The Delta Process and eRx

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Embrace the new world of healthcare

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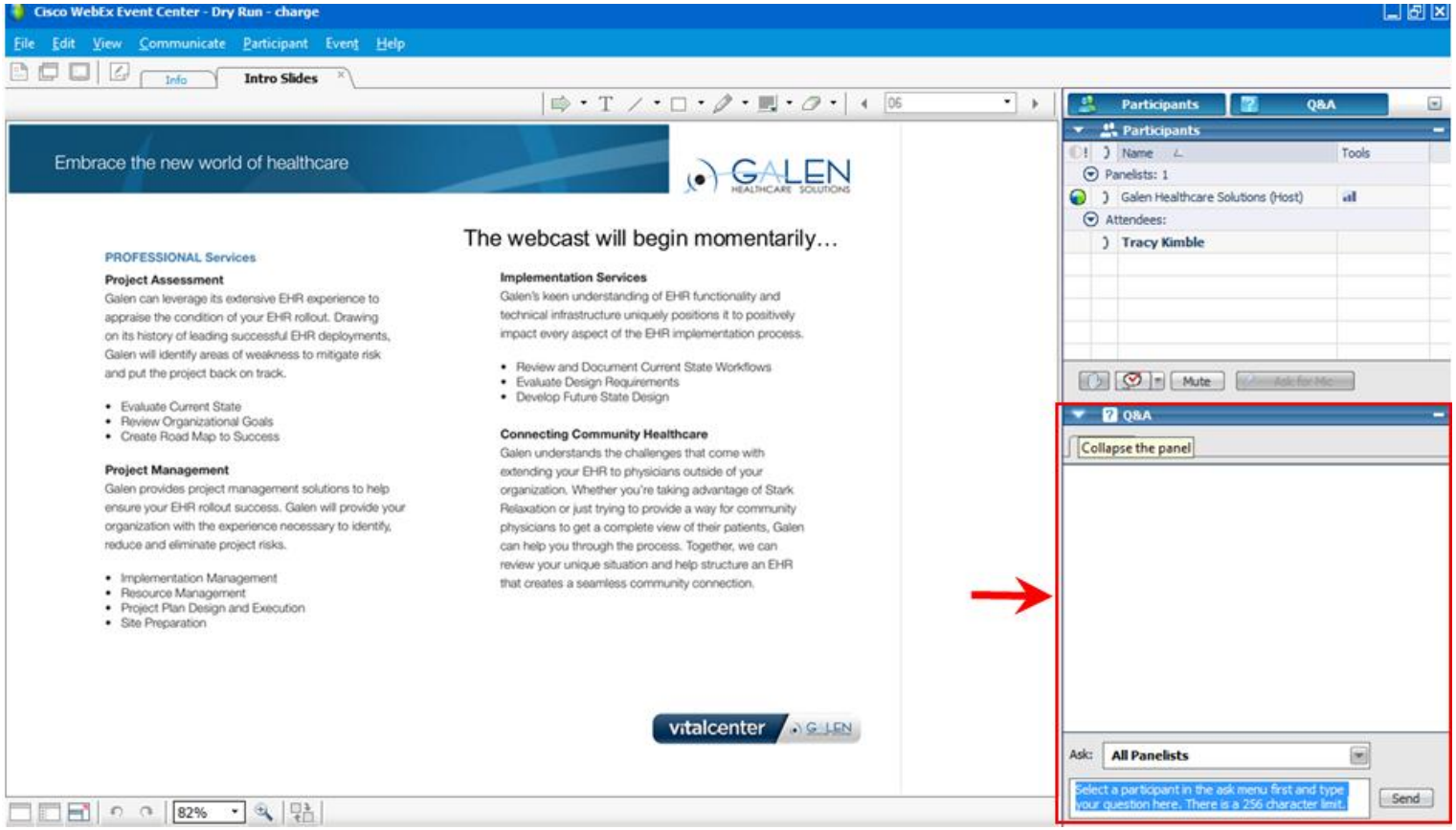
Your phone has been automatically muted. Please use the Q&A panel to ask questions during the presentation!



