



Coming to a Pharmacy Near You:

A Guide to E-Prescribing Workflow Solutions and Enhancements in 2020

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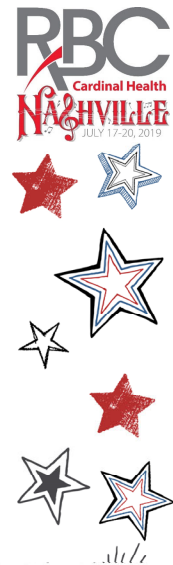
- Licensed Practical Nurse and Sr. Business Analyst employed by Surescripts working closely with NCPDP over the past two and a half years.
- Work history includes a variety of roles in nursing before becoming a consultant and business analyst for a LTPAC EHR system.
- Recently certified on SCRIPT Standard v2017071.



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Disclosure

Kori Eastman is Sr. Business Analyst, E Prescribing with Surescripts. The conflict of interest was resolved by peer review of the content.



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Learning Objectives

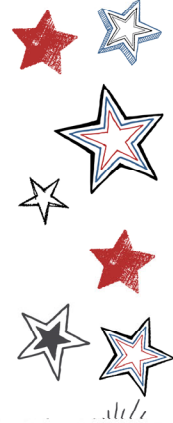
- Describe new transactions that are possible in SCRIPT v.2017071.
- Explain new data elements that will be available for prescribers and pharmacies to exchange in SCRIPT v.2017071.
- Identify gaps in communication between pharmacy systems that provide both retail and LTPAC services and the LTPAC care settings and services as it pertains to the E-Prescribing transactions discussed.



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E-Prescribing in 2020 and Beyond

- Beginning in January, the e-prescribing standard will be entering a new version.
- Improved workflow solutions for both retail and LTPAC needs are part of the SCRIPT Standard v2017071, which will be required for Medicare Part D compliance.
- Today we will learn about E-Prescribing enhancements that benefit community pharmacies **plus** a drilldown to specific LTPAC messaging and data opportunities; plus time for question and answer.



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NCPDP SCRIPT Standard Background

- SCRIPT is a standard created to facilitate the transfer of prescription data between pharmacies, prescribers, intermediaries, facilities, and PBM/payers.
- The NCPDP SCRIPT Standard was first published in 1997.
- Updated regularly based on the business needs identified by the industry.
- Currently named version is NCPDP SCRIPT Standard v2017071
 - Effective date of use: 01/01/2020.
- Regulatory impact: all providers of Medicare Part D services.



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Transactions Available in v2017071



Messages that were available in v10.6 and continue to be available in v2017071

* Indicates LTPAC only use

- NewRx (retail and LTPAC application)
- RxRenewal (request / response)
- RxChange (request / response)
- CancelRx (request / response)
- RxFill (retail and LTPAC Application)
- *Resupply
- *Census (moved to a Specialized version of SCRIPT standard)
- ePA (additional transactions added – see appendix)
- MedicationHistory (request / response) (see appendix)

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Transactions Available in v2017071



Messages new to v2017071

* Indicates LTPAC only use

- NewRxRequest / NewRxResponseDenied
- RxFillIndicatorChange
- RxTransfer
- REMs (2 request types, 2 response types, see appendix)
- *DrugAdministration
- *Recertification

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NewRx



Description:

- Closed order (aka 38)
 - Used in both retail and LTPAC markets to define quantity and refills.
- Open order (aka QS/0)
 - Used only in LTPAC markets to have quantity defined by the pharmacy on a dispensing schedule that aligns with an order life cycle defined by regulatory requirements.

Value:

- Electronic communication of prescription information directly from a prescriber or agent using a standard that improves the quality of data.

Purpose:

- Advanced data that is provided from prescriber to pharmacy that impacts patient outcomes and supports workflows around inventory control in Long Term Care.
- Additional value in new data elements to support post acute care needs for delivery, pickup, holds and more.

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CancelRx and CancelRxResponse



Description:

- A set of communication messages initiated by the prescribing system to inform the pharmacy that a prescription should be discontinued or no longer dispensed and a return response from the pharmacy to notify the prescriber of an approved or denied message.

Value:

- Provide information to the pharmacy of a need to discontinue dispensing.
- A way for pharmacy to communicate in return (e.g. prescription/patient not found).

Purpose:

- Decrease manual workflows when a prescription should no longer be dispensed.
- Provide a connected workflow for LTPAC when prescribers update an existing prescription (New>Cancel>New).

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RxFill

Description:

- Notification message from the pharmacy, regarding the dispensing and dispensing related activity for individual prescriptions.

