

# **Renewal Requests**

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

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.

	R	enewal Re	que	st Summar	у		
As-Prescribed Patient				As Dispensed Refill Request			
Name	BRUCE PALTROW		11	Name		BRUCE PALTROW	
Sex	M		11	Sex Birth date Address City State Zip code Country		M	
Birth date	2/1/1945		11			2/1/1945	
Address	2645 MULBERRY LANE		11			2645 MULBERRY LANE	
City	TOLEDO		11			TOLEDO	
State	OH		11			ОН	
Zip code	43605		11			43605	
Country	US		11			US	
Phone #	215555555			Phone #		215555555	
Height					As-I	Dispensed Medication	
Neight			٠H	Primary DX			
	As-Prescribed Medication	4.1		Primary DX	source		
Primary DX			-11	Secondary	DX		
Primary DX source Secondary DX Secondary DX source Drug description amoxicillin 250 mg tablet, chewable			Ш	Secondary	DX source		
			Ш	Drug description Brand name Generic name		amoxicillin 250 mg tablet, chewable amoxicillin amoxicillin	
			Ш				
		ble	Ш				
Brand name	amoxicillin		Ш	Strength		250 mg	
Generic name	amoxicillin		Ш	Form		tablet, chewable	
Strength	250 mg		-11	Directions		Take 1 tab by mouth for 30 days	
	Pharmacy		TI			Prescriber	
Name Sh	ollenberger Pharmacy	Pharmacy		Name	Wayne Best	ne Best	
Address 20	02 S. McDowell Blvd Ext			Address 602 W Office C		Center Dr	
City Pe	etaluma		3	City	Fort Washing	hington	
State C/	к		-81	State	PA		
Zip code 94	4		1	Zip code	19034	34	
none # 7079845571			Phone # 8002189916				
NPI Number 2124665896							
NCPDPID Number 16	55458						
Accept Rep	ace Denial reason:					✓ Deny	

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

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.





		Re	enewal Re	equ	lest Summary		
	As	Prescribed Patient		^	As Dis	pensed Refill Request	
Name		BRUCE PALTROW			Name	BRUCE PALTROW	
ex		м			Sex	м	
lirth date		2/1/1945			Birth date	2/1/1945	
ddress		2645 MULBERRY LANE			Address	2645 MULBERRY LANE TOLEDO OH 43605 US	
Tity		TOLEDO			City		
itate		он			State		
ip code		43605			Zip code		
ountry		US			Country		
'hone #		2155555555		1	Phone #	2155555555	
leight					As-D	ispensed Medication	
Veight					Primary DX		
	As-Pr	escribed Medication	4.		Primary DX source		
rimary DX				-	Secondary DX		
Primary DX source Secondary DX Drug description amoxicillin 250 mg tablet, chewable			1	Secondary DX source			
					Drug description	amoxicillin 250 mg tablet,chewable amoxicillin amoxicillin	
				Brand name			
		ole	1	Generic name			
Brand name		amoxicillin		1	Strength	250 mg	
Seneric name		amoxicillin			Form	tablet, chewable	
Strength		250 mg		~	Directions	Take 1 tab by mouth for 30 days	
		Pharmacy		1		Prescriber	
ame	Shollent	perger Pharmacy		Т	Name Wayne Best		
ddress	2002 5.1	AcDowell Blvd Ext			Address 602 W Office 0	Center Dr on	
ity	Petalum	a			City Fort Washingt		
tate	CA				State PA		
ip code	94954				Zip code 19034		
hone #	7079845	571		-1	Phone # 8002189916		
IPI Number	2124665	896					
CPDPID Number	1655458						
Accept F	Replace	Denial reason:				✓ Deny	
C11	_						

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: 2	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.
- 4. 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.
- (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.

