

Streamline communications and decrease treatment delays

A prescriber's 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.

When you use RxChange Response message (already available in your EHR), you can streamline communication with dispensing pharmacies and decrease patient treatment delays. Optum Rx is 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.

Tips and best practices

- Utilize the centralized queue to work as a team on a RxChange Request. 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 is sent when:

- A therapeutic alternative is requested – this includes a change in day supply/quantity
 - A generic substitute is identified for a prescribed brand medication
 - A prior authorization is needed before a drug can be dispensed
 - The drug use needs to be evaluated
 - The prescription needs clarification
 - The prescription is out of stock
 - A prescriber authorization is needed
-
- 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.



A win-win for the prescriber, pharmacist and patient

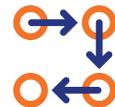
Treatment delays like this are all too common and put the health of patients like Hank in jeopardy. With RxChange, treatment delays and abandonment due to cost, prior authorization and other issues can be greatly reduced. When prescribers and pharmacists utilize RxChange they can communicate clearly and directly within their established electronic workflow to help patients like Hank start their new medication sooner. This also provides providers with more time back in their day, a truly win-win for the prescriber, pharmacist, and the patient.

How RxChange works:



Pharmacy system

Pharmacy submits RxChange Request via Surescripts to the original prescriber



Prescriber system

The prescriber system processes the RxChange Request and returns the prescriber's RxChange Response

Benefits of responding to RxChange Requests

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

About 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.



Optum Rx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. Learn more at optum.com.

All Optum trademarks and logos are owned by Optum, Inc., in the U.S. and other jurisdictions. All other trademarks are the property of their respective owners.

© 2022 Optum, Inc. All rights reserved. WF7886192 082022