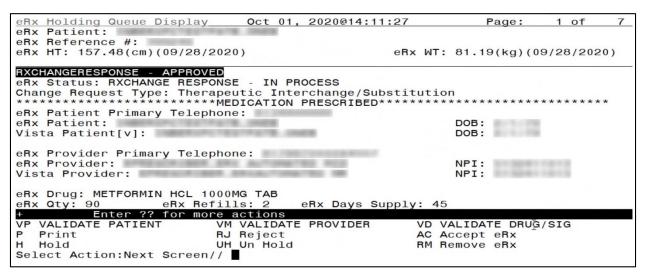


Figure Error! No text of specified style in document.-17: CXI - Summary/Details screen

When the user completes accepting the validation of Patient, Provider and Drug on the fillable change response, the status changes to CXW, indicating that the record is now in waiting status.

PSO	ERX	HOLDING	QUEUE		Oct	01, 20	20@14:12	2:57		Page:	4	of	20
PSO	ERX	HOLDING	QUEUE										
			ERX	LOOK	-BAC	K DAYS:	120 (Ju	in 03, 2	020)				
+	Pat	ient		DOB		Drug			Prov.	ider	STA	Rec	Date
48.	7.000	E-17-1-51	177 W T B . DR		270	Topama	x 100 MG	Tablet	7 ( 100 )	FF 100. 1	CXV	9/3	/20
49.		diam'r c r dia	ITEMATINE. DO		2.0	METFOR	MIN HCL	1000MG	DOM:	SCHOOL SECTION	CXC	9/9	/20
50.			CONTRACTOR AND		7.0	predni	SONE 20	mg tabl	arms.	SCHOOL SECTION	CXP	9/1	1/20
51.			COMMANDS. AND		2.0		MIN HCL		See and	SCHOOL SECTION	CXQ	9/15	5/20
52.			CONTRACTOR AND		710	FOSINO	PRIL NA	20MG TA	See and	SCHOOL SECTION		9/16	
53.			CONTRACTOR AND		10	TERAZO	SIN HCL	5MG CAP	COMM.	som cada		9/28	
54.	1000		CONTRACTOR AND		25	Lisino	pril-Hyd	rochlor	See all			9/28	
55.	100	A PROPERTY.	MALE NO. 10. 1	100			MIN HCL		COLUMN TWO	THE R. P. LEWIS CO., Land		9/28	
56.	100	W-0-1	DESCRIPTION OF			simvas	tatin 40	ma tab	2000			9/28	
57.		diamed 161	178-STR. 69				ACID 1MG		Service .	SCR CBSA		9/29	
58.			DESCRIPTION AND				x 100 MG		Posses			8/2	
59.			company dis-		- 74		tatin 40			De 100. 3		8/2	
60.			CONTRACTOR - TO				pril-Hyd			Seeds. A		8/2	
61.		da-10-61	DESCRIPTION OF THE PERSON NAMED IN				pril-Hyd			Design A		9/16	
62.			Service A				MIN HCL		and the same		N		1/20
+		Enter	?? for mo	ore a	ctio							- / .	, _
SI S	Selec	t Item				t Entri	es)						
		ch Queue	e)	MV		sage Vi							
			ext Screen		,	3	,						
-510		o cromine	201 001	.,,									

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

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

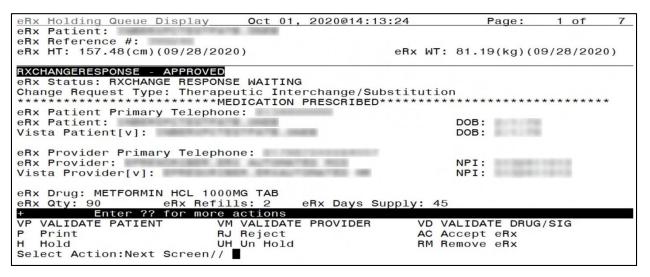


Figure Error! No text of specified style in document.-19: CXW - Summary/Details screen

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

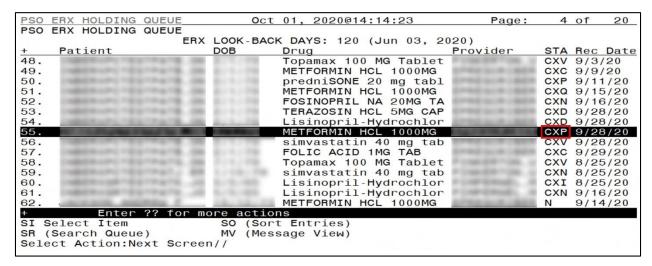


Figure Error! No text of specified style in document.-20: CXP Status in Holding Queue

On the Outpatient side, a pending line entry is added for the user to finish the RxChange Response.

