



# e-Prescribing for End Users



# Sending a New eRx

# ePrescribing Process

- An electronic prescription is sent via the Medication Module
- The user has the ability to send to a pharmacy. The pharmacy also must be enrolled in SureScripts
- Pharmacies include both Retail and Mail Order
  - Retail Pharmacies are downloaded in File Maintenance and added to the Pharmacy Table
  - Mail Order Pharmacies are added through the Formulary Data and added to the Pharmacy Table
- Confirmation and Status of the ePrescription are visible in the Medication Module

# ePrescribing Process

## New eRx

- Add new medication to the patients encounter
  - Choose Medication(s) to send electronically
    - Hold down shift or ctrl to select multiple medications
- Select eRX button in Medication Module Tool Bar

The screenshot displays the 'Current Medication View' window. It features a table with columns for Medication, Last Audit, Status, Method, Start Date, and Stop Date. Below the table is a toolbar with buttons for Prescribe New, Print, Erx, Renew, Stop, Interactions, Education, Dose Range, and Delete. The Erx button is highlighted with a red box, and a blue arrow points from a text box to it. The text box contains the instruction: 'To send new prescriptions electronically, select the appropriate medications and click the Erx button.' Below the toolbar, the 'Medication Details' section shows 'VASOTEC (enalapril maleate) 10MG ORAL TABLET' with the instruction 'Sig: Take 1/2 tablet by mouth daily'.

Medication	Last Audit	Status	Method	Start Date	Stop Date
VASOTEC (enalapril maleate)	E	Active	10MG ORAL TABLET	01/14/2008	
TYLAGESIC (acetaminophen)	E	Active	325MG ORAL TABLET	01/24/2008	07/
ALLEGRA-D (p-ephed hcl/fexofenadin...	E	Active	120-60MG ORAL TAB.SR 12H	11/01/2007	07/
VICODIN (hydrocodone bit/acetamino...	E	Active	5-500MG ORAL TABLET	11/30/2007	

**To send new prescriptions electronically, select the appropriate medications and click the Erx button.**

VASOTEC (enalapril maleate) 10MG ORAL TABLET  
Sig: Take 1/2 tablet by mouth daily

# ePrescribing Process

## New eRx

- The selected medications display in the Send window
- The patient's default pharmacy will display automatically if it is enrolled in SureScripts
  - The user can select a different pharmacy if necessary

**Current Medication View**

Status	Medication	Method	Start Date	Stop Date	Sig
Active (4 items)					
Active	VASOTEC (enalapril maleate)	10MG ORAL TABLET	01/14/2008		Take 1/2 tablet by mouth daily
Active	TYLAGESIC (acetaminophen)	325MG ORAL TABLET	01/24/2008	07/17/2008	Take 1/2 tablet by mouth daily
Active	ALLEGRA-D (p-ephed hcl/fexofenadn...	120-60MG ORAL TAB,SR 12H	11/01/2007	07/01/2008	Take 1/2 tablet by mouth daily
Active	VICODIN (hydrocodone bit/acetamino...	5-500MG ORAL TABLET	11/30/2007		Take 1/2 tablet by mouth daily

**Send Electronic Prescription**

Medications:

- TYLAGESIC
- VASOTEC

To:

Destination: Ahold Test Pharmacy

Address: One Atlanta St

City: Atlanta

State: GA Zip: 30329

Make this the patient's default Pharmacy

Send Cancel

**The selected medications display in the Medications box.**

**The patient's default pharmacy automatically displays in the Destination box. A different pharmacy can be selected, if needed.**

# ePrescribing Process

## New eRx

- To search for a different pharmacy select the Ellipsis button

**To select a different pharmacy, click the Ellipsis button to search for a SureScripts-certified pharmacy.**

**Click this check box to make the newly selected pharmacy the patient's default pharmacy for future transactions.**

Name	Chief Pharma...	Address Line 1	Address Li
CVS - Fairburn		9282 Fairburn Rd	
CVS Pharmacy # 9996		1322 BEACON STREET	

# ePrescribing Process

## New eRx

- Once the prescription has been sent the Last Audit column will display an “E” to indicate it was sent electronically
- Right click on the “E” to view the dispense information
  - Indicates Who sent the prescription, Where it was sent, and a status

Medication	Last Audit	Status	Method	Start Date	Stop Date
VASOTEC (enalapril maleate)	E	Active	10MG ORAL TABLET	01/14/2008	
TYLAGESIC (acetaminophen)	E	Active	325MG ORAL TABLET	01/24/2008	07/...
ALLEGRA-D (p-ephed hcl/fexofenadin...	E	Active	120-60MG ORAL TAB.SR. 12H	11/01/2007	07/...
VICODIN (hydrocodone bit/acetamino...	E	Active	5-500MG ORAL TABLET	11/30/2007	

Right-click on the “E” under the Last Audit column and select “Dispense Listing.” A status box displays with pertinent information on Erx transactions.

