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PRACTICE PARTNER®

Product Bulletin

Product Bulletin: Practice Partner ePrescribing module

The Practice Partner ePrescribing module provides a complete electronic prescription solution that allows providers to offer an optimal level of patient safety, service, and efficiency. The ePrescribing module encompasses the electronic transmission of prescriptions and refill requests and access to prescription benefit eligibility, formulary and coverage, and medication fill history information at the point of care.

The ePrescribing module connects your practice with the SureScripts® Electronic Prescribing Network and the RxHub National Patient Health Information Network™. Together these services provide a comprehensive ePrescribing solution for providers and their staff.

Summary of Key Features and Benefits:

- **Time Savings:** Reviewing and responding electronically to prescription refill requests can save significant time in the practice by reducing time-consuming phone calls and faxes from pharmacies. This means less time spent on administrative tasks and more time for you and your staff to devote to patient care.
- **Patient Safety:** New prescriptions and refill responses are sent directly to computers at connected pharmacies in your area. This avoids potential errors due to misread prescriptions/faxes or look-alike or sound-alike drug names.
- **Electronically send and refill prescriptions to retail pharmacies:** Practice Partner has been certified to connect to the SureScripts Electronic Prescribing Network – the largest network for electronic prescribing in the nation. This allows you to electronically send prescriptions and receive refill requests from most major retail pharmacies**.**
- **Electronically send and refill prescriptions to mail order pharmacies:** Practice Partner's e-Prescribing module also includes the ability to send prescriptions to mail order pharmacies operated by Express Scripts and Caremark via the RxHub National Patient Health Information Network. This allows you to take advantage of the efficiencies of electronic prescribing for mail order pharmacies. Please note that we are currently working on certification for the Medco Health Solutions mail order pharmacy and hope to have that available soon.
- **Verify pharmacy benefits:** Verify patients' pharmacy benefits in real time before you write prescriptions.
- **Formulary Coverage and Checking:** You can view the formulary and coverage status of a drug for a particular patient when writing a new prescription, editing an existing prescription, or renewing a prescription.
- **Medication Fill History:** Information about prescriptions that have been filled for the patient at retail and mail order pharmacies can be downloaded and displayed in the patient's chart.

How do I get started using the ePrescribing module?

The ePrescribing module has the following requirements:

- Patient Records 9.2.2.1 or higher
- Subscription to Clinical Tools (which includes the drug-to drug interaction database)
- A broadband connection to the Internet

If you are currently enrolled with SureScripts and would like to take advantage of the ePrescribing module (which would mean the addition of the RxHub services to your SureScripts capabilities) contact the Practice Partner ePrescribing enrollment team by sending an e-mail to edienrollment@practicepartner.com. The enrollment specialist will then contact you to obtain information about your practices and providers and complete the enrollment process for you.

If you are not current enrolled with SureScripts, then contact your Practice Partner sales representative or reseller to get started.

What is the price for using the ePrescribing module?

The ePrescribing module is sold as an annual subscription priced at $20 per provider per month. A one time installation fee of $300 is required and includes up to two hours of set-up, implementation, and training. For customers who have already purchased SureScripts there will be no additional charges for the new RxHub services that will be included.

What is involved in the installation and implementation of the ePrescribing module?

The process for installing and implementing the ePrescribing module varies depending on your current ePrescribing configuration.

- If you have not previously purchased SureScripts and would like to use the ePrescribing module the installation and implementation process is as following:
    - Purchase the ePrescribing module through your Practice Partner sales representative or Reseller.
    - After you have purchased the ePrescribing module an EDI enrollment specialist will assist you in getting enrolled in the ePrescribing networks.
    - Once the enrollment process has been completed a Practice Partner support representative will help you in the installation and training of the ePrescribing module.
    - After the installation and training process has been completed you can start ePrescribing through Practice Partner.
- If you are currently using or have purchased SureScripts you will need to enroll with RxHub as previously described.
    - Once you have enrolled for RxHub, you will receive an ePrescribing CD-ROM for installation on your server.
    - Installing the CD is straightforward and should take no longer than 30 minutes to complete.
    - The ePrescribing CD also comes with a comprehensive installation and user's guide for additional information.
    - If you require additional help you may contact Practice Partner Customer Support

As noted above, Practice Partner's ePrescribing module brings provider's access to both SureScripts Electronic Prescription Network and RxHub National Patient Health Information Network. These are described in greater detail below.

