eRx Change Summary

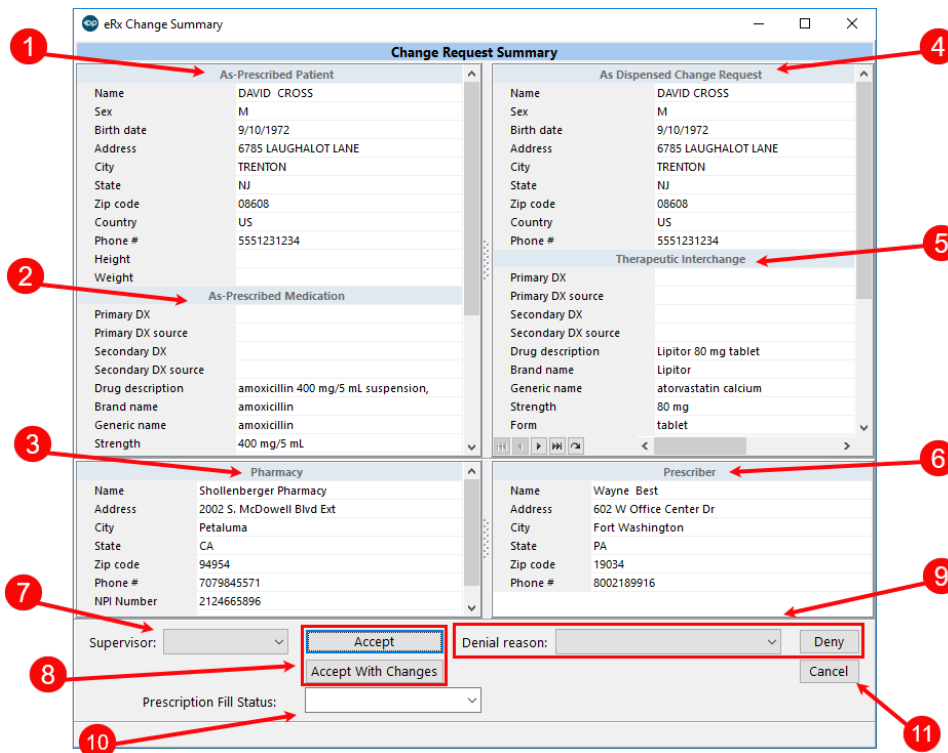Last Modified on 09/22/2021 3:42 pm EDT

Version 20.13

> This window map article points out some of the important aspects of the window you're working with in OP but is not intended to be instructional. To learn about topics related to using this window, see the **Related Articles** section at the bottom of this page.

About eRx Change Summary

> **Path: Main Navigation Panel > Refill Requests > Prescription(s) with a Change Request Type > Accept/Deny button**

The eRx Change Summary window is used when managing prescription change requests received from the pharmacy. These requests have a Request Type of:

- Generic Substitution
- Therapeutic Interchange
- Prior Authorization
- Drug Use Evaluation
- Out of Stock
- Prescriber Authorization
- Script Clarification