**Last Dispense Information**

eRx: ENALAPRIL MALEATE 10MG TABLET

By: Weaver, Sally

When: 2/4/2008 15:35PM

To: Test000-KML4PharmacyStore  
100 Giest Rd  
Indianapolis, IN 46258

Done

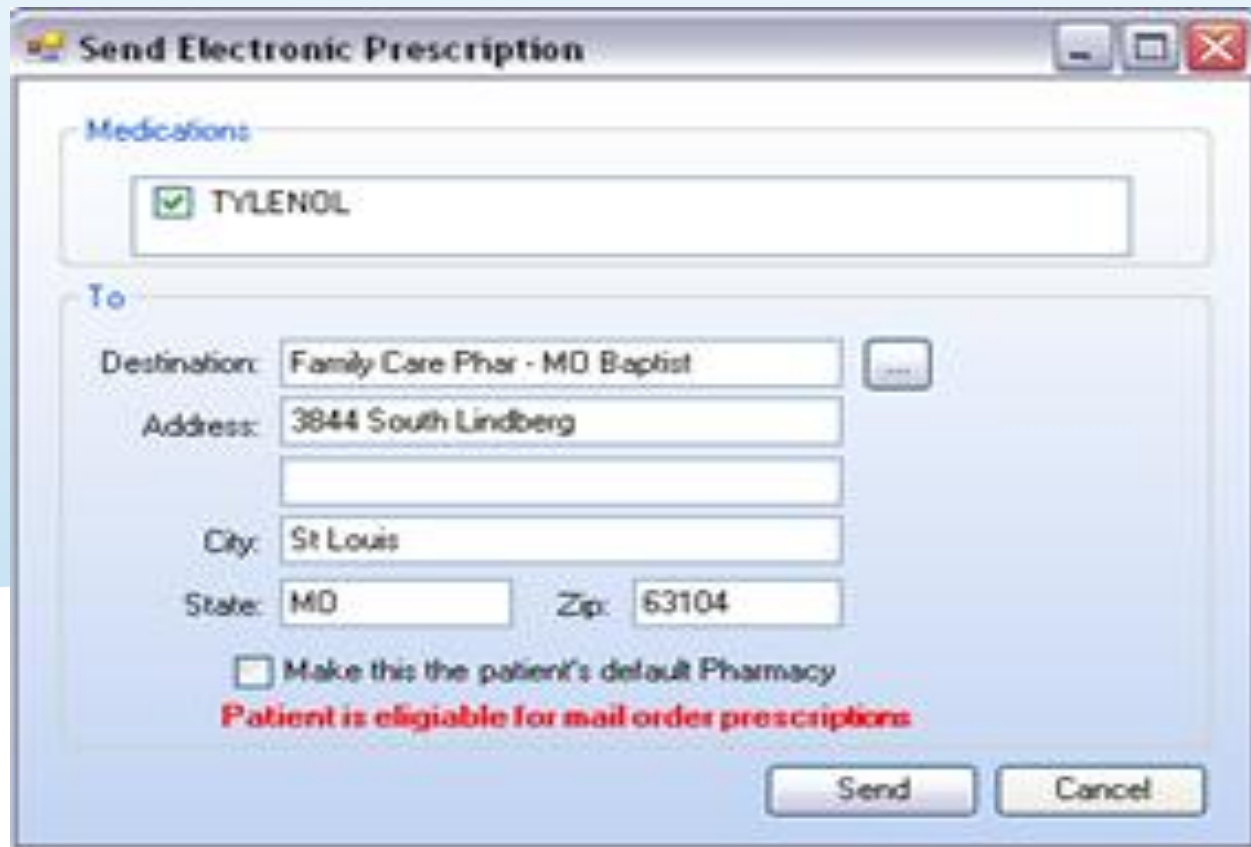
# Using Mail Order Pharmacies

- New Prescriptions can be sent electronically to a Mail Order pharmacy if the patient has returned an eligible status for a formulary
- Mail Order Pharmacies are included with the Formulary data from SureScripts and added to File Maintenance
- RxHub offers six mail order pharmacies or Pharmacy Benefit Managers (PBMs) for new Rx: Medco, Express Scripts, Caremark, Wellpoint, RxSolutions and PrimeMail
- None of these currently support refill requests



# Using Mail Order Pharmacies

- Red note appears on Send eRx screen if provider is enrolled for eligibility and patient received a valid eligibility message back.



The screenshot shows a software window titled "Send Electronic Prescription". It features a "Medications" section with a checked box next to "TYLENOL". Below this is a "To" section with fields for "Destination" (Family Care Phar - MD Baptist), "Address" (3844 South Lindberg), "City" (St Louis), "State" (MD), and "Zip" (63104). A checkbox for "Make this the patient's default Pharmacy" is unchecked. A red message at the bottom states "Patient is eligible for mail order prescriptions". "Send" and "Cancel" buttons are at the bottom right.

Field	Value
Medication	<input checked="" type="checkbox"/> TYLENOL
Destination	Family Care Phar - MD Baptist
Address	3844 South Lindberg
City	St Louis
State	MD
Zip	63104

Make this the patient's default Pharmacy

**Patient is eligible for mail order prescriptions**

Send Cancel

# Using Mail Order Pharmacies

- Eligible mail order pharmacies will then appear in destination dropdown or you can choose the Mail Order Search Only option.

Name	Chief Pharmac...	Address Line 1	Address Lin
Caremark Mail Service Pharmacy		9501 E Shea Blvd	
ESI Mail Order Pharmacy			
MEDCO MAIL ORDER			
PRESCRIPTION SOLUTIONS MAI...		2858 LOKER AVE EAST	
PRIME MAIL		4580 Paradise Blvd NW/	
WELLPOINT NEXTRX MAIL PHA...		P.O. Box 961025	



# Refill Requests

# Refill Request Process

- Pharmacies send refill requests directly to prescribers to arrive in NEXTGEN Task List

Orders		Studies		Bookmarks		
All Tasks	Consults	Lab Tests	Phone Calls	Referrals	Refills	Letters
!	D	✓	Due Date	Patient/Subject	Description	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/20/2010	Anton, Sarah/Erx Send Failed	ERR: ADVIL 200 MG TABLET - The...	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/20/2010	Anton, Sarah/Erx Send Failed	ERR: TYLENOL 325 MG TABLET - ...	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/20/2010	Anton, Sarah/Erx Send Failed	ERR: TYLENOL 325 MG TABLET - ...	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/20/2010	Anton, Sarah/Erx Send Failed	ERR: TYLENOL 325 MG TABLET - ...	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/20/2010	Anton, Sarah/Erx Send Failed	ERR: TYLENOL 325 MG TABLET - ...	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/14/2010	Adler, Grace/Erx Send Failed	ERR: METOPROLOL TARTRATE 5...	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/14/2010	Adler, Grace/Erx Send Failed	ERR: METOPROLOL TARTRATE 5...	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/03/2010	Act, Catherine R/Homer, J	eRx Refill PLAVIX (clopidogrel bisul...	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/03/2010	Unmatched Refill Reqs	Failed to Match SureScripts Request	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/02/2010	Act, Catherine R/Homer, J	eRx Refill ASPARTAME (aspartame)...	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/02/2009	Act, Catherine R/Erx Refill Request	Refill ASPARTAME POWDER	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11/09/2009	Act, Catherine R/Rx Refill Request	Refill ASPARTAME POWDER	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	11/09/2009	Act, Catherine R/Rx Refill Request	Refill ASPARTAME POWDER	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10/28/2009	Act, Catherine R/Homer, J	eRx Refill ASPARTAME (aspartame) POW...	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10/28/2009	Act, Catherine R/Homer, J	eRx Refill ASPARTAME (aspartame) POW...	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10/28/2009	Act, Catherine R/Homer, J	eRx Refill ASPARTAME (aspartame) POW...	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10/28/2009	Act, Catherine R/Homer, J	eRx Refill ASPARTAME (aspartame) POW...	

# Refill Request Process

- User can right-click on the task to complete the necessary action
  - Approve

The screenshot shows the 'Work Flow [Enduser, Chris D]' application. It features a table with columns for 'Due Date', 'Patient/Subject', and 'Description'. A context menu is open over a task, listing actions such as 'Go to the Patient's chart', 'Modify', 'Delete', 'Restore', 'Send', 'Reassign', 'Approve Refill...', 'Deny Refill...', 'Refill Details...', and '<Refresh>'. The 'Approve Refill...' option is highlighted, and a sub-menu is visible with options: '1 fill with 3 refills', '1 fill with 2 refills', '1 fill with 1 refill', '1 fill with no refills', and 'Other...'. The task being acted upon is for 'Act, Catherine R/Homer, J' with a due date of '10/24/2009' and description 'eRx Refill ASPARTAME (aspartame) POWD'.

The screenshot shows the 'Approve Rx Refill Request for Act, Catherine R' dialog box. It displays the following information:

- Request: ASPARTAME POWDER
- Quantity: 30
- Days Supply: [blank]
- Refills Requested: 2
- From: Last Chance Pharmacy, 123 Main Street, Last Chance, CO 80757 (970) 555-1212
- Note From Pharmacy: Mix 1 Tsp with water 3 times a day.
- Response: 1 fill with:  refill(s) Total Fills:
- Note To Pharmacy: [blank text area]

Buttons for 'OK' and 'Cancel' are located at the bottom right of the dialog box.



