

1. Do I have to contact the pharmacies in my area before they start sending me refill requests electronically?

No. Assuming your practice is enabled for electronic renewals through your electronic medical records (EMR)/eprescribing vendor, as soon as you start to use your system to send five (5) new prescriptions electronically, pharmacies will be alerted. In a few days or a few weeks, they will begin to send you prescription renewal requests electronically rather than by fax or phone. Neither you nor your staff has to initiate them.

2. How will a connection to the Pharmacy Health Information Exchange[™], operated by SureScripts[®], benefit my practice?

By Saving Time. Prescription refill authorization requests are sent directly to your computer. You can then review and respond to all of your pending requests with a few keystrokes. This streamlined process reduces pharmacy faxes and phone calls and allows you to complete refill authorizations in much less time.

By Enhancing Staff Productivity. The reduction in pharmacy faxes and phone calls associated with refill requests, legibility issues, drug incompatibility or ineligibility will provide you with more time to devote to recipient care.

By Improving Recipient Safety. According to the Institute of Medicine (IOM), 1.5 million preventable medication errors occur in the United States each year. Pharmacy connectivity can help prevent medication errors and the injuries they cause.

By Providing Access to a Single View of Recipient Rx History Across Community Pharmacies. Accessing a single view of a recipient's medication across providers during a recipient's office visit helps to decrease the risk of preventable medication errors and increase your ability to manage a recipient's adherence and compliance.

3. What will this cost me?

SureScripts does not charge prescribers transaction fees to access or use the Pharmacy Health Information Exchange. Nevada Medicaid/Nevada Check Up does not charge to access its data. Check with your software vendor to see if they have a setup or transaction fee associated with this functionality.

4. How do electronic prescribing applications that are certified to connect to the SureScripts Electronic Prescribing Network differ from other electronic prescribing applications?

Many electronic prescribing applications are connected to pharmacy fax machines and provide no ability for pharmacies to send refill authorization requests directly to physician practice computers. Therefore they cannot help to ease the burden of time-consuming telephone and fax transmissions currently associated with these requests.

Electronic prescribing applications that are certified by SureScripts allow new prescription orders and refill authorizations to be sent directly to the computers at your local pharmacies — a more accurate process. Plus, because refill authorization requests are sent directly to your computer, your practice can realize significant time savings by minimizing the time spent managing these requests by phone and fax.

5. Is a particular pharmacy in my area ready to communicate with me electronically and which pharmacies accept e-prescriptions?

On its website, SureScripts provides a Pharmacy Activation Map that will generate a list of pharmacies in your area. The website address is <u>www.surescripts.com</u>.

Your electronic prescribing software vendor has up-to-the-minute access to a list of all pharmacies that are connected to the Pharmacy Health Information Exchange. Each e-prescribing application operates differently, but in general, your software vendor should update your selection list with newly connected pharmacies on a regular schedule. Contact your software vendor to find out its specific process for notification of new pharmacies.



6. How are controlled substances handled?

Per Nevada Assembly Bill 310 (AB310) <u>https://www.leg.state.nv.us/App/NELIS/REL/80th2019/Bill/6569/Text</u>, controlled substances are permitted to be filled via electronic means per Drug Enforcement Administration (DEA) regulations. A prescription for a controlled substance must be given to a pharmacy in compliance with AB310 Section 7. A prescription for a substance included in schedule II must not be refilled. A prescription for a substance included in schedule II must not be refilled. A prescription for a substance included in schedule III or IV which is a dangerous drug as determined under NRS 454.201 must not be filled or refilled more than 6 months after the date thereof or be refilled more than five times, unless renewed by the practitioner.

7. What if the recipient's pharmacy only accepts faxes?

If the pharmacy selected to receive the prescription does not have electronic prescription capability, the electronic prescribing application you use may present options to fax or print. Or, as you write new prescriptions, your application may have the capability to determine if the pharmacy can receive the prescription electronically or by fax.

Please check with your vendor for specifics on this process for your system. Pharmacies using fax-based communications will not be able to send you refill requests electronically until they establish their own connections to the Pharmacy Health Information Exchange operated by SureScripts.

8. How secure is the information the pharmacy and I exchange on the network?

SureScripts and its Certified Solution Providers[™] use dedicated leased line, a virtual private (computer) network (VPN) and/or secure SSL network technologies that are compliant with Health Insurance Portability and Accountability Act (HIPAA) security requirements.

9. Why do some pharmacies send me faxes even though I use electronic prescribing software?

Some circumstances will still require that you receive prescription-related faxes. For instance, you may still receive refill requests from some pharmacies by fax until they update their database to reflect your ability to receive e-refills. Over time you should see your e-refill volume increase. Some requests, such as those for controlled substances, may continue to arrive by fax. If you believe you are receiving faxes erroneously or unnecessarily, please let your technology vendor know.

