McKESSON
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PRACTICE PARTNER®

ePrescribing Module 9.4

Release Notes

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Produced in Ireland

February 11, 2010

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Changes from 9.3.3 to 9.4

Prescription screen modifications

A number of changes and enhancements have been made to the **Formulary** section of the Prescription screen in this release:

- A new setting, **ShowCoverageDetailsOnPrescriptionDialog**, has been added to the Ppart.ini file under the **[Rx]** section.

  This setting controls the way formulary and co-pay information is displayed on the Prescription screen.

  If the setting=ON, the additional information about the coverage of a medication (formulary status, quantity limits, copay information, alternative information, etc.) will display in the new **Formulary/Coverage Details** section of the Prescription screen.

  If the setting=OFF, the additional information about the coverage of a medication will display on a separate Formulary Details screen, accessible through the **Details** button of the Prescription screen.

- In previous versions, the Prescription screen displayed both summary-level and drug-specific copay data, if both were available for a particular pharmacy type. The **Formulary**, **Alternatives** and **Formulary Details** sections of the Prescription screen have been modified and now only drug-specific data is shown for a specific pharmacy type if both summary-level and drug-specific copay data is available.

  In addition, if a medication has a Formulary Status of non-reimbursable (0) or is subject to coverage exclusions (excluding coverage exclusions based on patient's age or sex), then the **Formulary Details** section of the Prescription screen will not show any copay information for the medication.Users can now switch between all eligible coverages when requesting formulary, copay, or coverage information for a particular patient. The new **Plan** field in the Formulary section of the Prescription screen allows you to select the health plan you want to view formulary, copay, and coverage data for and choose the plan that gives the highest formulary status for the medication that is being prescribed.

Remove the block from sending new prescriptions to an RxHub pharmacy when the patient does not have mail-order benefits

When a new prescription was sent electronically for a patient who did not have mail-order pharmacy benefits and you selected a mail order pharmacy when sending the prescription, Patient Records displayed the following message:

> *"You are attempting to transmit a prescription to a mail-order pharmacy that only fills prescriptions for patients covered by the pharmacy's affiliated pharmacy benefits manager (PBM), and this patient does not have such coverage. Please choose another pharmacy."*

Due to a change in the policies of the mail order pharmacies of PBMs affiliated with the Surescripts network, Practice Partner will no longer block you from selecting a mail-order pharmacy when the patient lacks mail-order prescription benefits with the Pharmacy Benefits Manager associated with that

pharmacy. This means that when selecting a pharmacy on the Pharmacies for Patient screen, you will be allowed to choose from any mail-order pharmacies associated with the patient (added from the **Patient Configuration** tab), as well as from the pharmacy(ies) representing the patient's PBM(s), even if they are not associated with the patient.

Changes from 9.3.x to 9.3.3

Updated Formulary Download and File Update Process

The Formulary Download and File Update Process has been enhanced for Practice Partner version 9.3.3. The new process replaces the Formulary Download Patch for Practice Partner version 9.3.1, and the process originally provided with the ePrescribing module in Practice Partner version 9.3.1. The new Formulary Download process downloads the latest formulary files from Practice Partner's clearinghouse and saves them in your database directory (usually P:\ppart), providing you with up-to-date formulary data. After the initial download of the formulary files, updated files will be downloaded once weekly and automatically copied to the destination folders. If the scheduled day and time (Saturday starting between 8:00pm and 11:59pm by default) conflicts with any scheduled maintenance or operational hours for any of your clinic(s), then you can use the ePrescribing Configuration Utility to change the scheduled time to a different day and time. See the *Formulary Download and File Update Process* section in the *ePrescribing Module User's Guide* for more information.

"Supervising provider" segment added to outbound ePrescribing messages when the Provider for the prescription has a supervising provider

Outbound ePrescribing messages will now include the supervising provider in the "Supervising Provider" segment when the provider for the prescription has a supervising provider. The supervising provider is stored in the Provider Maintenance screen's **General 2** tab.

Resolved Issues

Issues from version 9.3.3 resolved in 9.4

ePrescribing Module (RxHub) – Sending Prescriptions and Outbound Rx Fill History Requests: Prescriptions and Rx Fill History requests sent to MEDCO were being rejected with the following error message, "Code 900: PVD-090-01 EXCEEDED MAXIMUM OCCURRENCES - CONTACT VENDOR." This is now resolved. The prescriptions and Rx Fill History requests were being rejected because there was no validation of phone numbers and no limit on the amount of phone numbers allowed. Now phone numbers will be validated and only 3 phone numbers are allowed per message. **Refill Requests:** In some instances, when a provider replied to a refill request originally sent to another provider and chose the "Change" option on the reply screen, an error message was received from the Practice Partner Clearinghouse and the refill request was rejected. This is now resolved.

