

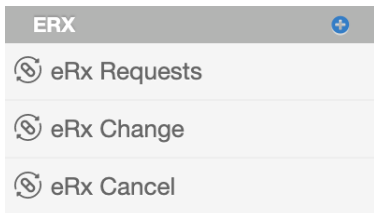
# Rx Change Requests

07/08/2024 7:22 pm EDT

RxChange is a new requirement for Surescripts certification that allows pharmacies to contact prescribers regarding the following 3 general scenarios:

- a. Prior Authorization
- b. Prescriber Authorization
- c. Rx Substitutions

RxChange Requests are messages sent by the pharmacy and received by DrChrono Practice Groups within the message center and assigned to the original prescriber.



Below are the workflow descriptions for each RxChange Requests

## 1. Prior Authorization

- Pharmacy is asking whether or not the Rx has a prior authorization and the associated number.
- If the Prescriber has the prior authorization, the prescriber sends it to the pharmacy using the **Prior Authorization Number** Field.
- If the Prescriber does not have the prior authorization number, the prescriber can select “deny” and note whether or not there was an attempt to contact the payer to get one. This will indicate to the pharmacy whether or not it would be appropriate for the pharmacy to attempt to try to approach the payer or send another RxChangeRequest suggesting another medication that is more affordable.

Two side-by-side screenshots of a web form titled "Your Response" with a note: "Note from Pharmacy: We need your prior auth number". The left screenshot shows the "Response" section with radio buttons for "Approve" (selected) and "Deny". Below it is a "Prior Auth Number" field containing "1234567890" and a "Note for Pharmacy" field. A blue "Send" button is at the bottom. The right screenshot shows the "Response" section with radio buttons for "Approve" and "Deny" (selected). Below it is a section "Have you contacted the payer?" with radio buttons for "Payer Contacted" (selected) and "Payer Not Contacted". Below that is a "Denial Reason" field. A red "Deny" button is at the bottom.

## 2. Prescriber Authorization

- Prescriber authorizations ask for additional IDs from the prescriber to check that the prescriber is allowed or authorized to send the medication or to provide additional reporting information (i.e. for national registries).
- When a pharmacy sends a RxChangeRequest, they send a **MessageRequestSubCode** as well

See descriptions below

Message Request SubCode	MessageRequestSubCode Description
A	Prescriber must confirm their State license status
B	Prescriber must confirm their DEA license status in prescribing state
C	Prescriber must confirm their DEA registration by DEA class
D	Prescriber must confirm their State Controlled Substance Registration license status
E	Prescriber must confirm their registration by State Controlled Substance Registration class
F	Prescriber must confirm their NADEAN license status
G	Prescriber must obtain/validate Type1 NPI
H	Prescriber must enroll/re-
Message Request SubCode	MessageRequestSubCode Description
	enroll with prescription benefit plan
I	Prescriber must confirm prescriptive authority criteria for prescribed medication is met
J	Prescriber must enroll/re-enroll in REMS
L	Prescriber must obtain/validate their supervising prescriber
M	Prescriber must confirm their Certificate to Prescribe Number status

### 3. Rx Substitutions

- The pharmacy is suggesting a different medication(s) for one of the given reasons. Pharmacies can send multiple options in terms of alternative recommended Rx to the prescriber. The prescriber can only choose 1.

- Generic
- Therapeutic Interchange/Substitution

3. Out of Stock

4. Script Clarification

\*This is when the pharmacy is not sure about prescribing a particular medication. The pharmacy will send back the prescription with their interpretation of the prescriber's Rx as the alternative Rx.

5. Drug Use Evaluation

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