

DrFirst: Pharmacy Messages

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About

From the Navigation Menu within NSS, clinicians can easily access Pharmacy Messages which contain Change Requests, Cancellation Updates, and Renewal Requests in DrFirst.

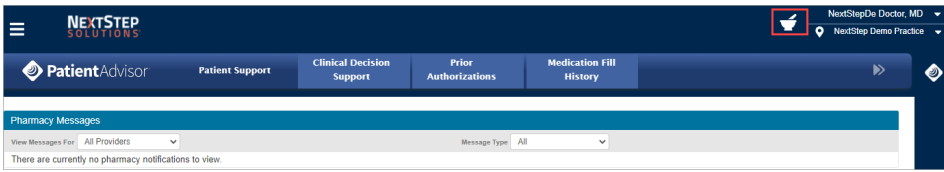
- [Process a Renewal Request](#)
- [Respond to a Change Request](#)

Process a Renewal Request

A Renewal Request is a message from the pharmacy requesting a refill for the client.

1. Navigate to Pharmacy Messages: **Navigation Menu > DRFIRST - MESSAGES.**

Note: Pharmacy Messages can also be accessed within DrFirst by clicking the **Messages** button at the top right corner of the page.



2. If you need to filter your search, select a Provider from the **View Messages For** drop-down.
3. From the **Message Type** drop-down, select **Renewal Request**.
4. Click **+** to expand a specific request and review the details.
5. In the Response section, you can perform one or both of the following workflows:
 - Select an **Action** from the drop-down as defined by DrFirst:
 - **Deny:** Denies the request and sends a denial message to the pharmacy.
 - **Change:** Allows you to change the prescription and/or pharmacy information. The prescription becomes a pending prescription in the appropriate Provider's Prescription Report when the prescription is changed. This alerts the pharmacy that the requested renewal has been denied, but a new prescription will follow.
 - **Renew plus (X) refills:** Renews the prescription with the desired amount of additional refills. When you choose the appropriate refills, you are authorizing this fill plus X refills of the medication.
 - **Forward:** Allows a staff member to forward the prescription request to another qualified prescriber in the Agency.
 - **Remove:** Should only be used if you have previously handled this request and it is a duplicate.
 - Enter a response into the **Response Notes to Pharmacist** text field.
6. Click the **Send** button.

Respond to a Change Request

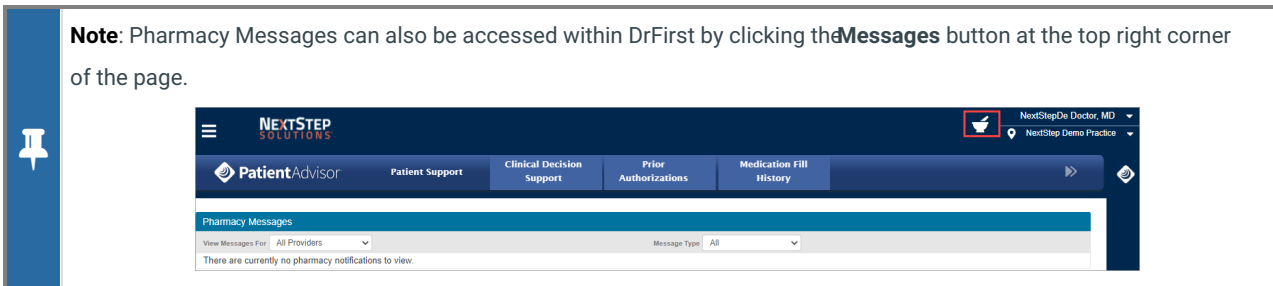
A Change Request is an electronic request from the pharmacy. It is the Provider's responsibility to review and make a decision, best practice is within 48 hours. Change Requests can be for:

- **Prior authorization:** sent by a pharmacy when a prior authorization number is needed to fill a prescription.
- **Generic substitution:** sent by a pharmacy when they are requesting that the prescriber allow a generic medication to be dispensed.

- **Therapeutic interchange:** sent by a pharmacy when a pharmacist needs clarification about the medication dosing amount or if they find a conflict and suggest a different medication that could be a viable alternative to the original prescription.

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2. If you need to filter your search, select a Provider from the **View Messages For** drop-down.
3. From the **Message Type** drop-down, select **Change Request**.
4. Click **+** to expand a specific request and review the details.
5. In the Response section of the Change Request, select an **Action** from the drop-down. The actions list changes depending on the type of prescription the message is associated with. Below are the options defined by DrFirst:

- **Prior Authorization:**

- **Approved by Payer:** Approves the medication prescribed by the provider (*PRIOR AUTHORIZATION CONFIRMATION NUMBER is required).
- **Denied by payer:** Denies the request and sends a denial message to the pharmacy. You must select a Denial Reason from the drop-down selections.
- **Forward:** Allows you to forward the request to another Provider in the Agency.
- **Prior authorization not attempted:** Denies the request and sends a denial message to the pharmacy.
- **Cancel -deny the change request and cancel the original prescription:** Denies the request and cancels the original prescription.

- **Generic Substitution or Therapeutic Interchange:**

- **Approve selected alternative:** Approves the alternative that was selected based on the pharmacy's suggestion.
- **Deny - deny the change request and keep original prescription:** Denies the change request and keeps the original prescription.
- **Forward:** Allows you to forward the request to another Provider in the Agency.
- **Modify suggested:** Allows you to change the prescription details and/or pharmacy information. When this is selected and the prescription is changed, the prescription becomes a pending prescription in the appropriate Provider's prescription report. This alerts the pharmacy that the requested change has been denied, but a new prescription will follow.
- **Choose a new drug:** Allows you to choose a different drug to prescribe. When this is selected and the prescription is changed, the prescription becomes a pending prescription in the appropriate Provider's prescription report. This alerts the pharmacy that the requested change has been denied, but a new prescription will follow.
- **Cancel - deny the change request and cancel the original prescription:** Denies the request and cancels the original prescription.

6. Enter your **Signature Password** and click the **Send** button.