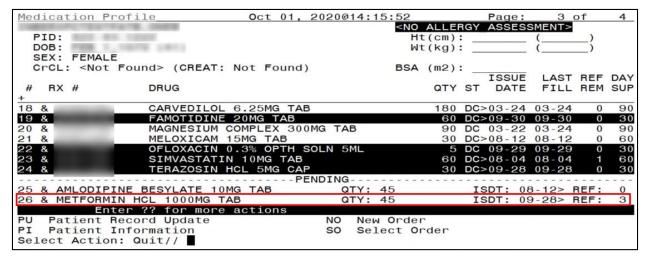


Figure Error! No text of specified style in document.-21: Medication Profile - Pending Line Entry

The user may select the pending line entry to finish the RxChange Response and accept it.

RxChange Response is now an active prescription, which displays in the Active section of the Medication Profile.

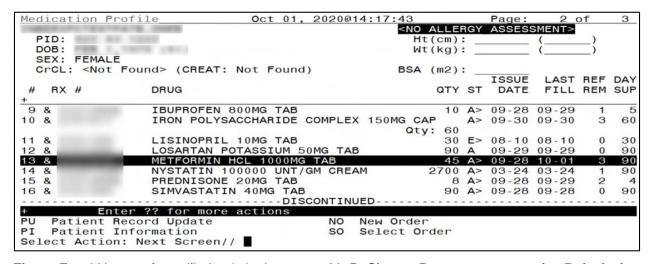


Figure Error! No text of specified style in document.-22: RxChange Response to an active R<sub>x</sub> in Active

Section of the Medication Profile

Once the RxChange Response becomes an active prescription, the status of the RxChange Response in the Holding Queue changes to CXC (RxChange Response Completed).

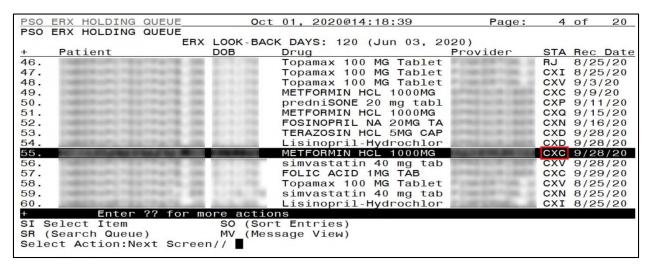


Figure Error! No text of specified style in document.-23: CXC Status in the Holding Queue

Select the record to view the RxChange Response details screen.

```
Holding Queue Display
                             Oct 01, 2020@14:19:23
                                                           Page:
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                               eRx WT: 81.19(kg)(09/28/2020)
RXCHANGERESPONSE - APPROVED
eRx Status: RXCHANGE RESPONSE COMPLETE
eRx Patient Primary Telephone:
eRx Patient:
                                                       DOB:
Vista Patient[v]:
                                                       DOB:
eRx Provider Primary Telephone:
eRx Provider:
Vista Provider[v]:
eRx Drug: METFORMIN HCL 1000MG TAB
eRx Oty: 90 eRx Refills: 2
+ Enter ?? for more actions
                                    eRx Days Supply: 45
   (VALIDATE PATIENT)
                                                      (VALIDATE DRUG/SIG)
                         VM (VALIDATE
                                      PROVIDER)
                                                   VD
  Print
                         RJ
                            (Reject)
                                                      (Accept eRx)
   (Hold)
                         UH (Un Hold)
                                                   RM (Remove eRx)
Select Action: Next Screen//
```

Figure Error! No text of specified style in document. -24: RxChange Response Details Screen

The status of the corresponding RxChange Request changes to CRC (RxChange Request Completed).

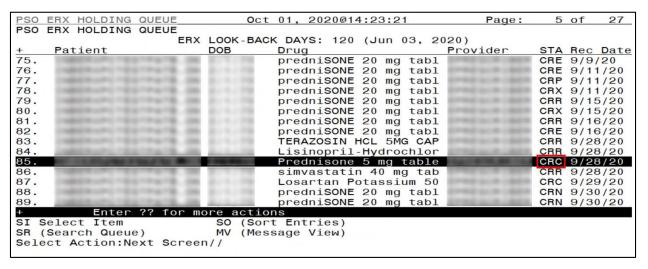


Figure Error! No text of specified style in document.-25: CRC Status in the Holding Queue

Select the record to view the RxChange Request details screen.

```
eRx Holding Queue Display
                             Oct 01, 2020@14:24:09
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                               eRx WT: 81.19(kg)(09/28/2020)
RXCHANGEREQUEST
eRx Status: RXCHANGE REQUEST COMPLETE
eRx Patient Primary Telephone:
eRx Patient:
                                                       DOB:
Vista Patient: NOT LINKED
                                                       DOB: N/A
eRx Provider Primary Telephone:
eRx Provider:
                                                       NPI:
                                                       NPI: N/A
Vista Provider: NOT LINKED
eRx Drug: Prednisone 5 mg tablet
eRx Qty: 24 eRx ReTills.

Enter ?? for more actions

VM (VALIDA
                                   eRx Days Supply: 6
  (VALIDATE PATIENT)
                         VM (VALIDATE PROVIDER)
                                                  VD (VALIDATE DRUG/SIG)
 Print
                         RJ (Reject)
                                                  AC (Accept eRx)
RM (Remove eRx)
                         UH (Un Hold)
   (Hold)
Select Action: Next Screen//
```

Figure Error! No text of specified style in document. -26: RxChange Request Details Screen

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

The status of a RxChange Request record transitions from CRN, CRR, CRP to CRC. For more information about RxChange Request status codes, refer to **Error! Reference source not found.** in **Error! Reference source not found.** Error! Reference source not found.

