About eScripts

With EPS, you can receive new electronic prescriptions (eScripts) from prescribers and transmit refill requests to, and receive responses from, prescribers electronically via the eRx Network. Some eScript requests are processed through the eRx Network by electronic fax.

The system displays New eScripts on the Prescription Entry window when you select **Next Task** on the Welcome window.

If during Order Entry, you select a prescription with no refills remaining, the system displays **Rx has no refills** and gives you two options:

- create a Call Prescriber task and process the request manually.
- create a Refill Authorization Request (RAR) and process the request electronically.

Note: EPS uses the Intelligent Routing System (IRS). With IRS, you need only a valid DEA number in the Prescriber record for EPS to route the request through the eRx Network.

See Also

About Electronic Fax Refill Requests

Set Up System for eScripts

Receive Approved Refill

Receive Denied Refill

Receive New eScript

Process Call for Refill Request

Reject Prescription Entry Task - Create Rx Change Request

About Electronic Fax Refill Requests

Some eScript requests are processed through the eRx Network by electronic fax, either because the receiving doctor does not have an e-prescribing terminal or the e-prescribing terminal is not operational. The eRx Network handles this type of request differently than a regular eScript request.

EPS sends the refill request as an electronic fax to the prescriber. When the system receives a response from the prescriber, it updates the Call Prescriber status to **Fax Pending**, **Fax Successful** or **Fax Failed**, as appropriate.

Fax Pending

When the electronic fax is pending, the system updates the status of the Call Prescriber task to **Fax Pending.**

Fax Successful

If the electronic fax was successful, the system does the following.

- Updates the Call Prescriber status to **Fax Successful**
- Closes the Call Prescriber task

When the prescriber's response fax arrives, you can print it manually on your store's fax machine and use the printout to create a new order at Order Entry.

Fax Failed

If the electronic fax was not successful, the system does the following.

- Updates the Call Prescriber status to **Fax Failed**
- Displays it as a Get Next task at the appropriate workstation so you can either resend it or manually call the prescriber

See Also

About eScripts

About Electronic Processing of Controlled Substances

With EPS, you can transmit refill requests for controlled substance (Schedule II - Schedule V drugs) prescriptions to, and receive responses from, prescribers electronically or by electronic fax via the eRx Network (Emdeon). Controlled substance eScript prescriptions are transmitted by eRx using secure NCPDP version 10.6 XML prescription standards and can be processed like other eScript prescriptions. However, controlled substance eScripts must have a digital signature from the prescriber or they are invalid and cannot be processed.

The system creates an audit trail for every prescription with a digital prescriber signature and logs that information to a system audit log that is retained for a minimum of two years. In addition, the system logs any changes made to a controlled substance prescription. These auditable events (for example, receipt and alteration) can be reported using the Logical Access, Controlled Substance eScript Daily, and Controlled Substance eScript Audit reports.

You can set up communications for electronic processing of controlled substances through a direct SSL or non-SSL connection to the eRx Network or through the Host system to the eRx Network. For more information on setting up a connection to the eRx Network through your ECC, see the ECC Help and contact your Emdeon representative. For more information on setting up a connection to the eRx Network through your Host system using NCPDP version 10.6 XML, see the instructions for Host in NCPDP 10.1 Implementation Guide on pdxinc.com, contact your Emdeon representative, and refer to Set Up System for eScripts in the ECC help, System Administration Topics > EPS Interfaces.

See Also

[About eScripts]

[About Electronic Fax Refill Requests]

About New OTC Prescriptions

The system processes **new** over-the-counter (OTC) eScripts from HealthConnect® either as a normal workflow prescription or an *interactive prescription*. The system checks a list of OTC products to determine how to process an OTC prescription. Your system administrator defines this list on the OTC Inclusion List window in ECC. Each region maintains its own list.

If an OTC product is on the OTC Inclusion list, the system processes it as a normal workflow prescription.