eRx Change Summary Map

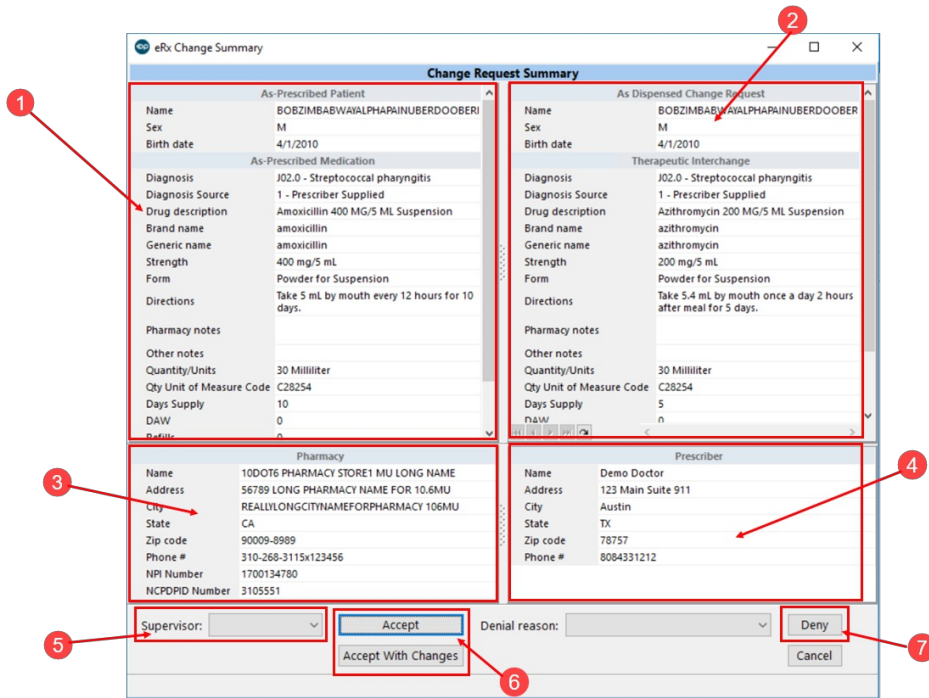| Number	Section	Description

1	As-Prescribed Patient	The **As-Prescribed Patient** section contains the patient's information as it was sent to the pharmacy with the original prescription.
2	As-Prescribed Medication	The **As-Prescribed Medication** section contains the medication information as it was originally sent to the pharmacy.
3	Pharmacy	The **Pharmacy** section contains the information for the pharmacy initiating the request.
4	As-Dispensed Change Request	The **As-Dispensed Change Request** section indicates the patient's information for the change request.
5	Change Request	The **Change Request** section contains a heading that is specific to the type of change request received from the pharmacy and the information for the medication as it was dispensed to the patient by the pharmacy.
6	Prescriber	The **Prescriber** section contains the information for the prescriber of the medication.
7	Supervisor drop-down	The **Supervisor** drop-down is available for all Change Request Types. It is used to select a Supervising Provider, when necessary.
8	Acceptance buttons	The options to accept the Change Request are different according to the type of change being requested. **Generic Substitution, Therapeutic Interchange, Drug Use Evaluation, Out of Stock, and Script Clarification** • **Accept**: Accepts the change request displayed in the window, as is. • **Accept with Changes**: Allows the prescriber to modify the medication entered, by the pharmacy, for the change request. **Prior Authorization** • **Prior Auth #** *(not included in the image above)*: Use this field to enter the Prior Authorization number. • **Accept**: Accepts the change request displayed in the window and attaches the Prior Auth # entered into the field. **Prescriber Authorization** • **Validate** *(not included in the image above):* Launches the Prescriber Authorization window where the provider must enter their information before clicking Validate.
9	Deny button	The **Deny** button is used to deny the renewal request for reasons such as if the patient needs an appointment before the refill can be made or if it is too soon to refill the medication. These options, among others, are available in the **Denial reason** drop-down. A reason is required when sending a denial back to the pharmacy. Change Requests that are denied are displayed in the Refills/Changes Denied tab of the ePrescribing Center.
10	Prescription Fill Status field	The **Prescription Fill Status** field is only displayed if the logged-in provider is enabled for the RxFill service. This drop-down is used by the provider to inform the pharmacy of what type of status update he/she would like to see for the prescription.
11	Cancel button	The **Cancel** button exits the eRx Change Summary window.

About eRx Change Summary

Path: Main Navigation Panel > Refill Req button > Refill/Change Requests tab

The eRx Change Summary window displays a medication change request that has been received.

eRx Change Summary Map

Number	Section	Description
1	As-Prescribed Patient and Medication	The As-Prescribed Patient and Medication panel displays the patient to whom the medication was prescribed and the medication details of the original prescription.
2	As-Dispensed Change Request and Therapeutic Interchange	The As-Dispensed Change Request and Therapeutic Interchange panel displays the patient to whom the medication was prescribed and the medication change that is being requested.
3	Pharmacy	The Pharmacy panel displays the pharmacy information.
4	Prescriber	The Prescriber panel displays information for the prescriber of the medication.
5	Supervisor drop-down	The Supervisor drop-down selects a Supervising Provider when it is necessary.
6	Accept / Accept With Changes buttons	- Accept: The Accept button Accepts the change displayed in the window. - Accept with Changes: The Accept with Changes button is available when a pharmacy submits a change request for Therapeutic Interchange. Selecting the button allows the prescriber to modify the change request.
7	Deny button	The Deny button denies the medication change request. A Denial Reason should be chosen from the drop-down menu. Denied refills will appear under the Refills/Changes Denied tab of the ePrescribing Center.