Issues from version 9.3.2 resolved in 9.3.3

Refill requests are transmitted without requiring co-signature: When renewing a prescription and selecting the "Transmit as a group" print option, the prescription was transmitted immediately after the user entered his or her signature, but without requiring a co-signature even though the option to require electronic signatures for refills was set to ON in PRUtils and the Require Co-Signature for Non-restricted Rx option was selected on the Access Level Configuration screen. However, the renewed prescription was not printed or faxed until a co-signature was obtained. This is now resolved.

Alternative Drugs list does not include all possible alternatives of a medication: The list of alternative medications that displays when you click the **Alternatives** button in the Formulary section of the Prescription screen did not include all possible alternatives of a medication. This is now resolved.

Summary Resource link failing to display on the Formulary Details screen: The Summary Resource link is now shown on the Formulary Details screen accessible through the **Details** button in the Formulary section of the Prescription screen.

Error sending transcriptions and Rx Fill History Requests: When more than three contact numbers were entered for a provider on the Provider Maintenance screen and a prescription or an Rx Fill History Request was sent to MEDCO, users received the following error: "Code 900: PVD-090-01 EXCEEDED MAXIMUM OCCURRENCES - CONTACT VENDOR." This is now resolved.

ePrescribing\Services - The PMSI Application Server: In some instances, the PMSI Application server would cause a memory leak and would stop responding without warning. This is now resolved.

Known Limitations

Checking eligibility: In some instances where a patient has prescription benefits under multiple coverages (i.e., from multiple health plans), the Coverage and Mail Benefits information displayed on the Eligibility Response screen may be incorrect.

Error message received and application closes when the PMSI Application Service is not running and the Update Fill Hx button is clicked: If the PMSI Application Service is not running, and you click the **Update Fill Hx** button on the Medication Fill History Detail screen, an error message will be received and the application will close unexpectedly.

RxHub – Print button on the Eligibility tab: The **Print** button on **Eligiblity** tab of the Rx/Medications is currently not functional.

ePrescribing Configuration Utility: You will receive a message asking whether you want to save your changes when closing the ePrescribing Configuration Utility after not making any changes. This message will not display in a future release. The message will only be displayed when actual changes are made which requires you to verify and save your changes.

Changing the Indication Code removes focus from the Prescription screen when changing a refill request: If you click the **Lookup** button for Indication 1 on the Prescription screen when changing a refill request, and then you click **OK** to insert the code, the focus is returned to the "Reply" screen rather than Prescription screen (i.e., the "Reply" screen will be displayed in front of the Prescription screen).

Canceling the Record feature when replying to a refill request: When replying to a refill request, and you select the **Record** check box but then choose to cancel the recording, the recorded note will still be created.

Denying a forwarded refill request: When denying a refill request that has been forwarded to an operator, associated with a different provider, the message reply will appear to be sent by the original provider rather than the responding provider.

Incorrect provider in output XML file: The incorrect provider will be specified in the output XML file when a refill request is denied by a different provider than the provider associated with the refill request.

Transmitting edited prescriptions as a group when a provider does not have SureScripts access with the practice that it was added by: If a provider edits a prescription that was added by a provider/practice that they do not have SureScripts access for even though they are logged into a practice for which they do have SureScripts access, and then they attempt to transmit the prescription as a group (i.e., selecting the "Transmit as a Group" print option), the provider will receive an error message saying that the required information to transmit the prescription cannot be found, and the prescription will not be transmitted. To workaround this issue, you can update the **Prov** field on the Prescription <Edit> screen with the current provider ID before saving the prescription.

Eligibility Requests – Determining whether a patient has mail-order pharmacy benefits: If an eligibility request is successfully performed for a patient in the past, and then the patient's chart is opened after the number of days specified by the FormularyRecencyDays= setting in the ppart.ini file, and if the new request fails, the patient will be considered to have mail-order pharmacy benefits regardless of the number of days specified by the setting. In this case, the patient should not be considered to have mail-order benefits because the previous eligibility response is older than the number of days specified by the FormularyRecenceyDays= setting.

Refill requests: In some instances, when a provider chooses the "Change" option when replying to a refill request and changes the name of the prescribing provider to a provider ID that is not associated with the current practice, the output .xml file generated when the refill change is sent to the pharmacy will contain invalid or missing data. As a result, the refill request will be rejected by SureScripts.

Patient's pharmacy will not display in the Pharmacies for Patient screen when renewing all prescriptions: When renewing all prescriptions (Rx / Medications screen > **Renew All** button) and selecting the print option "**Transmit as a group**" for a patient associated to one or more pharmacies, the Pharmacies for Patient screen will not display the patient's pharmacies.

Unable to renew prescriptions added through Dot codes in progress notes using the Renew button on the Rx\Medications screen: An error message will be received and a prescription will not be renewed or transmitted when attempting to renew and transmit a prescription added through a Dot code in a progress note.

RxHub – Pharmacy displayed twice on the Pharmacy Select screen: If a patient is associated with only one pharmacy, the pharmacy is a mail-order pharmacy, and they have prescription benefits with the corresponding Pharmacy Benefit Manager, the pharmacy will be displayed twice on the Pharmacy Select screen.