# Refill Request Process

- User can right-click on the task to complete the necessary action
  - Deny

The screenshot shows a software interface titled "Work Flow [Enduser, Chris D]". It features a table with columns for "Due Date", "Patient/Subject", and "Description". The table lists several tasks for "Act, Catherine R/Homer, J" with due dates ranging from 10/15/2009 to 11/09/2009. A context menu is open over one of the tasks, listing actions such as "Go to the Patient's chart", "Modify", "Delete", "Restore", "Send", "Reassign", "Approve Refill...", "Deny Refill...", "Refill Details...", and "<Refresh>". The "Deny Refill..." option is highlighted, and a sub-menu is visible with options like "New prescription to follow", "Patient must contact provider first", "Refill not appropriate", "Refill requested too soon", "Medication never prescribed", "Person no longer a patient", "Person never a patient", "Person unknown to prescriber", and "Other...".

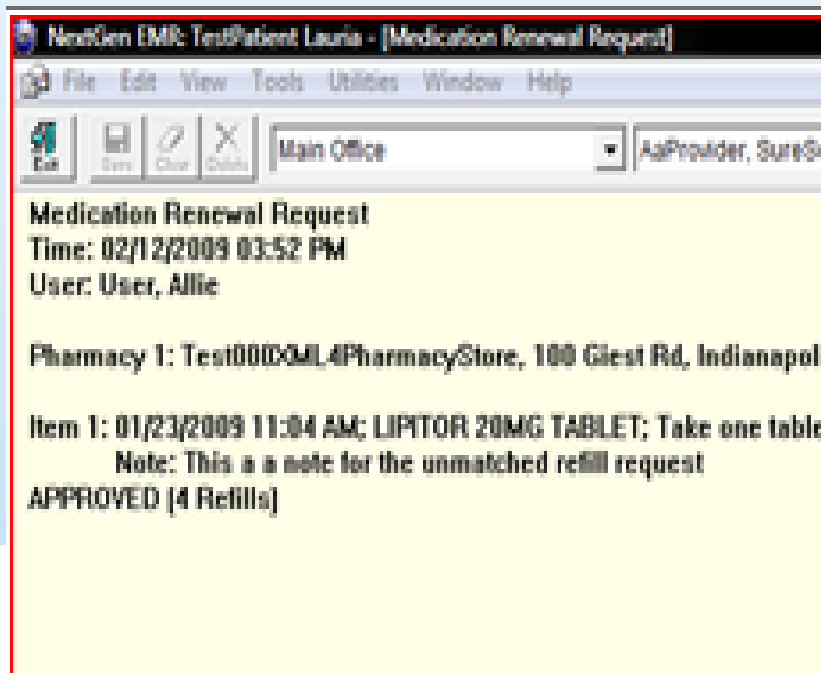
The screenshot shows a dialog box titled "Deny Rx Refill Request for Act, Catherine R". It contains the following information:

- Request: **ASPARTAME POWDER**
- Quantity: 30 Days Supply Refills Requested 2
- From: Last Chance Pharmacy  
123 Main Street,  
Last Chance, CO 80757 (970) 555-1212
- Note From Pharmacy: Mix 1 Tsp with water 3 times a day.
- Response: Denial Reason: Other - <Comment Required>
- Note To Pharmacy: Other - <Comment Required>

Buttons for "OK" and "Cancel" are located at the bottom right of the dialog box.

# Refill Request Process

- Approvals are noted in the Med Module and both Approvals and Denials on the Patient History Bar with an email note



NextGen EMR: TestPatient Laurie - [Medication Renewal Request]

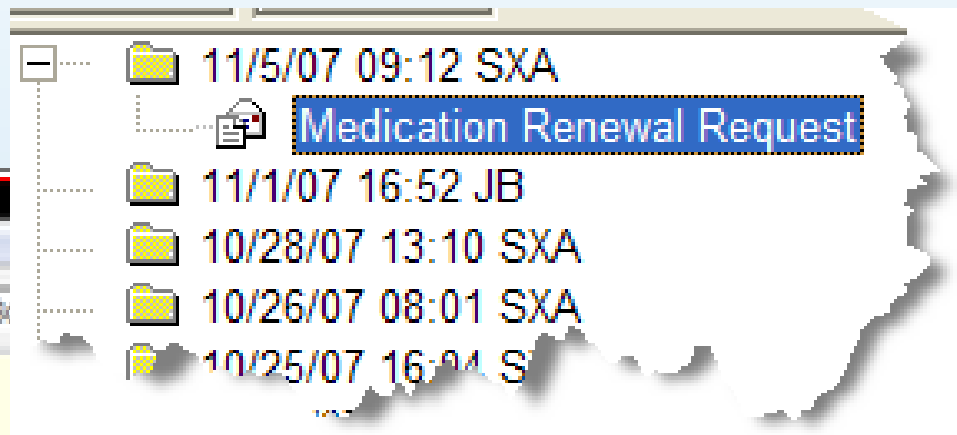
File Edit View Tools Utilities Window Help

Main Office AsProvider, SureS

**Medication Renewal Request**  
Time: 02/12/2009 03:52 PM  
User: User, Allie

Pharmacy 1: Test000XML4PharmacyStore, 100 Giest Rd, Indianapolis, IN 46258 (215) 657-7010

Item 1: 01/23/2009 11:04 AM; LIPITOR 20MG TABLET; Take one tablet once a day.; Qty:90; Days supply:90; Refills:3; Last filled:01/24/2008  
Note: This is a note for the unmatched refill request  
APPROVED (4 Refills)



11/5/07 09:12 SXA

**Medication Renewal Request**

11/1/07 16:52 JB

10/28/07 13:10 SXA

10/26/07 08:01 SXA

10/25/07 16:04 S

# Refill Request Process

## Additional Information

- If controlled substances are requested, you must Deny the refill request in your Task List and then call or fax the drug into the pharmacy
- Mail order pharmacies do not yet support e-Refills



# Refill Request Process

## Additional Information

- Prescribers must send a total of five (5) new prescriptions before receiving Refill Requests from the pharmacies.
  - These can be all to the same pharmacy or different ones or any other combination.
- When approving, the user cannot change drug, quantity or form, but can change number of refills to the appropriate amount.
- RX does not have to be initially sent electronically in order to receive Refill Request for it
- Prescribers can only receive Refill Requests at one practice not at multiple practices.

# Alternate Refill Approval Method

**Medication Renewal**

**Actions**

**Patient**  
**Abbott, Sandra**  
1009 Owens Rd (404) 948-8483 (H)  
Atlanta, GA 30033 (404) 456-7890 (W)  
10/19/1976

**Pharmacy**  
**SMITTYS**  
225 CLEVELAND AVENUE (611) 111-1111  
ST PAUL, MN 55105

Select medications and approve or deny:

Response Details	Medication	SIG	Quantity	Days Supply	Refills	Last Filled	Note
	ACCUPRIL	Take two daily	90	90	3	03/30/2007	
	SINGULAIR	Take one daily	90	90	3	03/30/2007	
✓ 1 Refill	DIGITOXIN		90	90	2	03/30/2007	

Select all Unselect all ✓ Approve Refill ✗ Deny Refill Reset

OK Cancel

When a receiving provider signs into a patient's chart, this refill popup appears and can be reviewed/approved instead of using workflow.

- Approving/denying here will update the workflow task and vice versa.