If an OTC product is **not** on the OTC Inclusion list, EPS converts the prescription to an interactive prescription. At Product Verification, EPS lists the interaction prescription in the Prescriptions in this Order section of the Product Verification window. The system prints a hard copy of the prescription so the pharmacist or staff can inform the member to purchase the product over the counter. It also sends a message to the POS so staff can inform the member that an OTC is part of the prescription order that the member must purchase.

Set Up System for eScripts

For information on how to set up EPS to use eRx Network for electronic prescriptions, refer to Set Up System for eScripts in the ECC help, System Administration Topics > EPS Interfaces.

See Also

About eScripts

Receive a New eScript

If you receive a new prescription electronically, the system displays the Prescription Entry Rx Info window as a Get Next task at the designated workstation. The system creates an order in the system, so you need to complete only Data Entry for the prescription. However, if the system locates all prescription data (prescriber, drug, etc.) and no notes or hard halts are associated with the prescription, the prescription might go directly to Data Verification.

On the right half of Prescription Entry Rx Info window, the system displays all information received from the prescriber in the Information From Prescriber section. On the left half of the window, you enter the information as you do for a regular new prescription.

Notes:

- If the system finds an exact match on the Dispensed ID of the prescribed drug on your system, it enters the prescribed drug name and highlights the field in yellow.
- To set up a workstation to process new electronic prescriptions, you select the **Escript Tasks** checkbox on the Workstation Configuration Workflow window (**Tools** > **Workstation Configuration**).
- To set up a workstation for eScript error handling, select the **Escript Tasks** checkbox on the Workstation Configuration Workflow window (**Tools > Workstation Configuration**).
- To view the system-generated hard copy for the prescription, select **View Hardcopy**. You can also view a list of system-generated images for new prescriptions you receive and print the images on the System-generated Hard Copies window (**Tools > Backtag and Hard Copy Printing** and select **System-generated Hard Copies**).

See Also

About eScripts

Receive an Approved Refill

When EPS receives an approved refill request, the system checks the refill for changes to the core prescription information (prescriber, drug, prescribed quantity, or SIG), and performs the normal refill checking process for DURs. Then, if it finds changes in the core prescription information, the system treats this fill as a new prescription and places it in the Data Entry queue. Refer to Refill Authorization Requests (RAR) for more information.

Note: You can view a list of system-generated images for refill authorizations you've received and print the image along with the backtag on the System-generated Hard Copies window (**Tools > Backtag and Hard Copy Printing** and select **System-generated Hard Copies**).

See Also

About eScripts

Transferred Prescriptions

Print System-generated Hard Copies

Receive a Denied Refill

If you receive a denied refill request, the system updates the status to **Denied** and closes the Call Prescriber task. The system changes the **Rx State** to **RAR Denied**.

See Also

[About eScripts]

Remove Cancelled eScript from Will Call and Return to Stock

If a prescription is electronically cancelled while in Will Call, the system alerts you to the cancellation when you access the Welcome window. When you select **OK** on the alert window, the system displays the Return to Stock window, where you can view the cancelled prescription and return the inventory back to stock.

To return electronically cancelled drugs to stock:

1. Select **Display Electronically Canceled Records Only**.
2. Select **Display List**.

   The system displays the prescription(s) in the Return to Stock List section.

3. Select the checkbox next to the prescriptions you want to return to stock.
4. Select **Return to Stock**.
5. Select **Complete**.

   The system does the following:

   - removes the prescription from Will Call
   - sets the status of the transaction to Return to Stock
   - increments the on-hand quantity of the drug by the quantity dispensed (unless the drug is a compound)
   - increments the refills and quantity remaining for the prescription
   - reverses any third party transaction claims and any credit or debit card authorizations

See Also

Return to Stock Window

About eScripts

Reject Prescription Entry Task - Create Rx Change Request

If you need to request a therapeutic change, generic substitution, or prior authorization, you can reject the task and create a Call Prescriber task. The system adds a record to the Open Calls queue and the staff member responsible for Call tasks can contact the prescriber.

To reject a Prescription Entry task and add a Call Prescriber task to request a therapeutic change, generic substitution, or prior authorization:

1. Select **Reject** at the top of the Prescription Entry window.

   The system displays the Prescription Entry - Reject Options window.