Value:

- Synchronize systems in LTPAC settings.
- Improve prescriber knowledge of patient compliance in retail dispensing.
- Provides options to control the type and amount of notifications received in acute / ambulatory settings allowing the pharmacy to send only relevant prescriber needs for information.

Purpose:

- Keep prescriber / prescribing system informed of dispensing activity.
- Decrease alert fatigue in acute and ambulatory settings with new data elements and a new message type: RxFillIndicatorChange.
- Reconcile medications received in LTPAC care settings.

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NewRxRequest/NewRxResponseDenied



Description:

- Messages that allow pharmacy to request a new prescription from a prescriber with either minimal information or an expired prescription.
- Responses are either a NewRx or a NewRxResponseDenied.

Value:

- For patients that travel and need an urgent fill of a medication.
- Patients who only fill the "as needed" prescriptions "as needed" which means they can expire before a new script has been sent to the pharmacy (i.e. inhalers or allergy medications).

Purpose:

- Decrease the patient effort in filling needed medication.
- Improve the ability for pharmacy to request a prescription when patients are waiting but may not have all the information a pharmacy needs to fill that prescription.

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RxTransfer (Request/Response/Confirm)

Description:

- A set of messages that allow electronic transfer of one or more prescriptions from pharmacy to pharmacy.

Value:

- Electronic communications that improve the patient experience and impacts the patient compliance.

Purpose:

- Decrease the manual workflow related to the transfer of prescriptions.



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*Recertification

Description:

- A notification message informing the pharmacy of prescriber regulatory audit requirements in Skilled Nursing Facilities to approve continuation of therapy per prescription at routine intervals.

Value:

- Keeps the pharmacy informed of auditory compliance required by their Skilled Nursing Facility partners.

Purpose:

- For regulatory collaboration between pharmacy and facility.



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*Drug Administration

Description


- A notification message informing the pharmacy the need to hold a prescription either on a defined suspension or indefinitely.

Value

- LTPAC setting or service communication of prescriber orders related to suspending a therapy that will assist the inventory control for on-demand or cycle fill pharmacy services.

Purpose:

- Real-time electronic communication to suspend a prescription, used in LTPAC settings and services (SNF, ALF, HH) related to disease management, patient procedures or other therapy needs.



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Data Elements: What's Changing

Description:

- Only XML syntax supported - EDIFACT syntax discontinued.

Value:

- The continuity of quality data using a single standard language allows faster updates across the network.



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Data Elements: What's Changing



Header



Element	Brief Description
Digital Signature	Digital signature loops twice to allow transiting to stronger security standards
Order Grouping	Prescriptions may now be grouped together (such as #1 of 3)
Sender Software	Identifies Developer, Product, and Version Release

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Data Elements: What's Changing



Patient Attributes



Element	Brief Description
Alternate Contact	For spouse, caregiver, guardian, "etc."
Allergies	Patient's allergies can be sent using SNOMED codes
Former Name	Patient's Former (e.g. Maiden) name
Gestational Age	Number of weeks at birth
Hospice Indicator	Enrolled or not enrolled in hospice

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Data Elements: What's Changing

Patient Attributes



Element	Brief Description
International Address	Country Code to support international addresses
Non-Humans (pets)	Species (e.g. Canine, Bovine, Feline)
Primary Language	Patient's preferred language can be indicated if non-English
Substance Use	Social history for substance use e.g. tobacco, alcohol, cannabis or other

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Data Elements: What's Changing

Prescriber Attributes



Element	Brief Description
Certificate to Prescribe	Mid-level practitioner Certificate To Prescribe may be sent in applicable states/jurisdictions
Prohibit Refill Requests & Follow-Up Prescriber	Prescribers may indicate on a New Prescription that they do not want Renewal Requests and also designate an alternate prescriber for follow-up (e.g. Urgent Care, ERs)
Former Name	Prescriber's former (e.g. Maiden) name
Prescriber Identifiers	Additional added (e.g. NADEAN/REMS)
Practice Location Segment & Place of Service	Added Prescriber's Practice location (Business Name) and Place of Service (e.g., telemedicine)
Veterinarians	Veterinary prescribers now able to send New Prescriptions

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Data Elements: What's Changing

Prescription Attributes



Element	Brief Description
1000-Character Sig	The Directions field has been expanded to 1000 characters
Provider Authorization to Administer	Proactive approval documentation for pharmacist administration of medications (e.g., immunizations)
Brand Medically Necessary	Updated indicator for Brand Medically Necessary that is compliant with CMS guidelines
Codified Notes	Standardized messages to patients - such as "Needs Appointment" now sent in codified format
Compounds	Up to 25 individual ingredients and quantities now available for compounds
Current Treatment Cycle / Number of Cycles	Current treatment cycle represented by this prescription (1 of 2)