#### 5.6.1.1 RxChange Response – Processing Error (CXE)

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

When a fillable RxRenewal Response record is in CXE status, the user can still process that record similar to a NewRx record after manually canceling the original in the Holding Queue and in Outpatient Pharmacy (if a record exists).

PSO ERX HOLDING QUEUE	Oct 01, 2020@14:25:29	Page:	9	of	20
PSO ERX HOLDING QUEUE					
ERX	LOOK-BACK DAYS: 120 (Jun 03, 202	20)			
+ Patient	DOB Drug P	Provider	STA	Rec	Date
121.	Amaryl 4 mg Tablet	FEMILE FEMILES	CXD	8/17	/20
122.	Amaryl 4 mg Tablet	100000000000	CXD	8/20	/20
123.	metformin (GLUCOPHAGE	10040706-0	CXD	9/17	/20
124.	metformin (GLUCOPHAGE	FEMALES T-006. III	CXD	9/17	/20
125.	N/A	FOREST DR. S	CXD	9/28	/20
126.	Lisinopril-Hydrochlor	CHPERMS. A	CXD	8/5/	20
127.	irbesartan 150 mg tab	CHPERNSA	CXD	8/6/	20
128.	Coreg 6.25 MG Tablet	CHPERMES.A	CXD	8/10	/20
129.	Coreg 6.25 MG Tablet	COPPERING	CXD	8/10	/20
130.	predniSONE 1 MG Oral	ST. DO. SEC. 1879	CXE	7/24	/20
131.	furosemide 20 mg tabl	CONTRACTOR OF	CXE	8/14	/20
132.	Victoza 18 MG/3ML Sub	T0800001006.0	CXE	6/10	/20
133.	glimepiride 4 mg tabl	1000001100.0	CXE	8/24	/20
134.	metformin (GLUCOPHAGE	CHARGE TON. A	CXE	9/17	/20
135.	ibuprofen (MOTRIN) 80	CONTRACTOR A	CXE	9/25	/20
+ Enter ?? for mo	ore actions				
SI Select Item	SO (Sort Entries)				
SR (Search Queue)	MV_(Message View)				
Select Action: Next Screen	1//				

Figure Error! No text of specified style in document.-27: CXE Status in Holding Queue List View

The RxChange Response details displays the RxRenewal Response Message type.

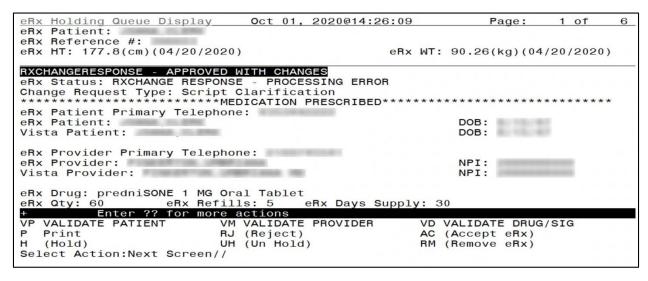


Figure Error! No text of specified style in document.-28: RxChange Response - Message Details

Screen for CXE

When the user exercises one of the available actions, a warning is displayed that the corresponding HQ/OP record may not have been auto-canceled/auto-discontinued. The user is prompted to select Yes or No. Upon selecting Yes, the status of the record changes to CXI. Upon selecting No, the record remains in CXE status.

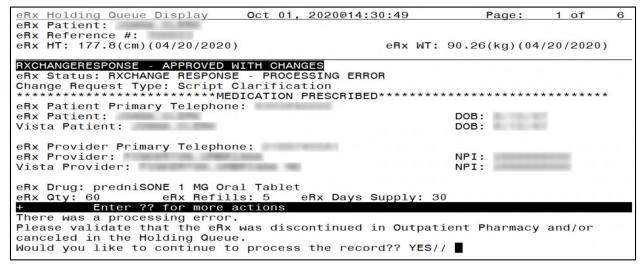


Figure Error! No text of specified style in document.-29: RxChange Response Processing Error

Warning Text/Prompt

Once the status of the CXE record is changed to CXI, the user can exercise the record same way as a fillable change response record that was originally in CXN/CXY status. For information on how to process a fillable change response, refer to section <u>5.6.1 Fillable RxChange Response</u> Process.