2. Select **Create Rx Change Request**.

   The system displays the Rx Change Request window with the prescription information displayed on the left side of the window.

3. Change the prescription information fields labeled with an asterisk (*) as needed.

4. In the **Change Request Type** field, select the appropriate option, then do one of the following:

   a. If you selected **Therapeutic Change**, select the **Therapeutic Change** checkbox that corresponds to the change you are requesting.

   b. If you selected **Generic Substitution**, select the **Generic Substitution** checkbox that corresponds to the change you are requesting.

   c. If you selected **Prior Authorization**, select the **Prior Authorization** checkbox.

The system populates the **Rx Change Notes** field with the reason you selected from the **Change Request Type** field. You can add additional information to this field if needed.

5. Select **OK**.

   The system adds a record to the Open Call queue.

Prescription Entry Rx Info Window

The system displays the Prescription Entry Rx Info window for an eScript when the user responsible for Data Entry tasks selects **Next Task** on the Welcome window.

Patient Name ^{D}

Name of the patient

Date of Birth ^{D}

Patient's date of birth

Region

Region in which this out-patient pharmacy is located

MRN Prefix

Location ID for the MRN

Note: For regions other than NCA (Northern California) and SCA (Southern California) this field is not required.

MRN

Patient's medical record number

DAW

Dispense as Written option

Select option: **0 - No Selection Indicated**,**1- Dispense as Written**, **2 - Brand Patient Choice**, **3 - Brand: Pharmacist Choice**, **4 - Brand: Generic Out of Stock**, **5- Brand Dispensed as Generic**, **6 - Override**, **7- Brand: Mandated by Law**, **8- Brand: Generic Unavailable**, or **9-Other**

The system requests patient signatures from EPS and from your Point of Sale system when a patient requests a brand drug (DAW flag set to 2- Brand). It uses the document you selected in the NCPDP DAW=2 fields on the Document Handling window.

Rx Written

Date the prescriber wrote the prescription

You can enter the date in the following ways:

- Manually enter it in DDMMYY format.
- Click the icon and select the date from the calendar.
- Enter **T** (for today's date) or **Y** (for yesterday's date). Note: Some installations do not use this feature.

Compound Search

Determines if the system displays the Compound Search window when you select next to **Prescribed Drug**

To search the compound drug records, select this checkbox.

Prescribed Drug

Name of the prescribed drug in the First DataBank Drug Information Framework

Enter the full or partial drug name and press **Tab**, **Enter**, or select . The system performs an exhaustive search based on the

	criteria you entered. For more information, see About the Exhaustive Drug Search Feature. For more information on searching for drugs, see Search Prescribed Drugs and Search Packaged Drugs.
	Select to display the Prescribed Drug Search window, where you search for the drug.
Prescribed Qty	Quantity (number of units or packs of the drug) prescribed for one fill of the prescription You can enter **P**[*number of packs*]. For example, enter **P2** to indicate two packs. When the dispensed drug is selected, the system changes the entry for the **Prescribed Qty** and **This Fill Qty** fields based on the pack size you entered.
This Fill Qty	Quantity to dispense for this fill of the prescription • The system enters the quantity from the **Prescribed Qty** field. • To override the dispensed quantity (this fill quantity), type the quantity you want to dispense in this field. • You can enter **P**[*number of packs*]. For example, enter **P2** to indicate two packs. When the dispensed drug is selected, the system changes the entry for the **Prescribed Qty** and **This Fill Qty** fields based on the pack size you entered.
Refill Qty	Quantity prescribed for a refill of the prescription The system enters the quantity from the **Prescribed Qty** field.
Refills Auth.	Number of authorized refills or code related to refills **NR** = no refills allowed **P** = PRN (refill as needed) **PY** = refill for one year **P*n*** (where *n* represents a specific number of months) = refill as needed for the number of months The system calculates and displays the prescription expiration date
Prescriber Last Name	Last name of the prescriber for this prescription To search for a prescriber, enter the prescriber's full or partial name and/or DEA number and select or **Tab**. If you press **Tab** and the system finds a single match, it displays that prescriber information in the corresponding fields and does not display the search window.
First Name	First name of the prescriber for this prescription