# Unmatched Refills

# Unmatched Refill Requests

- Some refills come through as “unmatched”
  - pharmacy has a different patient name on file (Robert vs. Bob)
  - DOB is incorrect
  - drug is misspelled/does not match.
- Arrives in task list as an Unmatched Refill Medication task.
- If unmatched and denied, a message is sent back to the pharmacy.
- If matched, a new complete refill request is added to the prescriber’s task list for approval.
- If approved from the unmatched window, the patients chart is updated accordingly
- **NOTE:** Match is for just ONE instance. Neither the patient’s chart nor the pharmacy’s records are changed with the new medicine or patient name.

# Unmatched Refill Requests

- Matching an unmatched request

The screenshot shows a software interface for managing unmatched refill requests. At the top, a table lists unmatched requests with columns for Subject, Reason, Status, Due Date, Patient/Subject, and Description. One entry is highlighted: 01/26/2008, Unmatched Refill Reqs, Failed to Match SureScripts... A blue arrow points from this entry to a 'Refill Request Patient Matching' window.

The 'Refill Request Patient Matching' window has a table with columns: Status, Request PatientName, Medication, SIG, Qty, Refills, and Written. Under the heading 'Unmatched Patient', there are two rows:

Status	Request PatientName	Medication	SIG	Qty	Refills	Written
None	Hartt, Robert	VASOTEC 10MG TABLET	Take one tablet twice a day.	90	0	03/12/2006
None	Hart, Robert	VASATEC 10MG TABLET	Take one tablet twice a day.	90	0	03/12/2006

A blue arrow points from the first row of this table to the 'Request Data' section of the matching window. The 'Request Data' section shows patient information for HARTT, ROBERT, including address (100 SHADY BLVD., APT 202B, PROVIDENCE, RI 02903) and phone number (401) 888-7263. The 'NextGen Data' section shows patient information for HART, ROBERT, including address (234 CENTRAL, ATLANTA, GA 30324) and phone number (404) 247-7442. Between these sections are buttons for 'Lookup', 'Match', 'Unmatch', and 'Clear'. The 'To:' field is set to 'Weaver, Sally' and the 'Filter by:' dropdown is also set to 'Weaver, Sally'.

• Unmatched tasks go into the provider's task list.  
Double click on the task to map SureScript patients.

# Unmatched Refill User Types

This screen can be treated in two ways or two different types of users (not tied to Sys Admin security rights):

1. **Matchers** – Practice staff can match/process unmatched refills and then queue them up for prescribers to answer individually in his/her inbox
2. **Approvers** – Prescribers can match AND approve refills directly from this screen. With this method, they do not filter to workflow as individual refill requests to answer.

This is determined by the user(s) in the eRX error workgroup in the Provider Table in File Maintenance.

# Unmatched Refill Request Types

Three types of unmatched refills received from retail pharmacies in Unmatched Refill window:


1. Unmatched patient – SSN, DOB, Last/First Name incorrect
2. Unmatched medication – Medication Name, Form, Dose
3. Unmatched prescription – Med is not in patient's chart

# Unmatched Refill Matching Criteria

- If a PON (prescriber order number) is received with refill, the user can match on just that
- Patients: If SSN is sent from the pharmacy, the user match on that plus DOB and Last Name.
- Patients: If no SSN sent, the user will match on DOB, First name & Last name.
- Drugs: If no PON, but an NDC#, the user can match on just that.
- Drugs: If no PON or NDC, the user need to try to match on Name, Dose and Form.



# Unmatched Refill Final Thought



**\*\*\*If a valid medication is received but is not part of the chart, the easiest solution is to add the medication to the chart and THEN go into the Workflow and Approve the request**



# Eligibility

# Eligibility

- We offer eligibility checking through SureScripts signed PBMs
- Returns a formulary ID to NEXTGEN EHR so the provider can search and prescribe medications based on the appropriate formulary
- Performed once per 24 hour period for each patient based on current date, not encounter date

# Accessing Eligibility Data

- Eligibility results show here and can be clicked on to bring up informational box

The screenshot displays a software interface for a 63-year-old male weighing 150.00 lb and 68.04 kg. The 'No eligibility status' text is circled in red. Below this is a 'Medication View' table with columns for Status, Medication, Method, Start Date, Stop Date, Sig, and NDC Id. The table lists various medications including Tylenol, Oxycontin, Imitrex, Zithromax, and Lisinopril. At the bottom, there is a toolbar with icons for Prescribe New, Print, Fax, Renew, Stop, Interactions, Education, Dose Range, Delete, Eligibility, and Medication History.

Status	Medication	Method	Start Date	Stop Date	Sig	NDC Id
Active	TYLENOL (acetaminophen)	325MG ORAL TABLET	7/22/2008 12:00...	07/24/2008	take 1 tablet (325MG) by ORAL r...	00045045250
Active	OXYCONTIN (oxycodone hcl)	40MG ORAL TAB.SR 12H	6/23/2008 12:00...		take 1 tablet (40MG) by ORAL ro...	54868381500
Active	IMITREX (sumatriptan)	5MG NASAL SPRAY	6/23/2008 12:00...		inhale 1 spray (5MG) by Intrana...	00173052400
Active	ZITHROMAX (azithromycin)	250MG ORAL TABLET	6/23/2008 12:00...		take 2 tablet (500MG) by ORAL r...	00069306075
Active	IMITREX (sumatriptan succinate)	6MG/0.5ML SUB-Q PEN IJ KIT	6/23/2008 12:00...		inject (6MG) by Subcutaneous ro...	00173047900
Active	TYLENOL-CODEINE NO.3 (acetamino...	300MG-30MG ORAL TABLET	6/17/2008 12:00...		take 1 tablet by ORAL route ev...	00045051360
Active	ZITHROMAX (azithromycin)	250MG ORAL TABLET	6/17/2008 12:00...		take 2 tablet (500MG) by ORAL r...	00069306075
Active	OXYCONTIN (oxycodone hcl)	40MG ORAL TAB.SR 12H	6/17/2008 12:00...		take 1 tablet (40MG) by ORAL ro...	54868381500
Active	IMITREX (sumatriptan)	5MG NASAL SPRAY	6/17/2008 12:00...		inhale 1 spray (5MG) by Intrana...	00173052400
Active	IMITREX (sumatriptan succinate)	6MG/0.5ML SUB-Q CARTRI...	6/17/2008 12:00...		inject (6MG) by Subcutaneous ro...	00173047800
Active	ZITHROMAX (azithromycin)	250MG ORAL TABLET	6/16/2008 12:00...		take 2 tablet (500MG) by ORAL r...	00069306075
Active	TYLENOL-CODEINE NO.3 (acetamino...	300MG-30MG ORAL TABLET	6/16/2008 12:00...		take 1 tablet by ORAL route ev...	00045051360
Active	OXYCONTIN (oxycodone hcl)	40MG ORAL TAB.SR 12H	6/16/2008 12:00...		take 1 tablet (40MG) by ORAL ro...	54868381500
Active	IMITREX (sumatriptan succinate)	6MG/0.5ML SUB-Q PEN IJ KIT	6/16/2008 12:00...		inject (6MG) by Subcutaneous ro...	00173047900
Active	LISINOPRIL	5MG ORAL TABLET	6/13/2008 12:00...		take 1 tablet (5MG) by ORAL rou...	00143126601

# Eligibility Statuses Returned

- Patient is “Eligible”
- Patient is “Not Eligible”
- “Pending” or “No Eligibility Status” - patient match was not possible or system error occurred somewhere in the process between NEXTGEN, SureScripts and the payer/PBM.