#### **NOTE:** Additional CXE information are as follows:

CXE applies to fillable change response types only.

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

- 6. When a user selects an Active eR<sub>X</sub> in OP that has an outstanding RxChange Request and locks it, and at the same time a fillable RxChange Response is sent, the Prescription gets auto-discontinued and the corresponding Response is marked as CXN/CXY 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 CXE in the Holding Queue.
- 7. When a RxChange Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If a fillable RxChange Response is then sent, the VA Order (non-eR<sub>X</sub>) is not modified by the response. The response is marked as "CXE" in the Holding Queue.

#### 5.6.2 Non-Fillable RxChange Response Process

#### 5.6.2.1 Approved RxChange Response for P Request Type

For a P change request type, one of the response types is Approved, which is not a fillable prescription but an 'information only' kind of message.

When a RxChange Response – Approved for a P request type is received in the Holding Queue, it is displayed in the List View in "CXY" status (RxChange Response – Prior Auth - New).

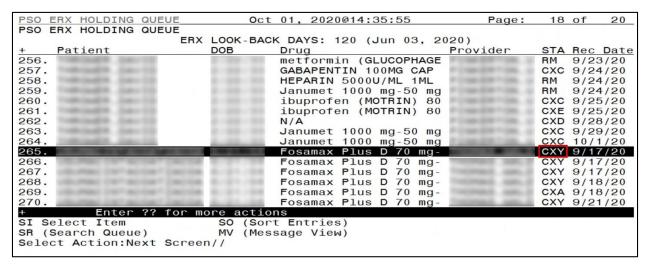


Figure Error! No text of specified style in document. -30: CXY Status in the Holding Queue List View

Select the record to view the RxChange Response details screen.

```
eRx Holding Queue Display
                           Oct 01, 2020@14:36:12
                                                       Page:
eRx Patient:
eRx Reference #:
eRx HT: 149.86(cm)(11/20/2018)
                                            eRx WT: 54.43(kg)(11/23/2018)
RXCHANGERESPONSE - APPROVED
eRx Status: RXCHANGE RESPONSE - PRIOR AUTH - NEW
eRx Patient Primary Telephone:
eRx Patient:
                                                   DOB:
Vista Patient: NOT LINKED
                                                   DOB: N/A
eRx Provider Primary Telephone:
eRx Provider:
                                                   NPI:
Vista Provider: NOT LINKED
                                                   NPI: N/A
        Enter ?? for more actions
  (VALIDATE PATIENT)
                       VM (VALIDATE PROVIDER)
                                                 (VALIDATE DRUG/SIG)
 Print
                       RJ (Reject)
                                              AC (Accept eRx)
RM (Remove eRx)
  (Hold)
                       UH (Un Hold)
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-31: RxChange Response Details Screen –

Approved for P Request Type

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

```
4
eRx Holding Queue Display
                         Oct 01, 2020@14:36:51
                                                   Page:
                                                           2 of
eRx Patient:
eRx Reference #:
eRx HT: 149.86(cm)(11/20/2018)
                                         eRx WT: 54.43(kg)(11/23/2018)
Response Date/Time: SEP 17, 2020@12:43:50
Note: Approved RxChange Resposne for P Type RxChange Request
Prior Authorization:
Prior Authorization Status:
Drug Coverage Status:
RxChange Response Comments:
Comments By:
Comments Date/Time:
   Enter ?? for more actions
  (VALIDATE PATIENT)
                      VM (VALIDATE PROVIDER)
                                            VD (VALIDATE DRUG/SIG)
 Print
                      RJ (Reject)
                                            AC (Accept eRx)
                                            RM<sub>T</sub>(Remove eRx)
  (Hold)
                      UH (Un Hold)
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-32: RxChange Response Information Section

There is no user intervention required on the Approved RxChange Response (for P Request Type), other than acknowledging. For more information on how to acknowledge a record in actionable status, refer to section 5.9 Acknowledge: Hidden Action for RxChange Response/Inbound Error.

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

#### 5.6.2.2 Denied RxChange Response for all Request Types

Another RxChange Response message type is Denied. This indicates the change request is denied. This response applies to all request types.

When a RxChange Response – Denied type is received in the Holding Queue, it is displayed in the List View in "CXD" status (RxChange Response Denied).

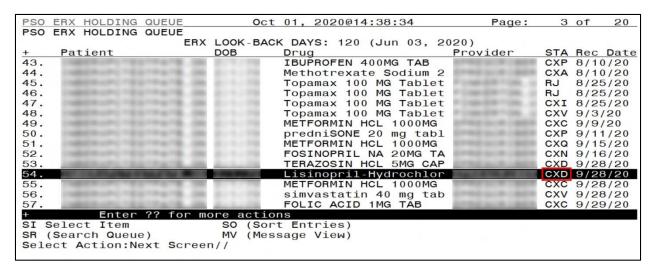


Figure Error! No text of specified style in document. -33: CXD Status in the Holding Queue List View

Select the record to view the RxChange Response details screen.