DEA	DEA number for this prescriber
SIG Code D	SIG code for this prescription, if applicable If the system has an existing SIG code for the SIG for this prescription, enter that SIG code or select to search the SIG records.
	Select to display the SIG Code Search window, where you search for the SIG.
Edit SIG	Select to display the Edit SIG Code window, where you can select SIG parts, add or remove PRN reasons, and enter other changes to the SIG.
SIG Text	Text the system displays from the SIG you select or enter in the **SIG Code** field, or edit on the Edit SIG window. For more information, see Add Prescription Information.
Days Supply	Days' supply of the medication you are dispensing
Rx Expires	Expiration date of the prescription The system calculates this date using the dispensing rules set in the drug record or from the **PY** or **P#** value in the **Refill** field. You can enter a different date, as needed.
Rx Profile	Select to display the Patient Rx/Tx window, where you can view patient's prescription and transaction profiles.
Patient File	Select to display the Patient Information window, where you can view and edit patient information.
Notes	Select to display the eScript Notes window, where you can view all notes associated with this prescription.
Disp. Drug D	Name of the dispensed drug

Billing D

1 (Primary)	Primary insurance plan for patient billing
2 (Secondary)	Secondary insurance plan for patient billing
3 (Tertiary)	Third insurance plan for patient billing

Pickup Type	Determines when or how the patient will receive the prescription:

	Note: The system displays the Pickup Information section in the lower right portion of the window, unless stated otherwise. **Waiting** = patient is waiting in the store. **Shopping** = patient will pick up the order later, but will remain in the store shopping. **Today** = patient will pick up the order some time today. **Future Date** = patient will pick up the order some time after today. **Urgent** = prescription should be assigned the highest priority in Workflow.

Information From Prescriber

(prescription information)	Prescription information received from the prescriber You can scroll to view additional information.
Put Rx on File	Select to put the prescription on file in the patient's prescription profile to be filled later
Barcode [D]	System-generated barcode for the prescription image
View Hardcopy	Select to view the system-generated hard copy for the prescription

Next	Select to continue the data entry process.
Status bar (bottom of the window)	User-defined drug name (if available), package size, and units

[D] Display only

Prescription Entry Additional Window

The following describes the fields on the Prescription Entry Additional window.

Promised Date and Time	Fields where you can manually enter a later promised date and time than the one the system calculated
Contact When Ready	Select the method to use to contact the patient when the order is ready **Phone** = contact the patient by telephone at the displayed number **SMS** = contact the patient via Short Message System (text message) Note: To use this option, the patient's mobile phone must be SMS-enabled (the **SMS** (Text Messaging) **Enabled** checkbox is selected on the Patient Information window). **Email** = contact the patient via email at the displayed address **Other** = contact the patient by telephone at the number entered in the field to the right of the checkbox
Edit Contact Info	Select to display the Edit Contact When Ready Info window, where you can display a different phone number, enter a temporary contact number, or display a different email address to use to contact the patient
Effective Date	Earliest date you can fill the prescription
Start Date for Patient	Date the patient should start taking the prescription
Rx Origin	Indicates the prescription originated as an eScript from the prescriber
Price to Quantity	Target price you enter to let the system calculate the quantity you can dispense for the entered price If entered in Order Entry, the price is displayed in this field.
# Labels	Number of labels to print for this prescription See Change Number of Labels for Printing.
Rx Group	Group code for this type of prescription Enter a group number or code to group prescriptions for reporting purposes.