The SureScripts® Electronic Prescribing Network

SureScripts allows the secure transmission of prescription data in an electronic format between the computers at the pharmacy and computers at the physician practice. The SureScripts network is an open network meaning that your patients can have their prescriptions filled at their pharmacy of choice.

How do I send a new prescription using the ePrescribing module?

Sending a new prescription from Practice Partner to a connected pharmacy is simple and only takes a few steps. All you need to do is open the prescription writer, select the medication you wish to prescribe, select the pharmacy (patients can have a default pharmacy) and then transmit it to the pharmacy instead of printing or faxing. **Please note that due to DEA regulations, you cannot currently send an electronically prescription for any controlled substance.**

How are refill requests handled?

Refill requests are delivered to Practice Partner users via the Practice Partner messaging system. When you receive a refill request, you may approve or deny the request, or select “Change” to instruct the pharmacy to fill a prescription, which differs from what they have requested. Once you have selected one of the options, your response will be sent back to the pharmacy. **Please note that due to DEA regulations, you cannot currently electronically refill a prescription for any controlled substance.**

Image 1.0 - Refill Request

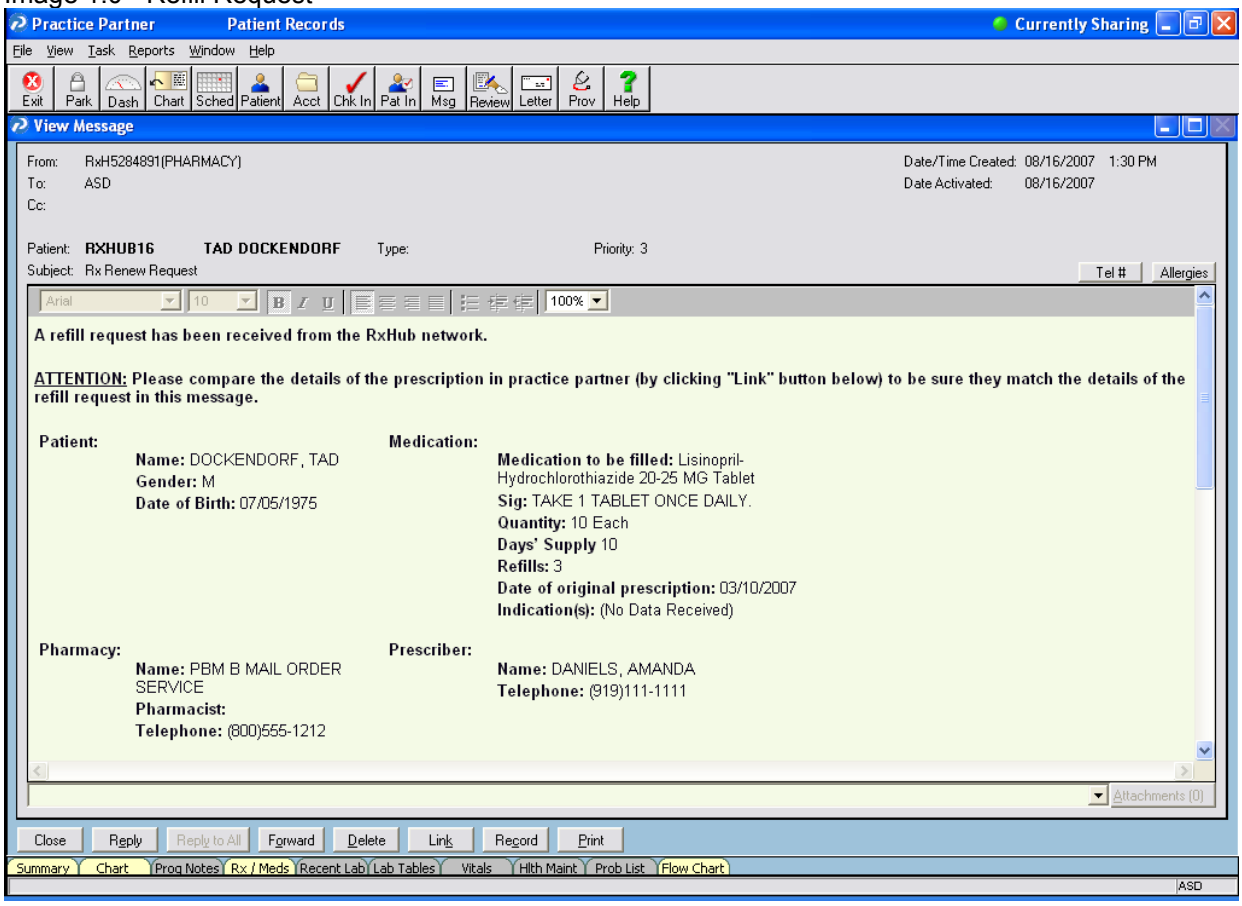
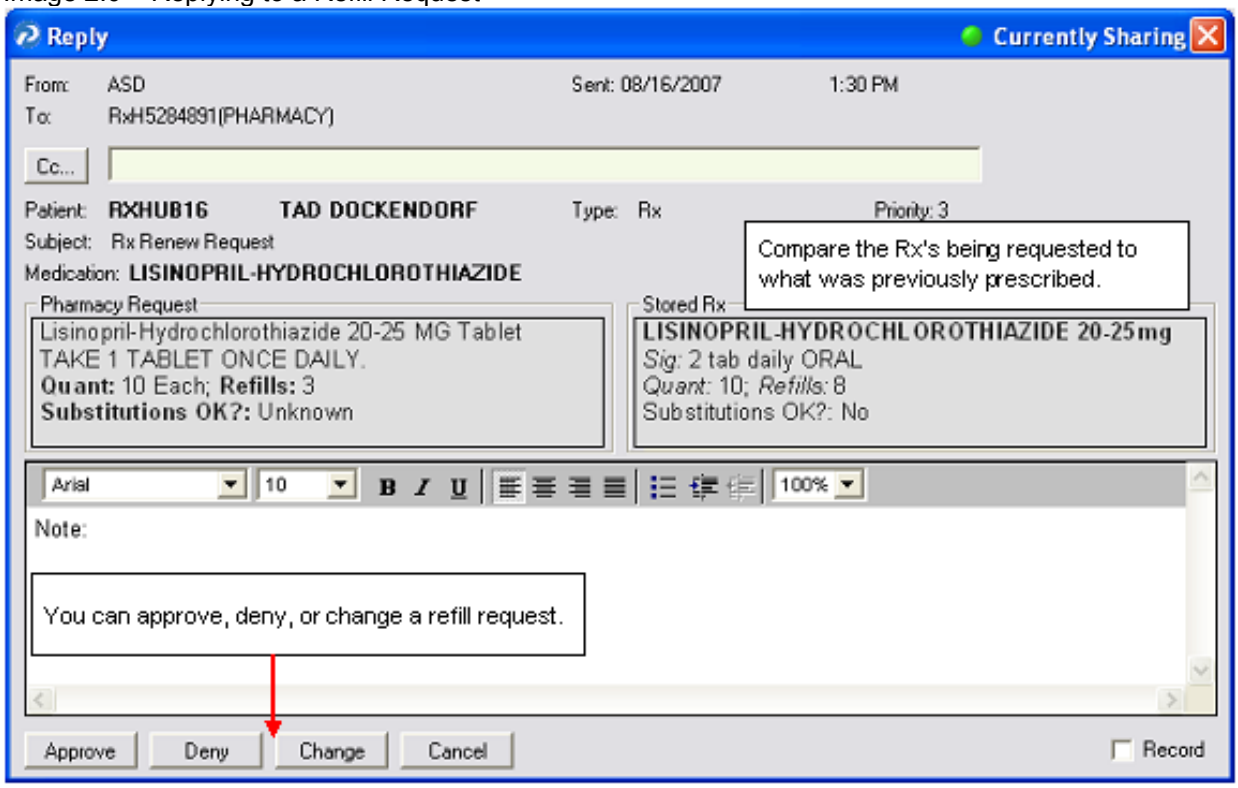


Image 2.0 – Replying to a Refill Request



Do I have to contact the pharmacies in my area before they start sending me refill requests electronically?

We will register you to access the secure SureScripts Electronic Prescribing network. Once the registration process has been completed a Practice Partner support representative will help you in the installation and training of the ePrescribing module. After the installation and training process has been completed you can start ePrescribing through Practice Partner. Provided that the pharmacy support refills, they will begin sending you refill requests once you have sent five new prescriptions to them. Typically this process will take a few days.

The RxHub National Patient Health Information Network™

RxHub is an ePrescribing information exchange network that was founded by the three largest pharmacy benefit managers (PBM) – CVS Caremark, Express Scripts, and, Medco Health Solutions. RxHub allows providers to view send scripts to mail order pharmacies and determine patient prescription eligibility, benefit, and formulary and medication history information at the point of care.

