

# Best Practices for the Provider Refill Renewal Workflow

## Providers must respond to all pending renewal requests within 48 hours.

Failure to respond to Refill Renewal Requests within 48 hours may result in an increase in faxed Renewal Requests from pharmacies and/or potential delay in patient care.

Note: Never delete a Request message from a processing queue without a Response being generated to the pharmacy.

## Responding to a Renewal Request for non-controlled substances when a prescriber is out of the office

**Less than 2 weeks** – Utilize “Prescribing Agent”

The <Prescriber> field in the Renewal Response should contain the prescriber's name while the <Prescribing Agent> field should contain the name of the provider that is authorized to approve/deny renewals for the prescriber.

**More than 2 weeks** – Utilize “Denied, New to Follow” (DNTF)

If the prescriber is out for an extended time the original Renewal Request should be denied and followed by a New Rx. The Renewal Response should contain the original prescriber's name, and the New Rx should be from the new prescriber.

Note: Many EMR vendors will couple the Renewal Request / Renewal Response / DNTF processes together so they do not send the Response until the New Rx has been completed. This helps keep the transactions tied together and prevents issues with the pharmacy receiving the Refill Renewal Response without the corresponding New Rx.

## When responding to a Refill Renewal Request for a controlled substance

- The Renewal Response must contain the provider's NPI (and the Supervisor, if the <Supervisor> field is sent).
- The Renewal Response must contain the provider's DEA number.

## Pharmacies may send a Refill Renewal Request for controlled substances whether the provider is set up for Electronic Prescribing of Controlled Substances (EPCS) or not.

**Provider not authorized to send EPCS messages** – The Renewal Request must be denied for the controlled substance. The Refill Renewal Response shall be sent electronically to the pharmacy with the appropriate denial information (the same as denying any non-controlled Renewal Request).

*For any questions about how your software application functions, please reach out to your EMR vendor directly.*

## Behind the scenes...

### Preventive Measures

If the provider is not authorized to send EPCS messages but responds to “Approve” the Renewal Request for the controlled substance the EMR should (behind the scenes) send the pharmacy a Refill Renewal Response with a DNTF status along with a note in the Denied Response segment stating:

Prescriber system cannot transmit approved controlled e-prescription.

The EMR should direct the provider to a non-electronic workflow. On a printed prescription there will be an indication that this is in response to an electronic Refill Renewal Request for a controlled substance. The appropriate <Rx Reference Number> from the original Renewal Request shall be included on the printed prescription.

### Matching the Renewal Request to the original New Rx

If the Prescriber Order Number (PON) cannot be used to match a New Rx to a Refill Renewal Request the EMR should utilize the following data in the <Prescribed Drug>, <Prescriber>, and <Pharmacy> fields of the Renewal Request to link the Request to the original New Rx:

- Patient Matching – <Name>, <First Name>, <Date of Birth>, <Gender>
- Prescribed Drug – One or more of these data elements in the prescribed drug segment:
  - Drug Name
  - Dose Form
  - Strength
  - NDC
  - FMT (*Federal Medication Terminology*) Coded Quantity
- Prescriber – One or more of these elements:
  - SPI (*Surescripts Provider Identifier*)
  - NPI
  - Name
  - Communication Number
- Pharmacy – One or more of these elements:
  - NCPDP ID
  - NPI
  - Pharmacy Name
  - Communication Number

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