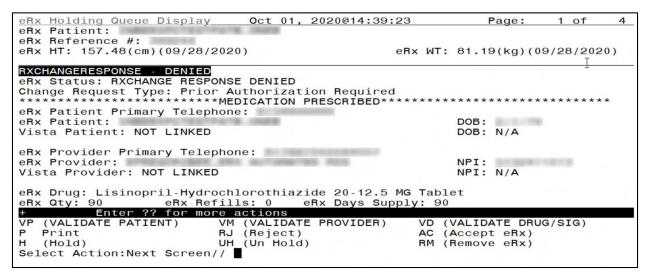


Figure Error! No text of specified style in document.-34: RxChange Response Details Screen - Denied

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

```
eRx Holding Queue Display eRx Patient:
                         Oct 01, 2020@14:39:53
                                                   Page:
                                                           2 of
                                                                  4
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                         eRx WT: 81.19(kg)(09/28/2020)
DENIED
Response Date/Time: SEP 28, 2020@20:12:31
Note: Denied RxChange Response for P type RxChange Request
RxChange Response Comments:
Comments By:
Comments Date/Time:
DENIED reason code: AE
Code Description: Medication never prescribed for the patient
 Requested By:
        Enter ?? for more actions
                     VM (VALIDATE PROVIDER)
RJ (Reject)
  (VALIDATE PATIENT)
                                            VD (VALIDATE DRUG/SIG)
 Print
                                            AC (Accept eRx)
                                            RM (Remove eRx)
  (Hold)
                     UH_(Un Hold)
Select Action:Next Screen//
```

Figure Error! No text of specified style in document.-35: RxChange Response Information Section

There is no user intervention required on the Denied RxChange Response other than acknowledging. For more information on how to acknowledge a record in actionable status, refer to section 5.9 Acknowledge: Hidden Action for RxChange 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.

#### 5.7 Inbound Error - CRE

Inbound ERROR message is the NCPDP 2017071 format for Inbound Error message received in VistA under certain situations, including the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a RxChange 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 CRE (RxChange Request Error). This is an actionable entry and requires the user to acknowledge it.

For more information about **ACK**> Acknowledge, refer to section <u>5.9 Acknowledge</u>: <u>Hidden Action for RxChange Response/Inbound Error</u>.

## 5.8 Add Comments: Hidden Action for RxChange Request/Response

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

- 1. Type action  $\langle AD \rangle$ .
- 2. Type Request/Response comments.

```
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                        eRx WT: 90.26(kg)(04/09/2020)
eSig Text1.
Requested By:
Request Date/Time: MAY 26, 2020@13:11:59
RxChange Request Comments:
Comments By:
Comments Date/Time:
Request Reference #:
New eRx Reference #:
Response eRx Reference #:
Enter ?? for more actions
  (VALIDATE PATIENT)
                     VM (VALIDATE PROVIDER)
RJ (Reject)
                                            VD (VALIDATE DRUG/SIG)
 Print
                                            AC (Accept eRx)
                                            RM (Remove eRx)
  (Hold)
                     UH (Un Hold)
Select Action:Quit// AD
REQUEST/RESPONSE COMMENTS: // SCREEN CAPTURE on 09/22/2020
```

Figure Error! No text of specified style in document. -36: Add Comments

#### 3. Select **Enter**>.

```
Sep 22, 2020@15:14:41
eRx Holding Queue Display
                                                    Page:
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                         eRx WT: 90.26(kg)(04/09/2020)
eSig Text1.
        Requested By:
Request Date/Time: MAY 26, 2020@13:11:59
RxChange Request Comments: SCREEN CAPTURE on 09/22/2020
Comments By:
Comments Date/Time: SEP 22, 2020@15:14:41
Request Reference #:
New eRx Reference #:
Response eRx Reference #:
Enter ?? for more actions
                      VM (VALIDATE PROVIDER)
RJ (Reject)
                                            VD (VALIDATE DRUG/SIG)
VP (VALIDATE PATIENT)
P Print
                                            AC
                                               (Accept eRx)
  (Hold)
                      UH (Un Hold)
                                            RM (Remove eRx)
Select Action:Quit//
```