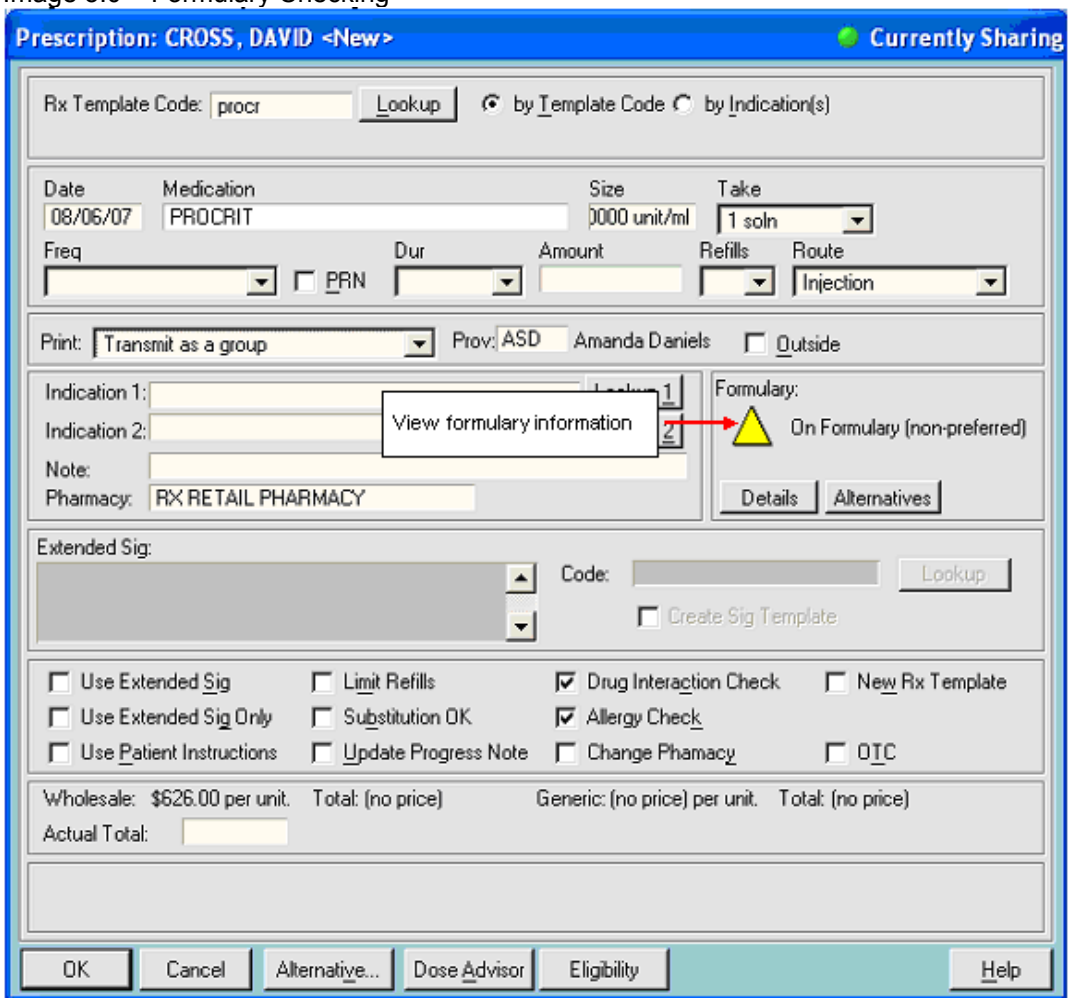
RxHub formulary checking

The RxHub formulary checking feature makes it easy for you to view the formulary status of a drug for a particular patient when writing a new prescription, editing an existing prescription, or renewing a prescription. Information includes formulary status, co-pay amounts, alternative medications that have a preferential formulary status, other medications that the PBM requires the patient to try (if clinically appropriate) before the medication will be covered, and links to additional information.

The provider will see one of the following messages in the Formulary section of the Prescription screen:

- **Not Covered:** when the medication is non-reimbursable or is subject to coverage exclusions (including exclusions based on patient's age or sex). This means that the patient's PBM does not provide any coverage for this medication for the patient.
- **Non-Formulary**: when the medication is not on a particular plan's formulary. Non-formulary drugs are often covered by the health plan, but at higher patient co-pay.
- **On Formulary (non-preferred):** Medications that are on a health plan's formulary but do not have "preferred" status.
- **On formulary (preferred):** Medications most favored by the PBM.
- **Formulary status cannot be determined:** The system is not able to find a match between prescribed medication and the PBM's formulary.

