



# Streamline Communication with Pharmacists and Decrease Treatment Delays

## A Prescribers Guide to RxChange

When you receive a change, clarification or prior authorization request from a pharmacy, it can result in countless calls or faxes between your practice and the pharmacy or PBM. All of this back-and-forth leads to treatment delays and may cause patients to abandon treatment altogether.

But there's good news – by using an RxChange Response message, which is already available in your EHR, your practice can streamline communication with dispensing pharmacies. Pharmacies are already set up with the ability to send an RxChange Request, and when they do, you can easily close the loop with an RxChange Response. This simple, secure communication occurs within your e-prescribing workflow, saving you time and resources while increasing patient medication adherence, safety and satisfaction.

### An RxChange Request is Received when:

A **therapeutic alternative (T)** is requested by a pharmacy – this includes a change in day supply/quantity

A **generic substitute (G)** is identified for a prescribed brand medication

A **prior authorization (P)** is needed before a drug can be dispensed

The **drug use (D)** needs to be **evaluated**

The **prescription** needs **clarification (S)**

The **prescription** is **out of stock (OS)**

A **prescriber authorization (U)** is needed

### RxChange Response Tips & Best Practices

When an RxChange Request is received, you or your staff can work on it from an individual or centralized queue. You can also send RxChange Responses in workflow.

Successful RxChange transactions occur when a prescriber is on a certified system. Your EHR has this functionality enabled.

If you wish to deny an RxChange Request, simply send a “Deny” RxChange Response to close the loop. Do not use a CancelRx transaction. A CancelRx transaction is only used to stop the pharmacy from filling the original prescription.

When you approve an RxChange Request with changes in order to modify a prescription, you can specify any day supply. You are not limited to a 30 or 90 days supply.

An RxChange Request may include up to nine alternatives that may or may not be in order of formulary preference. This is due to the NCPDP SCRIPT standard that recommends all suggestions be displayed.

A pharmacy can send an RxChange Request for a controlled substance to you even if you are not set up for Electronic Prescribing of Controlled Substances (EPCS). If you are not set up for EPCS, send a “Deny” RxChange Response, and in the free text field indicate that the denial will be followed by a written or phoned prescription order.



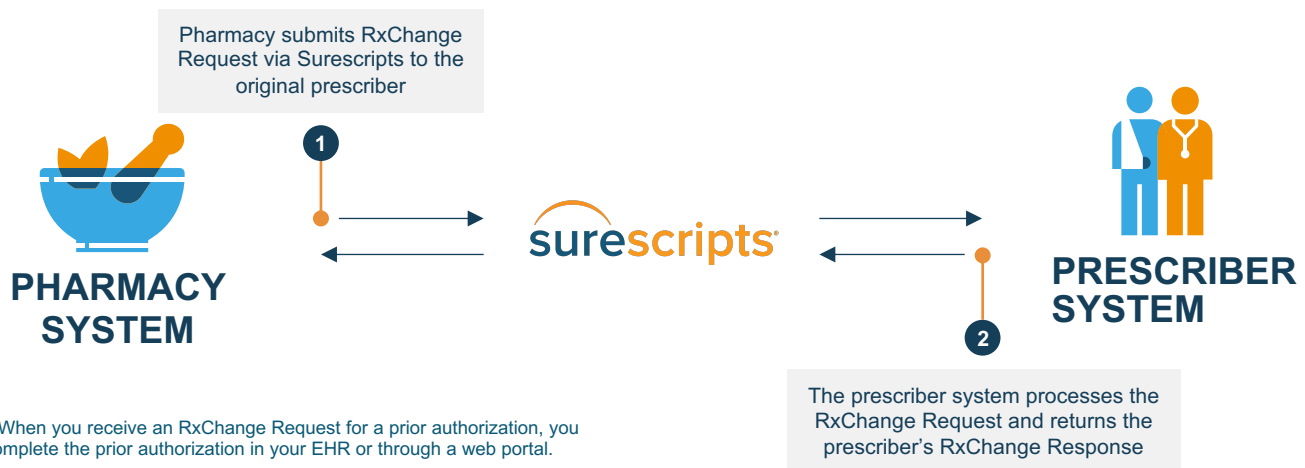
## Example From the Field: Treatment Delays Put Patients at Risk

Baby boomer Hank recently visited his pharmacy to pick up a new medication his doctor prescribed to lower his blood pressure. When he got to the pharmacy counter, he found out a 30-day supply would cost him \$350. Frustrated, Hank asked the pharmacist to contact his doctor to see if an alternative was available.

After extensive phone and fax communication between the pharmacy and Hank's doctor over a two-day period, a new prescription was written and filled. However, before Hank could return to the pharmacy to pick up his medication, he ended up visiting the emergency room with concerns about his blood pressure.

Treatment delays like this are all too common and put the health of patients like Hank in jeopardy. Thankfully, with RxChange, treatment delays and abandonment due to cost, prior authorization and other issues can be greatly reduced. That's because RxChange allows prescribers and pharmacists to communicate clearly and directly within their established electronic workflow. And that means patients like Hank can start their new medications sooner, while giving medical professionals more time back in their day. It's truly a win-win.

## How RxChange Works:



Note: When you receive an RxChange Request for a prior authorization, you can complete the prior authorization in your EHR or through a web portal.

## Ready to Get Started?

Prescribers who use Surescripts RxChange within their EHR workflow save time and resources while increasing patient medication adherence, safety and satisfaction.

**Start responding to RxChange requests in workflow and save your practice time and effort.**



**Surescripts Prior Authorization Solutions:** Providers and their staff can use the Surescripts Electronic Prior Authorization solution (if available in the EHR), or the Surescripts Prior Authorization Portal, a secure web-based experience that extends the efficiencies of RxChange at [surescripts.com/priorauthportal](https://surescripts.com/priorauthportal).