Temporary Prescriber ID	Temporary ID to use for the prescriber Use this field if you do not have the prescriber's DEA number or you need a temporary way to identify the prescriber. The system stores this as part of the prescription record.
Follow-up Date	Date of the prescription follow-up (information field that can be reported on)
Days' Supply Basis	Basis of days' supply code that indicates how, or if, the days' supply was defined: **Not Specified**, **Explicit Directions**, **PRN Directions**, **As Directed by Prescriber**
Use the same manufacturer for each fill of this Rx	Determines if the system uses the same manufacturer for each fill of the prescription
Confidential	Teen confidential indicator. Select this option if the prescription is to be labeled as Teen Confidential in EPS. If a prescription is Teen Confidential, only the patient can receive the prescription and information about the prescription. Additionally, the prescription cannot be mailed to the patient.
Non Formulary Exception Reason	Reason for dispensing a non-formulary drug Select option: **Allergy**, **Generic OK**, **Intolerance**, **New Member**, **Override**, **Patient Request**, **Special Needs**, **Treatment Failure**.
eScript Non Formulary Exception	Reason for dispensing a non-formulary drug **Notes**: Text displays in this box only when KPHC sends the text. You cannot edit the information in this field unless you change the product.

Packaged Drug Selection

Packaged Brand Drug	Brand drug for the prescribed medication When you enter a prescribed drug on the Prescription Entry Rx Info window, the automatic drug selection process determines which packaged brand drug to use. A green arrow indicates which drug (brand or generic) to dispense. A tool tip displays the drug name (user-defined name if available), NDC, units, and pack size.
Packaged Generic Drug	Generic or substitute drug for the prescribed medication When you enter a prescribed drug on the Prescription Entry Rx

	Info window, the automatic drug selection process determines which packaged generic drug to use. A green arrow indicates which drug (brand or generic) to dispense. A tool tip displays the drug name (user-defined name if available), NDC, units, and pack size.

Supervising Prescriber

Prescriber Last Name	Prescriber's last name
First Name	Prescriber's first name
DEA	Prescriber's DEA number

Information From Prescriber	Prescription information received from the prescriber You can scroll to view additional information.
Put Rx on File	Select to put the prescription on file in the patient's prescription profile to be filled later
Barcode	System-generated barcode for the prescription image
View Hardcopy	Select to view the system-generated hard copy for the prescription
Disease Diagnosis (unlabeled table)	Displays either the ICD-9 or ICD-10 diagnosis type, code, and description
Diagnosis	Select to display the Add/Remove Disease Diagnosis from Rx window where you can add or delete an ICD-9 or ICD-10 code for the prescription. See Add/Remove Disease Diagnosis from Prescription.

Return to Prescriber

Use PCP	Select this box to return the prescription to the patient's primary care physician
Prescriber Last Name	Primary care physician's last name
First Name	Primary care physician's first name
Next	Select to continue the data entry process.

Status bar (bottom of the window)	User-defined drug name (if available), package size, and units

Prescription Entry - Reject Options Window

To access the Prescription Entry - Reject Options window, select **Reject** from any Prescription Entry window.

Note: If you attempt to cancel the completion fill of a prescription while the partial fill is still in workflow, the system displays: **If you cancel the Completion Fill transaction, the corresponding Partial Fill will also be canceled. Continue?**

The following describes the fields on the Prescription Entry - Reject Options window.

Promised	Date the prescription was originally promised for delivery
Requires Review	Select if you cannot process the Data Entry task and to place the task on hold. The system displays the task again based on the number of minutes in the **Requires Review (minutes)** field on the Promise Time Settings window in Administration > Application Settings > Promise time Settings When you select **Requires Review**, the system displays these optional checkboxes: • **Can't read doctor** • **Can't read SIG** • **Can't read drug** • **Can't read patient** • **Other** The system also displays the **Description** box, where you must enter a reason for the review.
Need More Information	Indicates that you need more information from the prescriber or patient. The system displays the following fields.
Prescriber	Indicates that you need more information from the **Prescriber**. When you select this option, system displays the following fields: • **Message Left -** Indicates that you left a message for the prescriber.

- **Next Call Date and Time -** Date and time you want to schedule the next Call task
- **For Entire Clinic -** Indicates the schedule change is for the clinic.
- **For Individual Prescriber -** Indicates the schedule change is for the prescriber.
- **Schedule -** Days and times the prescriber works at the clinic You can change the schedule by double-clicking in a cell and entering a new time.