# Eligibility Data Returned



A screenshot of a software window titled "Patient Eligibility". The window displays a list of patient information fields and their corresponding values. The fields are: Benefit Source (PBMA), Health Plan (PLANA5), Eligibility Status (Eligible), Name (DOCKENDORF, TAD A), Suffix (JR), Address (32 RANCH PASS, APT 105, CHEYENNE, WY 82001), Date of Birth (7/5/1975), Gender (Male), Cardholder (DOCKENDORF, TAD A), Suffix (JR), Mail Order Authorized (Yes), and Retail Authorized (No). A "Close" button is located at the bottom right of the window.

Benefit Source:	PBMA
Health Plan:	PLANA5
Eligibility Status:	Eligible
Name:	DOCKENDORF, TAD A
Suffix:	JR
Address:	32 RANCH PASS APT 105 CHEYENNE, WY 82001
Date of Birth:	7/5/1975
Gender:	Male
Cardholder:	DOCKENDORF, TAD A
Suffix:	JR
Mail Order Authorized:	Yes
Retail Authorized:	No

- Benefit Source (RxHub)
- Health Plan (Anthem, Cigna, etc)
- Patient information
- Plan holder
- Mail order authorized
- Retail Authorized

# Important Eligibility Notes!

- Eligibility is checked by sending patient's name, DOB and Zip Code to SureScripts. We do not rely on RTS, EPM or EHR-entered insurance data to pull results back.

# PBM Initials

In some cases, SureScripts sometimes returns/displays initials, rather than full names:

ESI – Express Scripts

MHS – MEDCO

CMX – Caremark

ARGS – Argus

WLP – WellPoint

RXS – Prescription Solutions

PRIMIL – PrimeMail

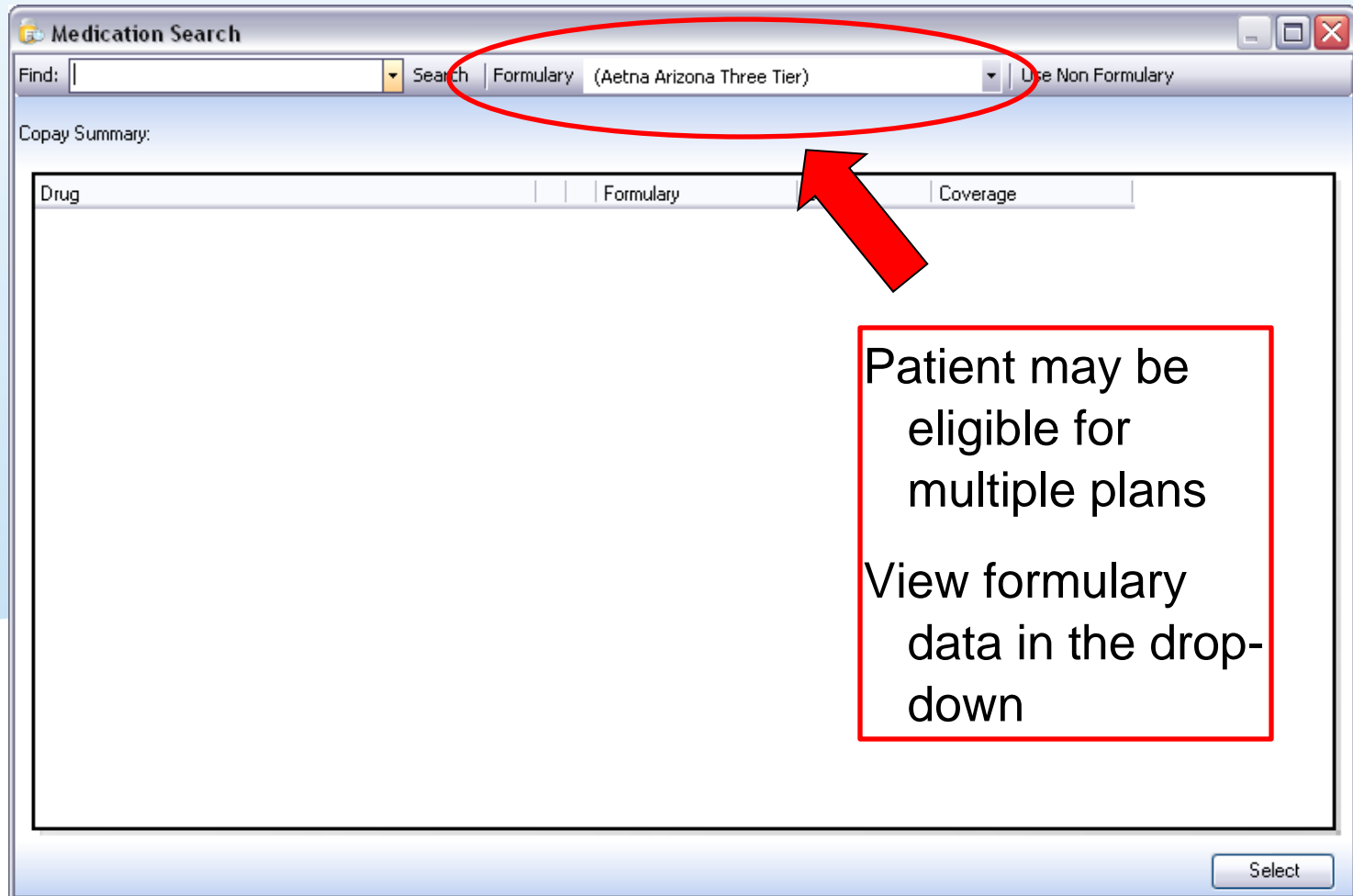




# Formulary Searching

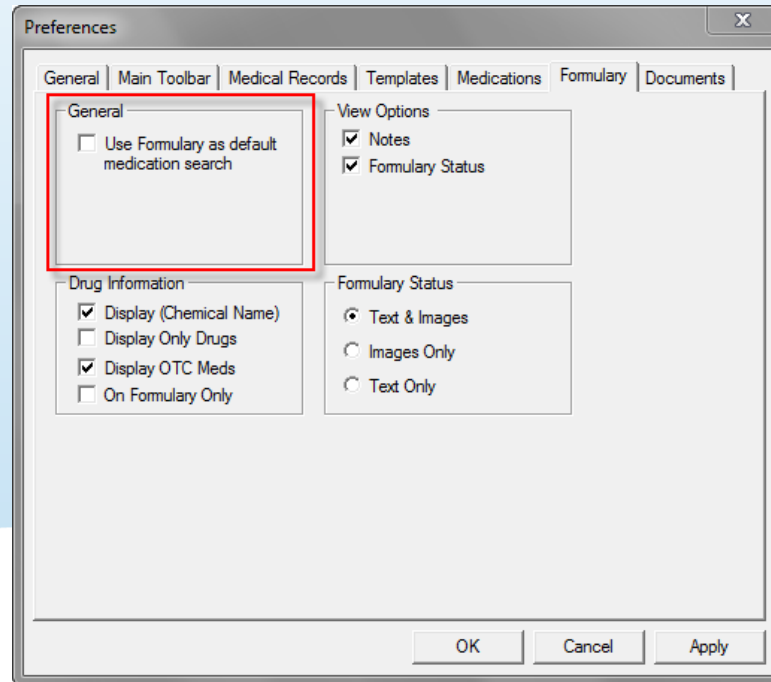
# Formulary Searching

- Can search for formulary information via the Medication Search window or Prescribe New icon