Figure Error! No text of specified style in document. -37: RxChange 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  $\langle AD \rangle$ .
- 5. Replace with updated comments.

```
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                          eRx WT: 90.26(kg)(04/09/2020)
eSia Text1.
Requested By:
Request Date/Time: MAY 26, 2020@13:11:59
RxChange Request Comments: SCREEN CAPTURE on 09/22/2020
Comments By:
Comments Date/Time: SEP 22, 2020@15:14:41
Request Reference #:
New eRx Reference #:
Response eRx Reference #:
Enter ?? for more actions
  (VALIDATE PATIENT)
                                              VD (VALIDATE DRUG/SIG)
                       VM (VALIDATE PROVIDER)
                       RJ (Reject)
  Print
                                              AC (Accept eRx)
                                              RM (Remove eRx)
  (Hold)
                       UH (Un Hold)
Select Action:Quit//
                       AD
REQUEST/RESPONSE COMMENTS: SCREEN CAPTURE on 09/22/2020
Replace ... With SCREEN CAPTURE FOR USER MANUAL ON 09/22/2020
```

Figure Error! No text of specified style in document. -38: Replacing RxChange Request Comments

6. Select **Enter**>.

```
eRx Holding Queue Display
                       Sep 22, 2020@15:16:23
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                     eRx WT: 90.26(kg)(04/09/2020)
eSia Text1.
Requested By:
Request Date/Time: MAY 26, 2020@13:11:59
RxChange Request Comments: SCREEN CAPTURE FOR USER MANUAL ON 09/22/2020
Comments Date/Time: SEP 22, 2020@15:16:23
Request Reference #:
New eRx Reference #:
Response eRx Reference #:
       Enter ?? for more actions
  (VALIDATE PATIENT)
                    VM (VALIDATE PROVIDER)
                                         VD (VALIDATE DRUG/SIG)
                    RJ (Reject)
 Print
                                         AC (Accept eRx)
  (Hold)
                    UH (Un Hold)
                                        RM (Remove eRx)
Select Action:Quit//
```

Figure Error! No text of specified style in document.-39: RxChange Request Comments Updated

# 5.9 Acknowledge: Hidden Action for RxChange Response/Inbound Error

Once the user completes reviewing an Approved for Prior Authorization Request or a Denied RxChange Response message in the Holding Queue's list view, the user can exercise <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 the Inbound Errors with status CRE. When a RxChange Response – Denied type is received in the Holding Queue, it is displayed in the list view, and is in the actionable "CXD" status. When a RxChange Response – Approved type for Prior Authorization request is received in the Holding Queue, it is displayed in the list view, and is in the actionable "CXY" status.

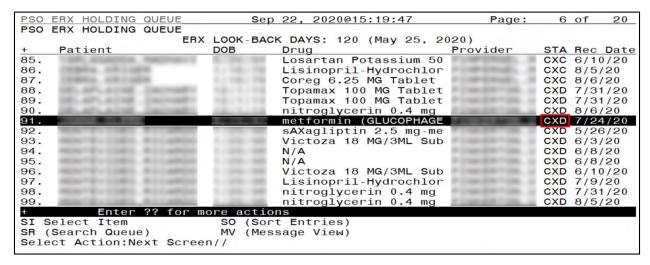


Figure Error! No text of specified style in document. -40: CXD Status in the Holding Queue List View

Select the record to view the RxChange Response details screen.

```
Sep 22, 2020@15:20:33
eRx Holding Queue Display
                                                                       Page:
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/20/2020)
                                                       eRx WT: 90.26(kg)(04/20/2020)
RXCHANGERESPONSE - DENIED
eRx Patient Primary Telephone:
eRx Patient: JOANA, CLERK
Vista Patient: NOT LINKED
                                                                  DOB:
                                                                  DOB: N/A
eRx Provider Primary Telephone:
eRx Provider:
Vista Provider: NOT LINKED
                                                                  NPI: N/A
eRx Drug: metformin (GLUCOPHAGE-XR) 500 mg 24 hr tablet
eRx Qty: 90 eRx Refills: 3
+ Enter ?? for more actions
                                          eRx Days Supply: 90
VP (VALIDATE PATIENT) VM (VALIDATE PROVIDER)
P Print RJ (Reject)
H (Hold) UH (Un Hold)
Select Action:Next Screen//
                                                            VD (VALIDATE DRUG/SIG)
                                                            AC (Accept eRx)
RM (Remove eRx)
```

Figure Error! No text of specified style in document.-41: RxChange Response Denied Details Screen