Communication tools are also available that will allow you to alert pharmacies in your area that you are e- prescribing connected. Please contact your vendor to request these communications or call SureScripts at 1-866- RxReady (866-797-3239) or visit <u>www.rxsuccess.com</u>.

10. How can I be certain that the pharmacy will receive my new prescription or refill authorization when I send it electronically?

SureScripts manages a central directory of pharmacies and physicians that have signed up for electronic prescribing, and the technology vendors they use work closely with SureScripts and their customers to stay in sync. The chance of the pharmacy not receiving a prescription sent electronically is very small.

However, if a pharmacy you are sending to is not enabled to accept prescriptions electronically, the request will be sent by fax. If you send an electronic prescribing message that cannot be delivered to the destination within a certain time period (a specified number of minutes) because of other issues, the Pharmacy Health Information Exchange will send an error message notifying you that the message could not be delivered.



11. What should I do if the pharmacy or recipient tells me that the prescription was not received?

If the pharmacy or recipient calls to say that the prescription was not received, you should first ask if the pharmacy's computer system was checked for an electronic prescription. If the pharmacy cannot locate the prescription, or if your system tells you through an error message that it could not be sent electronically, you should issue a replacement and resubmit it by fax. You should then contact your technology vendor as soon as possible to report the error so it can be addressed and the chance of a repeat occurrence can be minimized.

If you continue to have problems e-prescribing for Nevada Medicaid/Nevada Check Up Fee For Service recipients, please call 1-877-638-3472.

12. How are the prescribing messages that I send handled at the pharmacy?

Pharmacies generally have a centralized area to which all pending prescriptions are routed. From there, the pharmacy personnel can see the incoming prescriptions and refills and prioritize them accordingly. Pharmacies usually handle prescriptions and refill authorizations in the order in which they arrive, but because electronic prescriptions are sent electronically, they can get into the dispensing area quicker than if recipients were to drop them off.

13. Does electronic prescribing offer advantages to recipients?

For recipients, an important advantage of a prescription being sent electronically is that the message is already formatted in such a way that the pharmacy computer can assimilate the information for rapid dispensing. Recipients also will not need to make one trip to drop off a prescription and another to pick it up. You also have the comfort of knowing that an accurate, legible prescription will arrive at the pharmacy, and that it won't get lost, misplaced, destroyed or forgotten by the recipient.

Note: Just because a prescription is sent electronically doesn't mean it will be dispensed quicker. It is always a good practice for a recipient to check with the pharmacy by phone to see if the prescription was dispensed before going to the pharmacy.

14. Is the information sent to the pharmacy sold or shared with any third party?

No. Information sent through the Pharmacy Health Information Exchange operated by SureScripts is private and confidential. It is not shared with any third party. SureScripts was founded by the National Community Pharmacy Association and the National Association of Chain Drug Stores, and continues to be pharmacy owned. As such, the company is highly sensitive to all privacy issues.

15. When I prescribe electronically, will the system try to influence my decisions?

No. Because SureScripts is pharmacy owned, one of its founding principles is to ensure that there is no commercial messaging on the network. Electronic prescribing applications that are connected to the neutral SureScripts network means your vendor completed a certification process to ensure that there is no commercial messaging at the point of care. The network also protects your choice of therapy. All prescribing applications certified to connect to the Pharmacy Health Information Exchange are required to abide by these rules.

16. If a local pharmacy does not accept electronic prescriptions today, how can I get it to start?

Contact your local pharmacies and let them know that you are using a prescribing application that is connected to the Pharmacy Health Information Exchange operated by SureScripts. More than 95 percent of the nation's pharmacies have software that is enabled to connect to the SureScripts network, although not all have activated their connections yet. Urge pharmacies that have not activated their connections yet to contact their vendors to activate them or tell them when their software will be enabled.

Pharmacies can get more information about enabling their locations for electronic prescribing by calling the SureScripts Electronic Prescribing Resource Center[™] at 1-866-RxReady (866-797-3239).



17. Can "Dispense as Written" Medicaid prescriptions be sent electronically?

No. If a physician wants to prohibit generic substitution by specifying "DAW" (Dispense as Written) or "Brand Medically Necessary," the federal government requires the physician to hand sign a hard copy of the prescription as a pharmacy audit copy. This requirement prevents e-prescribing from being an acceptable transmission option for the small percentage of Medicaid prescriptions that are DAW. SureScripts is working closely with regulatory and other agencies to attempt to change this restriction.

18. What should I do when I get duplicate requests from a pharmacy?

Sometimes, if a pharmacy doesn't hear back from you in a reasonable amount of time, it will resend the request to get your attention. The best way to respond to these duplicates is to deny with a rejection code and free text that indicates "already responded to" or "previously completed." Please make an effort to respond to electronically transmitted renewal requests as soon as possible — and always within 24 hours — to avoid this problem.

Note: Please contact the SureScripts Electronic Prescribing Resource Center at 1-866-RxReady for additional questions about electronic prescribing connectivity.