Image 3.0 – Formulary Checking



When you click on the Details button you receive comprehensive formulary information about the specific medication you are prescribing as shown in image 4.0.

Image 4.0 – Detailed Formulary Information

RxHubFormulary — Currently Sharing

Formulary coverage for PROCRIT 40000 UNIT/ML SOLN

This medication is On Formulary (non-preferred)

Quantity Limits:

Copay Information:

Pharmacy Type	Out of Pocket Range	Flat Copay	Percentage Copay	Minimum Copay	Maximum Copay	Days supply per copay	Copay Tier
M	-	$10	50%	$10	$30	90	out of
R	-	$	20%	$20	$0	30	out of

The lower the Copay Tier, the lower the cost to the patient.

Relative Cost: 2 out of 2

Alternative Information:

The following medications are in the same therapeutic class as the medication you selected and have an equal or higher status with the patient's health plan. The higher the formulary status value, the more "preferred" a medication is considered to be by the health plan. The lower the Copay Tier, the lower the cost to the patient.

Alternative Medication	Formulary Status	Copay Tier
ARANESP 150 MCG/0.3ML SOLN	2	out of

OK Print

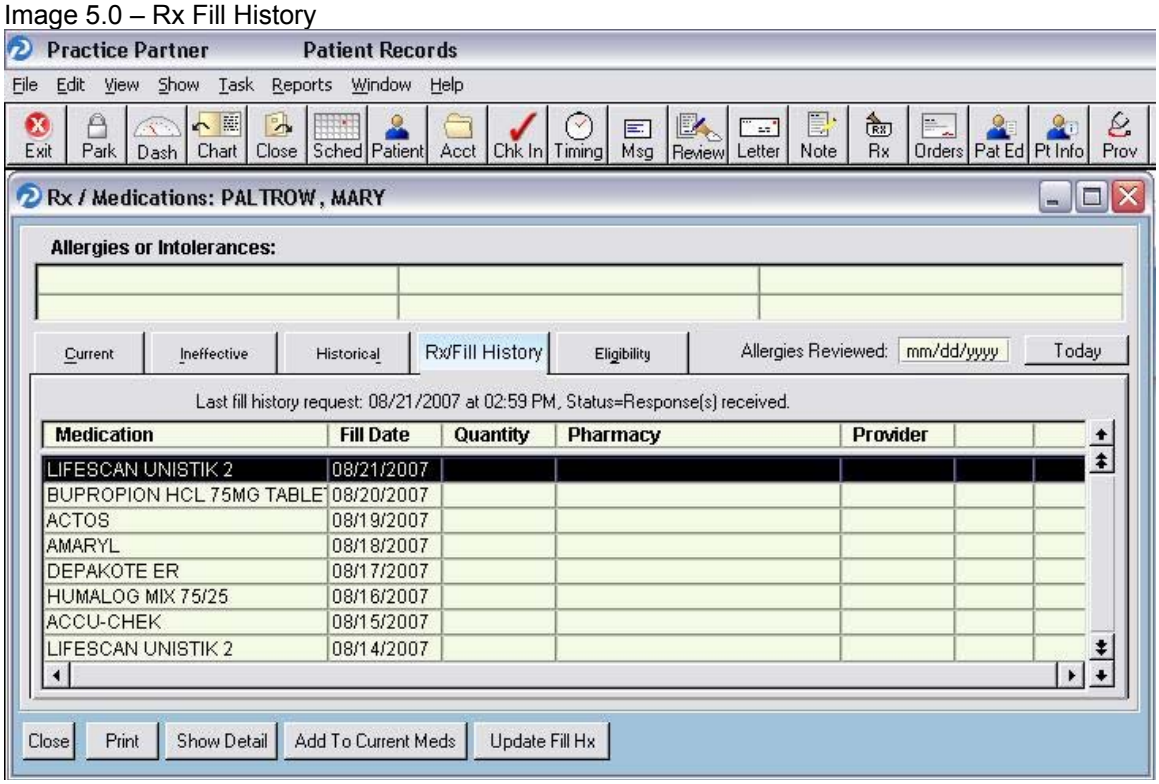
What is the difference between the RxHub formulary checking feature and the Infoscan formulary checking feature that is currently available for Practice Partner

The major difference between RxHub and Infoscan formulary checking is that the information comes from different sources. Infoscan delivers data from insurance plans that manage their own pharmacy benefits. RxHub delivers data from insurance plans whose prescription benefits are managed through a Pharmacy Benefit Manager, such as Caremark, Express Scripts, and Medco Health Solutions. While it is possible that some overlapping between the two may occur, the combination of the RxHub and Infoscan insures that you will have a comprehensive formulary checking system.

