CancelRx **FAQs**

Where can a current implementation guide for CancelRx be obtained?

Current implementation guides can be provided by your Surescripts Account Manager or from your Surescripts Integration Manager.

When should a CancelRx request be sent?

1. If the prescriber wants to correct a mistake on a prescription
2. If the prescriber wants to discontinue therapy of a prescription that is still active (i.e. there are refills left on the prescription at the pharmacy)

What information should be included in a Cancel Request in order for the pharmacy to identify what is being cancelled?

These basic message elements should be included as a starting point:

- Relates to Message ID
  - Required as part of Surescripts certification as long as the original message to be cancelled was sent electronically.
- Patient Name
- Patient Date of Birth
- Patient Gender
- Patient Address
- Patient Phone Number
- Medication
  - Name
  - Strength
  - Dosage Form
- Directions (SIG)
- Quantity

Does a Cancel Request for a controlled substance need to have two factor authentication or be digitally signed?

Since a cancel request is not a fillable message, two factor authentication and digital signature are not required.

Does a Cancel Request need to be sent for the original NEWRX when a prescriber wants to deny a Refill Renewal Request?

No, the prescriber does not need to send a Cancel Request for the original NEWRX when the prescriber wants to deny a Refill Renewal Request. Prescriber only needs to respond to the Refill Renewal Request.

Are there specific error codes for CancelRx messages?

No, there are no specific error codes for CancelRx messages.

Is there a fax backup for CancelRx messages that cannot be delivered electronically?

Yes, for pharmacies that have opted-in for the Cancel route to fax option.

If a CancelRx is received for a script that has already been cancelled (via a different means than EDI transactions), what should the response be from the pharmacy? Should the response be "Approved" because the script was already cancelled, or should it be "Denied" because it was already cancelled?

Per NCPDP, the pharmacy should send back an "Approved" because they are acknowledging the CancelRx, which would close the loop on the message.

For CancelRx messages, the guidance states that if no response is received from the pharmacy within 12 hours, the prescriber should phone the pharmacy. Does the prescriber have to allow 12 hours?

If there are patient safety concerns or other urgency, the prescriber can phone the pharmacy in less than 12 hours.

What are the message linking logic rules for CancelRx, if any?

The current implementation guide has message linkage language for CancelRx in section 8.

How should a CancelRx request be handled if it cannot be tied to the original prescription? This could occur for original prescriptions that were on paper or faxed.

The implementation guide specifically states if a matching prescription cannot be identified, a denial should be sent.

The best practices discussion in the tactical peer group stated if the pharmacy cannot definitively determine the prescription to be canceled, manual processes will occur to verify the cancellation. The CancelRx should contain enough pertinent information for the pharmacy to be able to identify the prescription in their system. Examples would be: patient demographics, medication name, strength, dosage form, prescriber details, and prescription number if available.

There is continuing discussion in the tactical peer group regarding the following:
1. What the response should be if there is not enough information provided to match, and
2. What a reasonable timeframe would be for the response

If a prescriber has CancelRx capability but is not certified for EPCS and they hand write a controlled substance prescription, can they send an electronic Cancel Request for a controlled substance prescription?

Yes, the prescriber can send an electronic cancel request for a controlled substance that was written on paper. Since the cancel request of the controlled substance is not a prescription it does not matter that the prescription is for a controlled substance. However, in order for the prescriber to send a successful CancelRx, the prescriber must know which pharmacy the patient used to have the prescription filled.