Patient

Indicates that you need more information from the patient

When you select this option, the system displays the following fields. You can either send a patient message (if the order type is Mail to Patient) or set a Call Patient task for a specific date.

- **Send Outbound Patient Message -** Select to enable the **Outbound Message Reason** drop-down list. The system displays the **Send Outbound Patient Message** option only if the order type is Mail to Patient.
- **Outbound Message Reason -** Select a reason you are sending a message. The system displays this option only if the order type is Mail to Patient.

  Billing Issues

  Pending Payment

  Copay Review

  Non-Mailable

  Refill Too Soon

  Rx Price greater than threshold

  Consultation First Fill

  Order Delay

  Refill Authorization Denied

  Rx Discontinued

  Non Member

  We Have A Question

  Refill Pending Authorization

  New KPHC Mail Order Rx
- **Message Left -** Select if you left a message for the prescriber.
- **Next Call Date and Time -** Date and time you want to schedule the next Call task

Display at the Local

Indicates that this prescription should be processed at the local

Store Only	store (used when you are processing prescriptions using Alternate Site). When you select **Display at the Local Store Only**, the system removes all fields except the **Description** field, where you must enter a reason the task should be processed at the local store (for example, you cannot read the prescription).
Cancel This Prescription	Indicates that you are cancelling this prescription. The system displays the following fields:
Send Outbound Patient Message	Indicates that you are sending a message to the patient. When you select this option, the system enables the **Outbound Message Reason** drop-down list. The system displays this option only if the order type is Mail to Patient. **Note**: This option and the **Outbound Message Reason** option apply only to refills for Mail to Patient orders. They cannot apply to new prescriptions because the prescription has not been assigned a KP Rx number.
Outbound Message Reason	Reason you are sending a message The system enters the corresponding text in the **Description** field. The system displays this option only if the order type is Mail to Patient. • **Billing Issues** • **Pending Payment** • **Copay Review** • **Non-Mailable** • **Refill Too Soon -** If you select this message reason, the system selects **Refill Too Soon** as the cancellation reason. You cannot select another cancellation reason. • **Rx Price greater than threshold** • **Consultation First Fill** • **Order Delay** • Refill Authorization Denied • **Rx Discontinued** • **Non Member** • **We Have A Question** • **Refill Pending Authorization**
Cancel and deactivate the Rx	Indicates that you are cancelling the prescription and deactivating it in the system. When you select this option, the

system enables the **Deactivate Reason** drop-down list.

Deactivate Reason

Reason you are deactivating this prescription.

- **Allergic**
- **Duplicate Therapy**
- **No Longer Used**
- **Not Tolerating Side Effects**
- **Order Entry Error**
- **Other Reason**
- **Patient Requested**
- **Therapy Change**
- **Replaced by Pharmacy**
- **Transferred to Outside Pharmacy**
- **Transferred to Internal Pharmacy Outside Region**
- **Transferred to Internal Pharmacy Inside Region**

Create Refill Authorization Request

Indicates that you are creating a refill authorization request.

When you select **Create Refill Authorization Request**, the system enables the **OK** button. After you select the **OK** button, the system displays the Refill Authorization Request window where you can process the request.

Create Rx Change Request

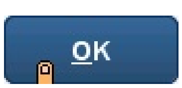
Indicates that you are creating a prescription change request for a new Surescripts order.

When you select this option, the system displays the Rx Change Request window where you can request provider approval on changes to new Surescripts orders.

Description

Reason you cannot complete the task

Select to return to the Prescription Entry Rx Info window without saving your changes.



Select to complete the rejection/message.

Rx Change Request Window

To access the Rx Change Request window, select **Reject** from any Prescription Entry or Data Verification and DUR window.

The following describes the fields on the Rx Change Request window.

Patient Name

Name of the patient

Date of Birth

Patient's date of birth

Region

Region in which this patient's pharmacy is located.

MRN Prefix

Location ID for the MRN

Note: For regions other than NCA (Northern California) and SCA (Southern California) this field is not required.