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

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

LDING QUE	ERX LOO DOB			120 (Ma	v 25	2020)			
nt	DOB			120 (Ma	V 25	20201			
ent		Г			, _ ,	2020)			
-	011		Drug			Provider	STA	Rec	Date
	2/1	/79		ALC: NAME OF	May 1 and	CONTRACTOR OF	CXA	8/4/	20
	2/1	/79	No. of Street, or other Designation of the Contract of the Con	named at A		A STREET, SALES	CXA	8/10	/20
Marie Control of the	8/1	5/47				BARRIOT STATE	CXA	7/24	/20
M. MINGS	9/5	/57				F 1 10 2 2 2 7 7	CXA	9/17	/20
MB - 1-P-2	8/1	7/35	torne 4			P DIRPORTED	CXA	5/27	/20
MB - 1-P-1	8/1	7/35		H 53 - 894		<ul> <li>FORFERNE.</li> </ul>	CXA	7/13	/20
100 100	8/1	7/35		PER MINE		or promptions.	CXA	8/4/	20
ER. DAVID	2/2	2/33		get der Sill.	E. R 80	P CHARGE TO	CXA	8/4/	20
69.58113	2/2	2/33			5.8 89	F 1 Hard (8 TH 10)	CXA	8/6/	20
EN. DAVID	2/2	2/33			5.8 80	P CHARGE TO	CXA	8/6/	20
EN. 58+13	2/2	2/33	BO I HAVE	If the SER	100.80	C FEMILIFIER	CXA	9/15	/20
ER.58+13	2/2	2/33	to 1 Farms	HAR TRACK	COPHA)	B FINESPIS	CXA	9/17	/20
GROOM - RING	6/2	6/60		or Process	0.000	a romenue.	CXA	7/31	/20
MADES, SMI	6/2	6/60		pt Portion	27.00	A FORESTINE	CXA	8/4/	20
ARCHES.					Pathons.	T LOW STREET,	CXA	8/10	/20
Enter ??	for more	actions	3						
Item	SO	(Sort	Entrie	s)					
Queue)		(Messa	age Vie	W)					
	Item Queue)	2/2 2/2 6/2 6/2 1/1 Enter ?? for more Item SO	Item SO (Sort Queue) MV (Messa	2/22/33 2/22/33 6/26/60 6/26/60 1/16/76 Enter ?? for more actions Item SO (Sort Entrie Queue) MV (Message Vie	2/22/33 2/22/33 6/26/60 6/26/60 1/16/76 Enter ?? for more actions Item SO (Sort Entries) Queue) MV (Message View)	2/22/33 2/22/33 6/26/60 6/26/60 1/16/76 Enter ?? for more actions Item SO (Sort Entries) Queue) MV (Message View)	2/22/33 2/22/33 6/26/60 6/26/60 1/16/76 Enter ?? for more actions Item SO (Sort Entries) Queue) MV (Message View)	2/22/33 CXA 2/22/33 CXA 6/26/60 CXA 6/26/60 CXA 1/16/76 CXA  Enter ?? for more actions  Item SO (Sort Entries) Queue) MV (Message View)	2/22/33 CXA 9/15 2/22/33 CXA 9/17 6/26/60 CXA 7/31 6/26/60 CXA 8/4/ 1/16/76 CXA 8/10  Enter ?? for more actions  Item SO (Sort Entries) Queue) MV (Message View)

Figure Error! No text of specified style in document.-42: CXA Status in the Holding Queue

