

Renewal Requests

Last Modified on 04/01/2022 4:32 pm EDT

Version 20.16

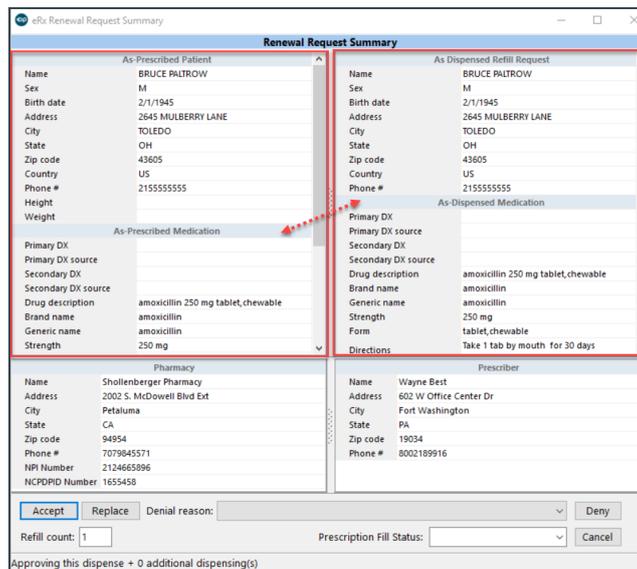
Path: Main Navigation Panel > e-Prescribe > Refill/Change Requests tab

Note: If you are unable to locate a pharmacy in the SureScripts Master List, contact the pharmacy. The pharmacy is responsible for contacting SureScripts and requesting to be added to the network. OP Support will not be able to add a pharmacy to the SureScripts Master list.

Renewal Requests: All Renewals

1. Navigate to the **Refill/Change Request** tab in the ePrescribing Center by following the path above.
2. Highlight the medication to refill and click the **Accept/Deny** button; the eRx Renewal Request Summary window is displayed.
3. Review the **As-Prescribed** and **As-Dispensed** information to confirm the accuracy of the medication being renewed.

Note: If the As-Prescribed Patient section is blank, this means that there was no matching patient in OP for the Renewal Request. You will also see **Cannot recognize patient** at the bottom of the window. Proceed to Step 2 in the **Renewal Request: Deny a Renewal** section below to deny the renewal and send a denial reason back to the pharmacy.



4. (Optional) Change the number of refills by clicking into the **Refill count** field and entering a number of refills.

Note: When the number of refills is incremented, the verbiage on the eRx Renewal Request Summary window will state the change, and once submitted, send to the pharmacy. Refill count: Approving this dispense + 1 addition

5. (Optional) If the practice has the Prescription Fill Status active, click the drop-down and select from the list. The Prescription Fill Status does not need to be selected for all prescriptions. Only select if wanting to know the status of the prescription.
6. Proceed with the steps in the appropriate section below:

Renewal Requests: Accept a Renewal

1. Click the **Accept** button.
2. The renewal request is removed from the Refill/Change Request tab.
3. A new medication is added to the patient's medication list.

Renewal Request: Deny a Renewal

1. Follow the steps in the Renewal Requests: All Renewals section.
2. Click the drop-down in the Denial reason field and select from the list.
3. Click the **Deny** button. The renewal request is removed from the Refill/Change Request tab.

Renewal Request: Replace a Renewal

When requiring a medication change, the previous workflow was to Deny the request and select New Prescription to follow from the Denial reason. This workflow has been removed and is replaced with the Replace workflow.

1. Follow the steps in the Renewal Requests: All Renewals section.
2. Click the **Replace** button, the Prescription window displays.
3. Make the required changes, this would include prescribing a different medication necessary for change in the patient therapy.
4. Click the **Send** button, the eRx Summary window displays, confirm the medication information.
5. (*Optional*) If the practice has the Prescription Fill Status active, click the drop-down and select from the list. The Prescription Fill Status does not need to be selected for all prescriptions, only select if wishing to know the status of the prescription.
6. Click the **Send** button.
7. A new medication is added to the patient's medication list.

Version 20.15

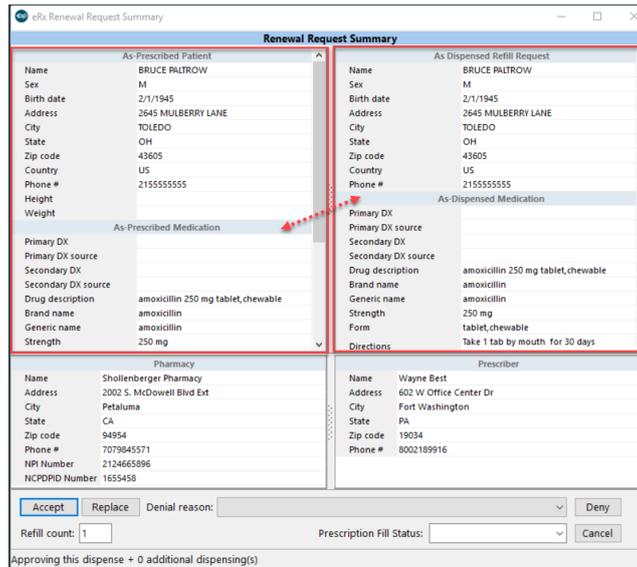
Path: Main Navigation Panel > e-Prescribe > Refill/Change Requests tab



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3. Review the **As-Prescribed** and **As-Dispensed** information to confirm the accuracy of the medication being renewed.



- (Optional) Change the number of refills by clicking into the **Refill count** field and entering a number of refills.



Note: When the number of refills is incremented, the verbiage on the eRx Renewal Request Summary window will state the change, and once submitted, send to the pharmacy. Refill count: Approving this dispense + 1 addition

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- The renewal request is removed from the Refill/Change Request tab.
- A new medication is added to the patient's medication list.

Renewal Request: Deny a Renewal

- Follow the steps in the Renewal Requests: All Renewals section.
- Click the drop-down in the Denial reason field and select from the list.
- Click the **Deny** button.
- The renewal request is removed from the Refill/Change Request tab.

Renewal Request: Replace a Renewal

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- Make the required changes, this would include prescribing a different medication necessary for change in the patient therapy.
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