MRN

Patient's medical record number

DAW

Dispense as Written option

Select option: **0 - No Selection Indicated**,**1- Dispense as Written**, **2 - Brand Patient Choice**, **3 - Brand: Pharmacist Choice**, **4 - Brand: Generic Out of Stock**, **5- Brand Dispensed as Generic**, **6 - Override**, **7- Brand: Mandated by Law**, **8- Brand: Generic Unavailable**, or **9-Other**

The system requests patient signatures from EPS and from your Point of Sale system when a patient requests a brand drug (DAW flag set to 2- Brand). It uses the document you selected in the NCPDP DAW=2 fields on the Document Handling window.

Rx Written

Date the prescriber wrote the prescription

You can enter the date in the following ways:

- Manually enter it in DDMMYY format.
- Click the icon and select the date from the calendar.
- Enter **T** (for today's date) or **Y** (for yesterday's date). Note: Some installations do not use this feature.

Prescribed Drug

Name of the prescribed drug in the First DataBank Drug Information Framework

Enter the full or partial drug name and press **Tab**, **Enter**, or select . The system performs an exhaustive search based on the criteria you entered. For more information, see About the Exhaustive Drug Search Feature.

For more information on searching for drugs, see Search

[Prescribed Drugs](#) and [Search Packaged Drugs](#).

Select to display the Prescribed Drug Search window, where you search for the drug.

Prescribed Qty

Quantity (number of units or packs of the drug) prescribed for one fill of the prescription

You can enter **P**[*number of packs*]. For example, enter **P2** to indicate two packs. When the dispensed drug is selected, the system changes the entry for the **Prescribed Qty** and **This Fill Qty** fields based on the pack size you entered.

This Fill Qty

Quantity to dispense for this fill of the prescription

- The system enters the quantity from the **Prescribed Qty** field.
- To override the dispensed quantity (this fill quantity), type the quantity you want to dispense in this field.
- You can enter **P**[*number of packs*]. For example, enter **P2** to indicate two packs. When the dispensed drug is selected, the system changes the entry for the **Prescribed Qty** and **This Fill Qty** fields based on the pack size you entered.

Refill Qty

Quantity prescribed for a refill of the prescription

The system enters the quantity from the **Prescribed Qty** field.

Refills Auth.

Number of authorized refills or code related to refills

NR = no refills allowed

P = PRN (refill as needed)

PY = refill for one year

P*n* (where *n* represents a specific number of months) = refill as needed for the number of months

The system calculates and displays the prescription expiration date

Prescriber Last Name

Last name of the prescriber for this prescription

To search for a prescriber, enter the prescriber's full or partial name and/or DEA number and select  or **Tab**. If you press **Tab** and the system finds a single match, it displays that prescriber information in the corresponding fields and does not display the search window.

First Name

First name of the prescriber for this prescription

DEA

DEA number for this prescriber

SIG Text

Text the system displays from the SIG you select or enter in the

	SIG Code field, or edit on the Edit SIG window. For more information, see Add Prescription Information.
Days Supply	Days' supply of the medication you are dispensing

Cancel	Select to return to the previous Prescription Entry or Data Verification and DUR window without saving your changes.
Change Request Type	Type of prescription change you are requesting from the prescriber (**Therapeutic Change**, **Generic Substitution**, or **Prior Authorization**)
Therapeutic Change	Type of therapeutic change you are requesting from the prescriber **Note**: The system grays out these options unless you select **Therapeutic Change** from the **Change Request Type** drop-down list. Options include: **Drug Utilization Review** **Formulary Compliance** **Day Supply Change** **Therapy Change** **Script Clarification**
Generic Substitution	Reason you are requesting a generic substitution **Note**: The system grays out these options unless you select **Generic Substitution** from the **Change Request Type** drop-down list. Options include: **Switching Brand To Generic** **New Generic Available** **Brand Not Covered**
Prior Authorization	Indicates you are requesting a prior authorization **Note**: The system grays out this option unless you select **Prior Authorization** from the **Change Request Type** drop-down list.
Rx Change Notes	Notes related to this change request
OK	Select to complete the rejection and change request.