# Formulary Searching

- Formulary Search window is accessed through the main Medication Search window
  - Can also be set as the default search window through EHR User Preferences



- Does not incorporate Medication Favorites List

# Viewing Formulary Data

The screenshot shows the 'Medication Search' application window. At the top, the search criteria are 'Find: Zyprexa', 'Search: Formulary: P&MA (PLANAS)', and 'Use Non Formulary'. Below this, a summary of copay information is displayed: 'Copay Summary: Preferred: Mail Order:15%+10, MIN: \$25, MAX: \$35, 90 Days Supply' and 'On Formulary: Mail Order, \$25+10%, MIN: \$25, 90 Days Supply'. The main table lists drugs and their formulary status:

Drug	Formulary	Copay	Cov	Formulary Note
<b>Zyprexa (olanzapine)</b>				
- 2.5 mg Oral Tab	✓ On Formulary			
- 5 mg Oral Tab	✓ On Formulary			
- 7.5 mg Oral Tab	✓ On Formulary			
- 10 mg Oral Tab	✓ On Formulary			
- 15 mg Oral Tab	✓ On Formulary			
- 20 mg Oral Tab	✓ On Formulary			
<b>Alternatives for Zyprexa (ANTIPSYCHOTIC...)</b>				
<b>Clozapine (Generic)</b>				
- Clozapine 12.5 mg Tab, Rapid Dissolve	Pr Preferred			
- Clozapine 25 mg Tab	Pr Preferred			
- Clozapine 25 mg Tab, Rapid Dissolve	Pr Preferred			
- Clozapine 50 mg Tab	Pr Preferred			
- Clozapine 100 mg Tab	Pr Preferred			
- Clozapine 100 mg Tab, Rapid Dissolve	Pr Preferred			
- Clozapine 200 mg Tab	Pr Preferred			
<b>Olanzapine (Generic)</b>				
- Olanzapine 2.5 mg Tab	Pr Preferred			

A red circle highlights the copay summary text. A red arrow points from a text box to the 'On Formulary' status of the 2.5 mg Oral Tab. The text box contains the instruction: 'View here or click on to bring up separate popup with identical info'. A 'Select' button is located at the bottom right of the application window.

Depending on drug (e.g. Tylenol), it could take additional seconds for the drug list to load if many alternatives are available.

# Viewing Formulary Data cont.

The screenshot shows a 'Medication Search' window with the search term 'Zyprexa'. The window displays a table of drug formulary information and a detailed view on the right.

Drug	Formulary	Copay	Cov
<b>Zyprexa (olanzapine)</b>			
- 2.5 mg Oral Tab	✓ On Formulary		
- 5 mg Oral Tab	✓ On Formulary		
- 7.5 mg Oral Tab	✓ On Formulary		
- 10 mg Oral Tab	✓ On Formulary		
- 15 mg Oral Tab	✓ On Formulary		
- 20 mg Oral Tab	✓ On Formulary		
<b>Alternatives for Zyprexa (ANTIPSYCHOTIC...)</b>			
<b>Clozapine (Generic)</b>			
- Clozapine 12.5 mg Tab, Rapid Dissolve	Pr Preferred		
- Clozapine 25 mg Tab	Pr Preferred		
- Clozapine 25 mg Tab, Rapid Dissolve	Pr Preferred		
- Clozapine 50 mg Tab	Pr Preferred		
- Clozapine 100 mg Tab	Pr Preferred		
- Clozapine 100 mg Tab, Rapid Dissolve	Pr Preferred		
- Clozapine 200 mg Tab	Pr Preferred		
<b>Olanzapine (Generic)</b>			
- Olanzapine 2.5 mg Tab	Pr Preferred		

The right-hand side of the window shows a 'Formulary Note' section with fields for 'Copay:' and 'Coverage:'. A red circle highlights this section, and a red arrow points from the '2.5 mg Oral Tab' entry in the table to the 'Formulary Note' section.

By clicking on individual dose in the drug list, users can see more specific data if available

# Important Formulary Note!

- Formulary Medication Search and Medication Search differ due to the medications that the patients are eligible for under their appropriate formulary.
- A medication must be selected under the patients formulary med search in order for the mail order pharmacies to appear.
- The medication must be an On-Formulary Med. If the med is not on their formulary or does not have the ability to be ERX'd to the mail order, the user will be alerted that the medication is not on the patients formulary

# Formulary Results

Formulary search results will contain any or all of the following data:

- Formulary Status (at a minimum)
- Formulary Notes
  - Restriction note – restricts use of a drug
  - Advisory note – informational message
- Copay
- Coverage

Availability of information is dependent upon the PBM and medication selected. Could also provide alternatives, prior authorization flag, gender limit or age limit

# Formulary Status Definitions

Status	Definition
<b>Preferred Levels 1-7</b>	Drug is favorable over all other drugs in same therapeutic category. The higher the Preferred level, the lesser the co-pay.
<b>On Formulary</b>	Drug is authorized for reimbursement for pertinent payer.
<b>Prior Authorization</b>	Reimbursement will be allowed only when claim has been submitted to payer by a physician for review prior to the issuance of an rx.
<b>Approved</b>	Med is approved to be dispensed.
<b>Unknown</b>	Selected payer does not provide pertinent information for med under selected formulary.
<b>Not Covered</b>	Medication is not covered.
<b>Non Formulary</b>	Specified by payer as not on formulary or on formulary at a higher copay level. May or may not be reimbursable.
<b>Not Reimbursed</b>	Payer does not pay for drug. Patient will be required to pay for med if she or she chooses to do so.





# Medication History

# Medication History

- Medication History will give prescribers a view into all medications prescribed/filled for a patient for past 12 months at any retail pharmacy or PBM
- Pulled only once every 24 hours just like eligibility.
- SureScripts provide this data to us. POS data from retail pharmacies and claims data from PBMs
- We allow prescribers to make a request for a single patient and pull back all collected/merged results to view
- Future version will integrate these returns into Medication Module with drugs prescribed to patient at that practice.
- Requires patient consent entry before bringing back data