View Patient Fill History

With RxHub you have the option of downloading a patient's fill history directly into their chart. This feature allows you to see details of what medications your patient is actually obtaining from pharmacies (based on the PBM's records of medication claims), regardless of whether you, another provider at your practice, or a provider outside your practice prescribed them. Please note that the fill information is based on the PBM's records and may not be complete.

Image 5.0 – Rx Fill History



Pharmacy Benefit Eligibility

RxHub offers real-time information about patients' eligibility for pharmacy benefits with the Practice Partner ePrescribing module. When the patient's chart is opened Practice Partner instantly checks the RxHub network for the patient's eligibility. The results of the eligibility check will be displayed on the Rx/Medication screen under the Eligibility tab. The Eligibility tab displays the outcome (i.e., successful or unsuccessful) of the eligibility check and the date that the request was sent. If there is existing data in the tab, it will be replaced with the most recent pharmacy benefits eligibility data. If no data has ever been received for the patient, the tab will display, "No pharmacy benefits eligibility has ever been sent for this patient."

Additional ePrescribing questions:

Will I be able to send prescriptions over terminal services?

You can send prescriptions and reply to refill requests over terminal services

How are the prescribing messages that I send handled at the retail pharmacy?

Pharmacies usually handle prescriptions and refill authorizations in the order in which they arrive, but because electronic prescriptions are sent electronically, they can get into the system early on. You should manage your patients' expectations about prescription fill times. Although prescriptions are sent securely and directly to the pharmacy's computer, it may not necessarily be ready by the time the patient arrives. Patients should check in advance with their pharmacy to confirm that the prescription is ready before going to pick it up.

How secure is the information the pharmacy and I exchange on the network? Is the network HIPPA compliant?

Patient information is transmitted securely over a standardized channel and is subject to strict privacy controls consistent with HIPAA requirements and applicable federal and state laws. Practice Partner and its ePrescribing partners encrypt all transactions in transit over public networks and uses firewalls and other network security controls.

How do I know if a particular pharmacy accepts electronic prescriptions?

We will work to update your system with the latest list of electronically enabled pharmacies on a periodic basis.

Are all retail pharmacies in my area ready to communicate electronically with my practice?

Right now, chain pharmacies represent the majority of locations that are ready to prescribe electronically. Many independently owned pharmacies and smaller chains are now in the process of connecting to the SureScripts network.

If you are currently faxing prescriptions to pharmacies that are not on the SureScripts network, you may continue to do so until the pharmacy is electronically connected to the network.

Please note that the pharmacy will not be able to send refill requests to you until they are connected to the SureScripts network. For more information on what pharmacies in your area are connected to SureScripts visit their web at http://www.rxsuccess.com/participant.aspx

If a local pharmacy does not accept electronic prescriptions today, how can I get them to start?

Contact your local pharmacies and let them know that you are using prescribing software that is connected to the SureScripts network. You may also phone the SureScripts Electronic Prescribing Resource center at 1-866-RxReady (866-797-3239) to get copies of materials you can use to announce your electronic prescribing connectivity to pharmacies in your area.

Can electronic prescribing be used for Medicaid prescriptions? What restrictions apply?

Currently, doctors can prescribe electronically for most Medicaid prescriptions. However, if a physician wants to prohibit generic substitution by specifying “DAW” (Dispense as Written) or “Brand Medically Necessary,” the federal government requires the physician to hand sign a hard copy of the prescription as a pharmacy audit copy. This requirement prevents e-prescribing from being an acceptable transmission option for the small percentage of Medicaid prescriptions that are DAW. SureScripts is working closely with regulatory and other agencies to attempt to change this restriction. **Please note that there are new, pending, state and federal regulations for Medicaid prescriptions that may impose additional restrictions on what prescriptions can be sent electronically. We will update you as soon as the policies are clear.**