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Data Elements: What's Changing

Prescription Attributes



Element	Brief Description
Dates	Transplant/Discharge
Delivery	Prescribers may indicate patient preference for delivery location and which fills
Diabetic Testing Supplies	Additional information needed to support Medicare billing of diabetic testing supplies
Do Not Fill	Prescribers may indicate a prescription should not be filled for cover prescriptions, drug to drug interactions or hold for patient request.
Flavoring Request	Prescribers may proactively authorize medication flavoring
Facility Hours Of Administration Timing	Used to communicate facility specific standardized administration times when specific times or days are not entered in the prescribed directions

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Data Elements: What's Changing

Prescription Attributes



Element	Brief Description
IV Administration	Several fields added to support IV Administration
Injury Related	Work/Auto/Other
Number of Packages Dispensed	Prescribers may indicate multiple prescription vials required for home and school use
Office of Pharmacy Affairs ID	Enhanced support for 340B information
Order Capture Method	Code conveying the method by which the order was defined by the prescriber and captured in the prescribing system

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Data Elements: What's Changing

Prescription Attributes



Element	Brief Description
PlaceOfService NonSelfAdministered Product	Code identifying the place where the non-self-administered product will be administered for the ambulatory patient
Reason For Substitution Code Used	BRAND MEDICALLY NECESSARY
Split Script	When sending prescriptions for short duration, Prescribers may now clarify a prescription as a bridge for mail delivery
Prophylactic Or Episodic	Indicates if treatment is for prophylactic and/or episodic needs
Insurance Updates –Benefits Elements	Realignment/streamlining of third party payer-related info

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Data Elements: What's Changing

Prescription Attributes



Element	Brief Description
REMS	Fields add to support risk category, authorization number, whether prescriber checked REMS
Follow Up Request	Follow-up reminders for pending requests may now be sent electronically
Treatment Indicator	Indicates if the order is new, continuation of treatment or a restart of treatment
Titration	Fields added to support titration dose
Urgent Rx	Prescribers may request expedited processing for a prescription
Wound Information	The size of a wound may now be sent to assist pharmacy with appropriate package size selection

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Highlights: What is Important to LTPAC

Prescription Attributes



Message	Element	Brief Description
NewRx	Header>Order Grouping	Non-commercially available doses such as Warfarin or Lasix. Trial dosing where a long term prescription is placed on hold until trial is deemed successful
NewRx, CancelRx, NewRx	Message Request Code	The linking of the NewRx to the CancelRx to a subsequent NewRx when updates are made can be enhanced by indicating the type of change: significant vs insignificant
NewRx, RxFill, Resupply etc.	Facility	This information should be communicated in all instances where a patient or resident in a care setting or service is receiving prescription services to sync the location
NewRx et all fillable messages	Observation	Ability to add information such as Ht/Wt and lab values

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Highlights: What is Important to LTPAC



Prescription Attributes



Message	Element	Brief Description
NewRx	DoNotFill	The expansion of codes in this field allows the prescribing system to inform the pharmacy for such instances as e-kit use
NewRx	Order Capture Method	This element is used to communicate to the pharmacy if the prescription is being sent by the prescriber or an agent and if an agent was the original order was written, verbal or telephone
NewRx	Delivery Request	Indicator for no delivery, first fill delivery only or all fills delivered
NewRx	Delivery Location	Indicatory of type of service or setting a patient or resident is in for the delivery request
NewRx	Wound	Discrete data to letting the pharmacy know how large a wound (or rash) is. Improving quantity dispensed in LTPAC services/settings for an open order
NewRx	Patient Codified Notes	Codes for retail and LTPAC benefits <ul style="list-style-type: none"> Retail: patient bringing coupon or discount LTPAC: patient requires non-crushable medication via g-tube

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Highlights: What is Important to LTPAC



Prescription Attributes



Message	Element	Brief Description
NewRx	Facility hours of administration	For pharmacies that prepackage medications based on times
RxFill	Added fill status: Transferred	This fill status can let the prescriber know when a prescription has been transferred away from a particular pharmacy so the provider would not re-prescribing to that location
RxFill	Dispensed Package Method	Specific indicator for the pharmacy to notify the prescribing system of a cycle fill, on demand or automatic dispensing system. This helps pharmacy and prescribing systems stay in sync for dispensing methods
RxFill	Warning Label	Pharmacy indications / directions for usage that would usually be on patient information documents but can now be captured electronically
RxFill	Fill Status Code Sets	Individual code sets for each fill status type have been improved to provide discrete data for the prescribing system to update the record or to give helpful information back to the prescriber about the prescription such as patient requesting lower quantity or refill requested too soon

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Communication Gaps and Opportunities



- What are your chief complaints in data gaps from prescribers?
- Does the new standard support any of those gaps?