# Accessing Medication History

Click Medication History icon

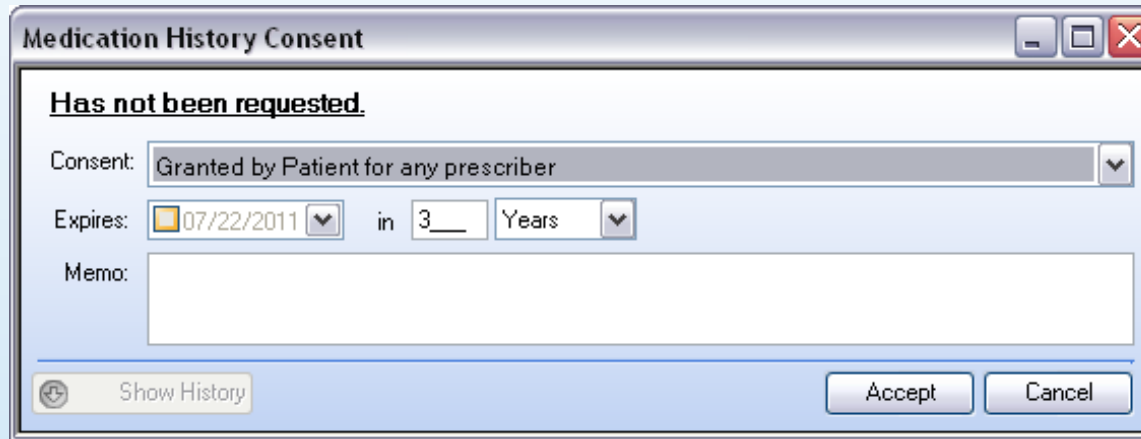
The screenshot displays the NextGen Medication View interface. The window title is "NextGen" and the patient information is "33 Year(s) Old Male | Multiple eligibilities". The main area is titled "Medication View" and contains a table of medications. The table has columns for Status, Medication, Method, Start Date, Stop Date, Sig, and NDC Id. The first row is highlighted with a blue arrow pointing to the "Active" status. Below the table, there is a section for "Status: Inactive (2 items)" with one row visible. At the bottom, a toolbar contains several icons: Prescribe New, Print, Send, Renew, Stop, Interactions, Education, Dose Range, Delete, Eligibility, and Medication History. The Medication History icon is circled in red.

Status	Medication	Method	Start Date	Stop Date	Sig	NDC Id
Active	DEMADEX (torsemide)	5MG ORAL TABLET	6/26/2008 12:00:...		take 2 tablet (10MG) by ORAL ro...	00004026201
Active	ZYPREXA (olanzapine)	10MG ORAL TABLET	6/13/2008 12:00:...		take 1 tablet (10MG) by ORAL ro...	00002411701
Active	ZYRTEC-D (p-ephed hcl/cetirizine hcl)	120-5MG ORAL TAB.SR. 12H	6/4/2008 12:00:...		take 1 tablet by ORAL route ev...	00069163066
Active	SEMPREX-D (pseudoephedrine hcl/acr...	60-8MG ORAL CAPSULE	6/4/2008 12:00:...		take 1 capsule by ORAL route e...	53014040410
Active	SINGULAIR (montelukast sodium)	5MG ORAL TAB CHEW	6/4/2008 12:00:...		chew 2 tablet (10MG) by ORAL r...	00006027528
Active	ZYRTEC-D (p-ephed hcl/cetirizine hcl)	120-5MG ORAL TAB.SR. 12H	6/4/2008 12:00:...		take 1 tablet by ORAL route ev...	00069163066
Active	SINGULAIR (montelukast sodium)	4MG ORAL TAB CHEW	6/4/2008 12:00:...		infuse 5 MG by Intracavernosal r...	00006071128
Active	SINGULAIR (montelukast sodium)	5MG ORAL TAB CHEW	6/4/2008 12:00:...		chew 2 tablet (10MG) by ORAL r...	00006027528
Active	ALLEGRA (fexofenadine hcl)	60MG ORAL TABLET	6/4/2008 12:00:...		take 1 tablet (60MG) by ORAL ro...	00088110747
Active	LANCETS	MISCELL EACH	5/30/2008 12:00:...		Mix with water	08189001666
Active	AMOXICILLIN (amoxicillin trihydrate)	125MG/5ML ORAL SUSP RE...	3/26/2008 12:00:...		take 10 milliter (250MG) by ORA...	00003415073
Status: Inactive (2 items)						
Inactive	LOTRIMIN AF (miconazole nitrate)	2% TOPICAL AERO POWD	6/27/2008 12:00:...	06/28/2008	apply by Topical route 2 times ev...	11017025050

Prescribe New Print Send Renew Stop Interactions Education Dose Range Delete Eligibility Medication History

# Accessing Medication History

- If no previous consent given, you will be prompted with Medication History Consent box.



The screenshot shows a dialog box titled "Medication History Consent". The main text inside the box reads "Has not been requested.". Below this, there is a "Consent:" label followed by a dropdown menu currently showing "Granted by Patient for any prescriber". Underneath, the "Expires:" field is set to "07/22/2011" with a calendar icon, followed by "in 3" in a text box and "Years" in a dropdown menu. A "Memo:" label is followed by a large empty text area. At the bottom left, there is a "Show History" button with a circular arrow icon. At the bottom right, there are "Accept" and "Cancel" buttons.

- Can also access/modify consent via Main Menu >Tools>Medication History Consent
- For retail, consent is either yes/no and the data is for whatever is available via SureScripts.
- For PBMs, they can choose to grant consent for either the requesting prescriber or any prescriber SureScripts has data for.

# Viewing Medication History

Prescription History 1 of 1

⚠ Medication history provided may be incomplete.

Rx:HUBPBM

Medication	Prescriber	Pharmacy
<b>OXYCODONE W/APAP 5/325 TAB</b> Refill: 0 Quantity:60.0 Substitution:True Writ...	JOHN SMITH MERCY CLINIC ST. PAUL, MN, 55101	WALGREENS #00000 1 CENTRAL STREET INDIANAPOLIS, IN, 46 Phone: 800-555-5551
<b>HUMULIN 70/30 VIAL</b> Refill: 0 Quantity:10.0 Substitution:True Writ...	JOHN SMITH MERCY CLINIC ST. PAUL, MN, 55101	WALGREENS #00000 1 CENTRAL STREET INDIANAPOLIS, IN, 46 Phone: 800-555-5551
<b>OXYCODONE W/APAP 5/325 TAB</b> Refill: 0 Quantity:60.0 Substitution:True Writ...	JOHN SMITH MERCY CLINIC ST. PAUL, MN, 55101	WALGREENS #00000 1 CENTRAL STREET INDIANAPOLIS, IN, 46 Phone: 800-555-5551
<b>CITALOPRAM HBR 20 MG TABLET</b> Refill: 0 Quantity:30.0 Substitution:True Writ...	JOHN SMITH MERCY CLINIC ST. PAUL, MN, 55101	WALGREENS #00000 1 CENTRAL STREET INDIANAPOLIS, IN, 46 Phone: 800-555-5551
<b>TRAZODONE 100 MG TABLET</b> Refill: 0 Quantity:60.0 Substitution:True Writ...	JOHN SMITH MERCY CLINIC ST. PAUL, MN, 55101	WALGREENS #00000 1 CENTRAL STREET INDIANAPOLIS, IN, 46 Phone: 800-555-5551
<b>ACETAMINOPHEN/COD #3 TABLET</b> Refill: 0 Quantity:40.0 Substitution:True Writ...	JOHN SMITH MERCY CLINIC ST. PAUL, MN, 55101	WALGREENS #00000 1 CENTRAL STREET INDIANAPOLIS, IN, 46 Phone: 800-555-5551
<b>METHOCARBAMOL 500 MG TABLET</b> Refill: 0 Quantity:70.0 Substitution:True Writ...	JOHN SMITH MERCY CLINIC ST. PAUL, MN, 55101	WALGREENS #00000 1 CENTRAL STREET INDIANAPOLIS, IN, 46 Phone: 800-555-5551
<b>FOLIC ACID 1 MG TABLET</b> Refill: 0 Quantity:30.0 Substitution:True Writ...	JOHN SMITH MERCY CLINIC ST. PAUL, MN, 55101	WALGREENS #00000 1 CENTRAL STREET INDIANAPOLIS, IN, 46 Phone: 800-555-5551
<b>BD SINGLE USE SWAB</b> Refill: 0 Quantity:100.0 Substitution:True Writ...	JOHN SMITH MERCY CLINIC ST. PAUL, MN, 55101	WALGREENS #00000 1 CENTRAL STREET INDIANAPOLIS, IN, 46 Phone: 800-555-5551
<b>CYCLOBENZAPRINE 10 MG TABLET</b> Refill: 0 Quantity:14.0 Substitution:True Writ...	JOHN SMITH MERCY CLINIC ST. PAUL, MN, 55101	WALGREENS #00000 1 CENTRAL STREET INDIANAPOLIS, IN, 46 Phone: 800-555-5551