Select the record to view the RxChange Response details screen, displaying the eR<sub>X</sub> status of RxChange Response Acknowledged.

```
eRx Holding Queue Display
                             Sep 22, 2020@15:23:57
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/20/2020)
                                              eRx WT: 90.26(kg)(04/20/2020)
RXCHANGERESPONSE - DENIED
eRx Status: RXCHANGE RESPONSE ACKNOWLEDGED
eRx Patient Primary Telephone:
eRx Patient:
                                                      DOB:
Vista Patient: NOT LINKED
                                                      DOB: N/A
eRx Provider Primary Telephone:
eRx Provider:
                                                      NPI:
Vista Provider: NOT LINKED
                                                      NPI: N/A
eRx Drug: metformin (GLUCOPHAGE-XR) 500 mg 24 hr tablet
eRx Qty: 90 eRx Refills: 3
+ Enter ?? for more actions
                                   eRx Days Supply: 90
   (VALIDATE PATIENT)
                         VM (VALIDATE PROVIDER)
                                                  VD (VALIDATE DRUG/SIG)
                         RJ (Reject)
  Print
                                                  AC (Accept eRx)
RM (Remove eRx)
                        UH (Un Hold)
   (Hold)
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-43: RxChange Response Acknowledged Details

Screen

**NOTE:** When the user acknowledges a RxChange Response with a status of "CXY", it changes to "CXA". The workflow is the same as "CXD" to "CXA".

When a RxChange Request results in an Inbound Error with the status "CRE", it is displayed in the list view as an actionable entry.

PSO	ERX	HOLDING	QUEUE		Sep 22, 202	20@15::	26:2	5		Page:	1	of	8
PSO	ERX	HOLDING	QUEUE							_			
			ERX	LOO	K-BACK DAYS:	120 (	May	25,	2020)				
100	Pat	ient		DOB	Drug	-			Prov	ider	STA	Rec	Date
1.	1100	OWNER WHEN	100		N/A				N/A		CNE	8/21	/20
2.	1100	DAMES - COLUMN	-		N/A				N/A		CRE	9/9/	20
3.	1100	DAME OF REAL PROPERTY.			N/A				N/A		CRE	9/14	1/20
4.	1100	DAME OF REAL PROPERTY.	100	-	N/A				N/A		CRE	9/15	5/20
5.		made days	100		N/A				N/A			9/16	
6.		made day	100		N/A				N/A			9/21	
7.	100		100	3.45	N/A				N/A			9/21	
8.					N/A				N/A			9/21	
9.	100	THE RESERVE		N/A	N/A				N/A		E	8/20	
10.		DOM:	100	N/A	N/A				N/A			8/26	
11.		make been	100	N/A	N/A				N/A		E E E E	8/26	
12.		made day	100	N/A	N/A				N/A		E	8/26	
13.		made and	100	N/A	N/A				N/A		E	8/26	
14.			100	N/A	N/A				N/A		E	8/27	
15.	1000		100	N/A	N/A				N/A		E	8/27	
+		Enter	?? for mo										
SI S	Selec	t Item			(Sort Entrie	es)							
		ch Queue	:)		(Message Vie								
			xt Screer			,							

Figure Error! No text of specified style in document. -44: CRE Status in the Holding Queue List View

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

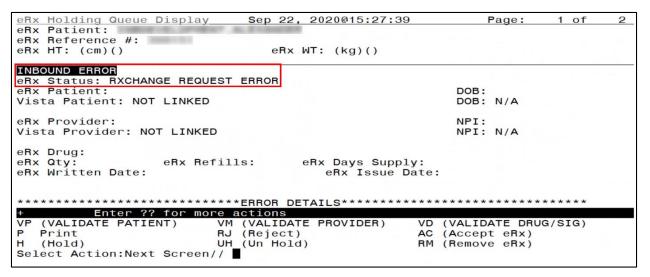


Figure Error! No text of specified style in document. -45: RxChange Request Error Details Screen

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

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

PSO	ERX H	OLDING	QUEUE		Sep 22, 202	0@15:29:3	38	Page: 5	of	8
PSO	ERX H	OLDING	QUEUE					-		
			EF	X LOOK	-BACK DAYS:	120 (May	25, 2020)			
+	Pati	ent		DOB	Drug	11.23 - 11.11.170	Prov	ider STA	Rec Da	ate
69.	1000	LAG SHI	100	N/A	N/A		N/A	E	9/21/2	20
70.	11000	LINE EM	NO.	N/A	N/A		N/A	E	9/21/2	20
71.	2 million	LINE EM	100	N/A	N/A		N/A	E	9/21/2	20
72.	11000		NO.	N/A	N/A		N/A	E	9/21/2	20
73.	11000	LANCE SING	No. of Street	N/A	N/A		N/A	E	9/21/2	20
74.	11000		100		N/A		N/A	ICA	8/26/2	20
75.			NO.		N/A		N/A	ICA	9/11/2	20
76.	11000	LAND SHI	No.	80.00	N/A		N/A	ICA	9/11/2	20
77.	11000		100		N/A		N/A	ICA	9/11/2	20
78.	11000				N/A		N/A	ICA	9/15/2	20
79.	110000		No.		N/A		N/A	ICA	9/16/2	20
80.	1.000		NAME.	Aller San	N/A		N/A	ICA	9/16/2	20
81.	100		200 40	-	N/A		N/A	ICA	9/21/2	20
82.	1000	CHIEF STREET			N/A		N/A		8/20/2	
83.	Logica	LONG. DOM	NAME.	0.00	N/A		N/A	IRA	9/9/20	0
+		Enter	?? for	more a	actions					
SI S	Select				(Sort Entries	s)			_	
SR (	Searc	h Queue	e)	MV	(Message Vier	M)				
Sele	ect Ac	tion:Ne	ext Scre		3					

Figure Error! No text of specified style in document. -46: ICA Status in the Holding Queue

Select the record to view the Inbound Error details screen, with an eR<sub>X</sub> status of Inbound RxChange Request Error Acknowledged.

```
eRx Holding Queue Display
                               Sep 22, 2020@15:30:16
                                                               Page:
                                                                         1 of
eRx Patient:
eRx Reference #:
eRx HT: (cm)()
                                  eRx WT: (kg)()
INBOUND ERROR
eRx Status: INBOUND RXCHANGE ERROR ACKNOWLEDGED
eRx Patient:
                                                           DOB:
Vista Patient: NOT LINKED
                                                           DOB: N/A
                                                           NPI:
NPI: N/A
eRx Provider:
Vista Provider: NOT LINKED
eRx Qty:
eRx Written Date:
                  eRx Refills:
                                     eRx Days Supply:
                                         eRx Issue Date:
Enter ?? for more actions
(VALIDATE PATIENT) VM (VALIDATE VALIDATE)
                          VM (VALIDATE PROVIDER)
RJ (Reject)
UH (Un Hold)
                                                      VD (VALIDATE DRUG/SIG)
P Print
H (Hold)
                                                      AC (Accept eRx)
RM (Remove eRx)
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.-47: Inbound Error Details Screen – Inbound

RxChange Request Error Acknowledged