

# Change Request Generic Substitution

Last Modified on 06/23/2021 4:24 pm EDT

Version 20.13

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

## About

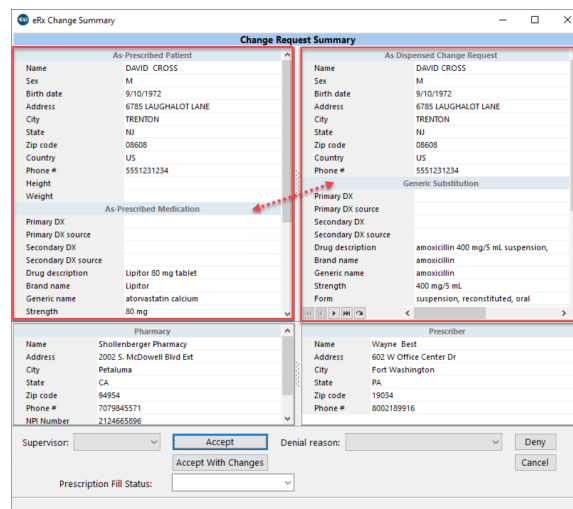
Generic Substitution change requests are sent by a pharmacy when they are requesting that the prescriber allow a generic medication to be dispensed. To learn how to enable Change Requests in OP, click [here](#).

## Change Request: All Generic Substitution

1. Navigate to the Refill/Change Request tab in the ePrescribing Center by following the path above.
2. Double-click on the medication request for a Generic Substitution, or click the medication and click the **Accept/Deny** button.

Date	Prov	Patient Name	Prescription	Refills	Days	DAW	Pharmacy Name	Request Type	Message	Follow-up Requests
2/23/2021 3:12:00 PM	OTP	TESTPATIENT, JOHN	amoxicillin 250 mg tablet, chewable	1	30	n	Shollenberger Pharmacy	Out of Stock		
4/21/2021 8:22:58 AM	OTP	REFILLSMRYBTNS, TEST	oxycodone 20 mg tablet	1	10	n	Lawrence Academy Rx 10.6	Refill		0
5/13/2021 11:06:02 AM	OTP	CROSS, DAVID	Lipitor 80 mg tablet	0		n	Shollenberger Pharmacy	Generic Substitution		0

3. Review and click **OK** in the warning box, if displayed, to acknowledge the patient's medication allergies.
4. Review the pharmacy changes in the As Dispensed Change Request panel, **Generic Substitution** section of the eRx Change Summary window.



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 and should only be selected if you want to know the status of the prescription.
6. Complete the request by following the steps in one of the sections below to accept, accept with changes, or deny the request.

## Change Request: Accept a Generic Substitution

Click the **Accept** button. The medication is added to the patient's medication list, and the Generic Substitution request is removed from the Refill/Change Requests tab.

## Change Request: Accept a Generic Substitution with Changes

1. Click the **Accept With Changes** button.
2. Make the required changes, such as if you're prescribing a different medication necessary for change in the patient therapy.
3. Click the **Send** button.
4. Confirm the medication information in the eRx Summary window.
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 and should only be selected if you want to know the status of the prescription.
6. Click the **Send** button. The medication is added to the patient's medication list, and the Generic Substitution request is removed from the Refill/Change Requests tab.

## Change Request: Deny a Generic Substitution

1. Click the drop-down in the **Denial reason** field and select from the list.
2. Click the **Deny** button. The Generic Substitution request is removed from the Refill/Change Request tab and placed in the Refills/Changes Denied tab.

Refresh											
Date:		11/1/2018		to		09/17/2019		Prescriber:		ALL	
Created, Not Printed/Sent (7)	Need Co-signature	Sent	Delivered (20)	Failed (1)	Refill/Change Requests (6)	Refills/Changes Denied (5)	ePrior Auth				
Date	Prov	Patient Name	Prescription	Refill: Days	DAW	Pharmacy Name	Denial Reason	Request Type			
9/11/2019-10:58:19 AM	Ivy, Stuart	Rasca, Elizabeth	Lanolin-125-MCG-Oral-Tablet	2	30	n	VA-PHARMACY-10.6MU	Change-not-appropriate	Refill		
9/11/2019-3:31:16 PM	Robert, Crawley	Bicayne, Sophia	Procardia-VL-30-MG-Oral-Tablet	0	30		MAIL-ORDER-PHARMACY-10.6MU-NCCC	Change-not-appropriate	Generic-Substitution		
9/12/2019-8:14:24 AM	Anna, Bates	Notch, Frank	Crestor-10-MG-Oral-Tablet	2	30		NIC-PHARMACY-10.6MU	Patient-no-longer-with-prescriber	Therapeutic-interchange		
9/12/2019-8:14:24 AM	Anna, Bates	Notch, Frank	Crestor-10-MG-Oral-Tablet	2	30		NIC-PHARMACY-10.6MU	Patient-never-under-provider-care	Therapeutic-interchange		
9/12/2019-11:36:07 AM	Thomas, Branson	Duro, Paula	Macrobid-100-MG-Oral-Capsule	0	2		TX-PHARMACY-10.6MU	No-attempt-will-be-made-to-obtain-Prior-Authorization	Prior-Authorization		