Disclaimer: Certain information may not be available or accurate in this report, including items that the patient asked not be disclosed due to patient privacy concerns, over-the-counter medications, low cost prescriptions, prescriptions paid for by the patient or non-participating sources, or errors in insurance claims information. The provider should independently verify medication history with the patient.

Previous Next Close

Retail/PBM  
can be toggled  
via drop-down

Can view 50  
results at a time

# Medication History Caveat

- A positive eligibility must be returned for a patient's prescription information to be displayed
- All pharmacies and PBMs do not report prescription information but the list of ones that do is rapidly expanding



# ePrescribing Incentives

# ePrescribing Workflow Process

- Prescriptions are added to the Medications Module and ePrescribed
- E&M coding is done from E&M Coding Template and procedure codes posted to generate charges

The screenshot displays the 'Finalize OV' tab in the NextGen E&M Coding Template. The interface is organized into several sections:

- Navigation:** Alert, Intake, Histories, Summary, SOAP, **Finalize OV**, Checkout, Protocols.
- Patient Information:** New patient / Established patient (selected), Encounter insurance: BCBS Of California.
- Visit type:** Office Visit (selected), Add or Update Assessment.
- Medical decision making:** Straight forward, Low complexity (selected), Moderate complexity, High complexity.
- PE calculation type:** Multi system (selected), Single system.
- Counseling:** COUNSELED GREATER THAN 50% OF TIME AND DOCUMENTED CONTENT (checkbox), Counseling Details, Total visit time (minutes), Total counsel time (minutes).
- Submit code:** E&M Guidelines: 1997: Web, Visit code: 99213, Modifier(s):.
- Buttons:** Calculate Code, Additional E&M Code, **Submit Code(s)** (highlighted in a red box).
- E&M codes:**
  - New patient: 99201, 99202, 99203, 99204, 99205
  - Established: 99211, 99212, 99213 (selected), 99214, 99215
  - Prenatal: Visit 4-6: 59425, Visits greater than 6: 59426
  - Post Op: 99024
  - Behavioral health: 90882 (Case consultation), 90847 (Family/couple therapy), 90853 (Group therapy)
  - Consultation: 99241, 99242, 99243, 99244, 99245
  - Preventive new: 99381, 99382, 99383, 99384, 99385, 99386, 99387
  - Behavioral health continued: Individual therapy: 90804 (20 - 30 mins), 90806 (45 - 50 mins), 90808 (75 - 80 mins); Individual therapy with med mgmt: 90805 (10 - 30 mins), 90807 (45 - 50 mins), 90809 (75 - 80 mins); 90801 (Initial psych eval/intake), 90862 (Med management), 90857 (Medication group)
  - Preventive established: 99391, 99392, 99393, 99394, 99395, 99396, 99397
- Provider sign off:** Physician sign off request: Submit to supervising physician for review (checkbox).



# ePrescribing Workflow Process

- Stored procedure in HQM service fires from EM Coding template and inserts row into the HQM client table to “process” medications on that encounter
  - Stored Procedure is added to the database when HQM utility is installed
  - Triggered on the Submit Code Button

The screenshot displays the 'Finalize OV' (Office Visit) tab in the NextGen EM Coding system. The interface is organized into several sections:

- Navigation:** Alerts, Intake, Histories, Summary, SOAP, **Finalize OV**, Checkout, Protocols.
- Patient Information:** New patient/Established patient (Established patient selected), Encounter insurance: BCBS Of California.
- Medical Decision Making:** Straight forward, **Low complexity** (selected), Moderate complexity, High complexity. Includes a 'View RiskTable' button.
- Counseling:** Option to 'Counseled greater than 50% of time and documented content'. Includes fields for 'Total visit time (minutes)' and 'Total counsel time (minutes)'. A 'Counseling Details' link is present.
- Submit code:** Visit code: 99213, Modifier(s): [blank]. Includes 'Calculate Code' and 'Additional E&M Code' buttons.
- E&M codes:** A grid of radio buttons for various codes:
  - New patient:** 99201-99205
  - Established:** 99211-99215
  - Consultation:** 99241-99245
  - Preventive new:** 99381-99387
  - Preventive counseling:** 99401-99404
  - Preventive established:** 99391-99397
  - Behavioral health continued:** 90804-90809
  - Individual therapy:** 90805-90809
  - Behavioral health:** 90882-90857
- Calculated/Submitted Table:**

Visit Code	Calculated	Submitted
99213		
eRx:		
- Submit Code(s):** A button highlighted with a red box, used to trigger the stored procedure.
- Provider sign off:** Option to 'Submit to supervising physician for review'.

# ePrescribing Workflow Process

- HQM picks up the row to process and determines if G-code is necessary based on information from Prescription Audit table
- The associated diagnosis codes are also determined
- G-code is inserted into Procedures table and charges are created in EPM

# G-code Logic

- NextGen HQM Utility has built in logic which carries over the ePrescribing G-Code to the correct EPM claim without requiring any provider intervention other than the typical prescribing workflow
- Provider IS NOT enrolled with ePrescribing but prints or faxes one or more medications
  - No G-Code is generated
- Provider IS enrolled and submits one or more meds electronically, but does not bill for one for the necessary visit codes
  - No G-Code is generated
- Provider IS enrolled but no prescriptions were sent in encounter
  - No G-Code is generated
- Provider IS enrolled and one or more medications is sent electronically with the correct visit code
  - G8553 is generated

# Additional Resources

## User Guide:

[https://client.nextgen.com/cust\\_ng5/documentation-test/EHR/NextGen%20EMR%20e-Prescribing%20Functionality%20Guide%2C%20Version%205.5.28%20%28SP1%29.pdf](https://client.nextgen.com/cust_ng5/documentation-test/EHR/NextGen%20EMR%20e-Prescribing%20Functionality%20Guide%2C%20Version%205.5.28%20%28SP1%29.pdf)

## Available eRx Documentation:

[https://client.nextgen.com/cust\\_ng5/eRx.asp](https://client.nextgen.com/cust_ng5/eRx.asp)

## SureScripts – Pharmacy availability checking

[www.surescripts.com](http://www.surescripts.com)