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Communication Gaps and Opportunities



- Which of the new messages, discussed in detail today, do you see as most useful to your business model and why?
 - NewRxRequest/NewRxResponseDenied
 - RxTransfer
 - Recertification
 - DrugAdministration

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Communication Gaps and Opportunities



- Which of the new conditional elements, discussed today, do you see as a large value add to communication with the prescriber?
 - Examples:
 - Follow Up Request
 - Urgency Indicator
 - Wound Information
 - Order Capture Method

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Quiz



What transaction notifies the prescriber when a prescription was only partially dispensed?


- DrugAdministration
- RxFill
- NewRxRequest
- RxTransfer
- RxFill
 - Fill responses include:
Dispensed, Partially Dispensed,
Not Dispensed and Transferred.

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Quiz

What element in a new prescription would tell the pharmacy a prescription is only coverage for a bridge to a mail order supply?

- Codified Notes
- Follow Up Request
- Urgency Indicator
- Split Script
- Split Script
 - There are codified notes that allow the prescriber to indicate lost or stolen supplies or vacation supplies.




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Quiz

Which transaction allows one pharmacy to transfer a prescription to another pharmacy?

- Recertification
- CancelRx
- RxTransfer
- NewRx
- RxTransfer
 - The transfer is initiated by a request from the pharmacy that will be the new dispensing pharmacy for the prescription.



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Quiz

Which new fill status type was added to RxFill in v2017071?

- Dispensed
- Partially Dispensed
- Not Available
- Transferred
- Transferred
 - This status communicates the prescriber that the prescription has been transferred and no additional dispensing information will be sent from this pharmacy.

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Quiz

What two new messages are for LTPAC utilization?


- NewRx, CancelRx
- Recertification, DrugAdministration
- ProfileMedication, Recertification
- Transferred, RxChange
- Recertification, DrugAdministration
 - The first message is for a regulatory compliance communication to pharmacy and the other is to notify the pharmacy of a need to suspend administration of a medication.

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Quiz

True or False, the RxFill transaction has a data element to communicate pharmacy instructions?

- True
 - The element is called the Warning Label.



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Appendix

ElectronicPriorAuthorization

- PA Initiation Request: The prescriber selects a medication that may require prior authorization. The prescriber's system initiates the PA process with the patient's payer.
- PA Initiation Response: The payer identifies the info needed for the PA.
- PA Request: The prescriber system collects the needed information from the prescriber, the patient's electronic medical record, etc and returns a completed PA request to the payer.
- PA Response: The payer returns its determination.

ElectronicPriorAuthorization

- PA Appeal Request: The prescriber sends the PA Appeal Request to a payer to appeal a prior authorization determination.
- PA Appeal Response: The payer returns the PA Appeal Response determination to a prescriber based on a PA Appeal Request.
- PA Cancel Request: The prescriber sends the PA Cancel Request to a payer to cancel a PA Initiation Request, PA Request or a PA Appeal Request.
- PA Cancel Response: The payer sends the PA Cancel Response to a prescriber to indicate whether the PA Initiation Request, PA Request or PA Appeal Request was canceled.



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Data Elements: What's Changing for ePA



Element	Brief Description
PA Priority Indicator	Urgent if member's health is in jeopardy
PA Processor	If receiving Payer not the processor this Identifies correct one
PA Response Types	Partially Denied – Approved with limits (e.g. days supply, quantity)
Reason Codes	New Reason Codes for Closed Responses

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Appendix REMs (Risk Evaluation Mitigation)



- **REMs Initiation Request:** Notifies the REMS Administrator of the patient and the medication for which REMS authorization is being requested.
- **REMs Initiation Response:** Indicates the information needed from the prescriber to determine approval or denial of the authorization.
- **REMs Request:** The prescriber system collects the needed information from the prescriber, the patient's electronic medical record, etc and returns it to the REMS Administrator.
- **REMs Response:** The REMS Administrator determines whether authorization can be granted and notifies the Prescribing System.

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Appendix

MedicationHistory: Data Element Changes



Element	Brief Description
Facility segment	Along with a prescriber and pharmacy now a facility can request medication history
Requested Dates	Instead of using Effective Date and Expiration Date new fields are added for Start and End Date
Patient Consent	Mandatory on response. Guidance is being proposed to echo back what came in the request
Requestor Role	Required for Prescription Drug Monitoring Program - PDMP (e.g. Dentist, Physician's Assistant)
PDMP States	Which states medication history is being requested for
PDMP Scores	Assess risk of unintentional overdose (Narx)
Payment Type	Type of payment received for the prescription fill as recorded by a state PDMP

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Questions



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