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Agenda

- **Provide a high-level description of the current Delta Process**
- **Summarize the tasks that are used during the Delta Process**
- **Identify tables within the Enterprise databases that are utilized during the Delta Process**
- **Provide a high-level overview of the ePrescribe (Rx+) module**
- **Review prerequisites and general setup of the Rx+ module**
- **Controlled medications**
- **Pharmacy & Setup**
- **Eligibility Checking and Medication Hx Importing**

Poll Question

- **How familiar are you with the Delta Process?**

Delta Process Definition

- **The Delta Process is a service intended to:**
  - Reduce the effort and time it takes to deliver key clinical data updates to AE-EHR users
  - To assist in increase of utilization by identifying (per-specialty) areas of the system are ‘used’ and ‘under-used’

Clinical Data Updates

- **Meds (weekly)**
- **Formulary (monthly)**
- **DUR (quarterly)**
- **Pocket Library Titles (quarterly)**
- **Other clinical support data (configurable)**

Deltas

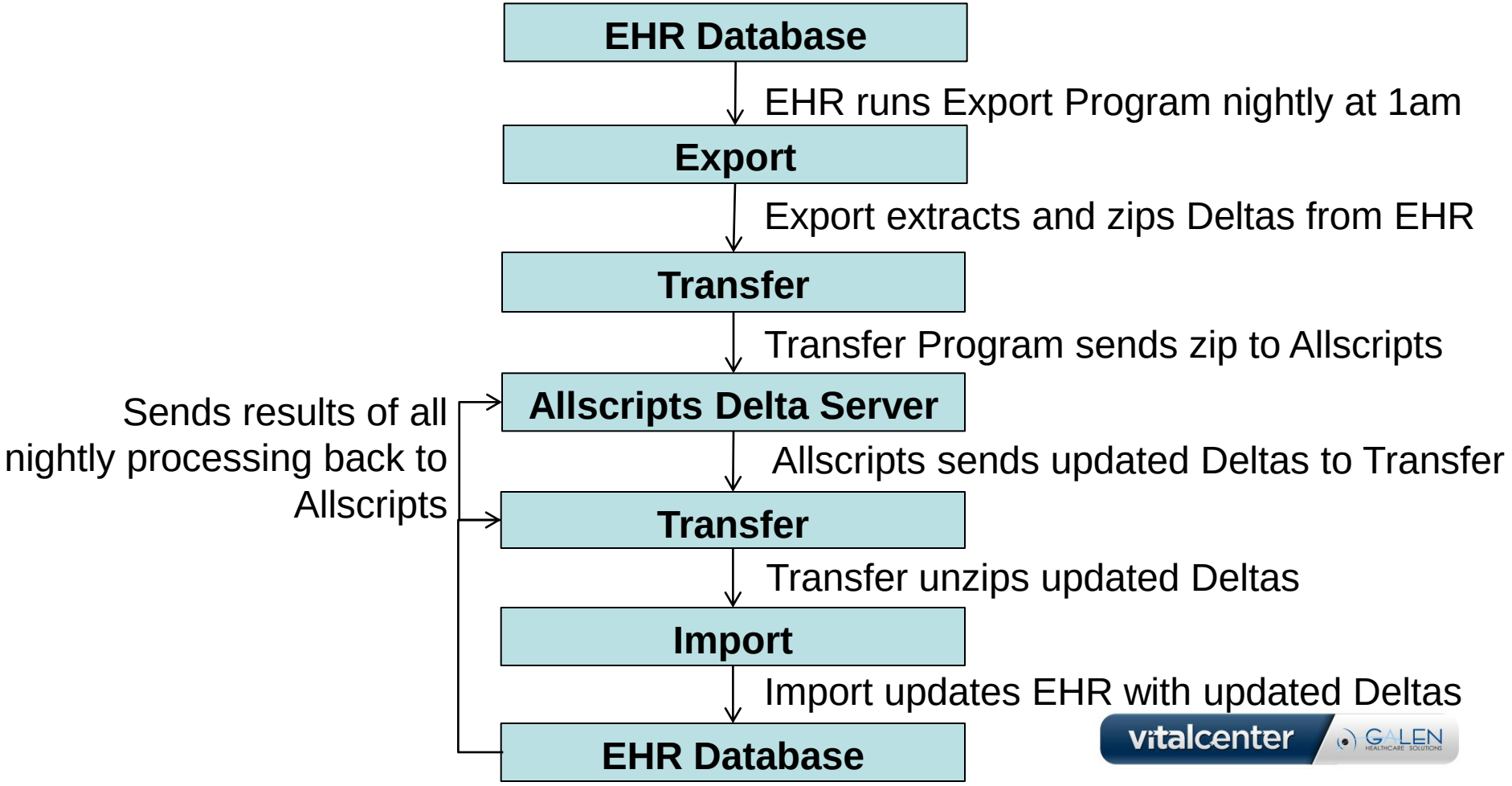
- **Deltas are pieces of data that can be exported from the EHR databases or imported to the EHR databases from Allscripts through the Delta Process**

Delta Process Tasks

- **Export**
- **Transfer**
- **Import**

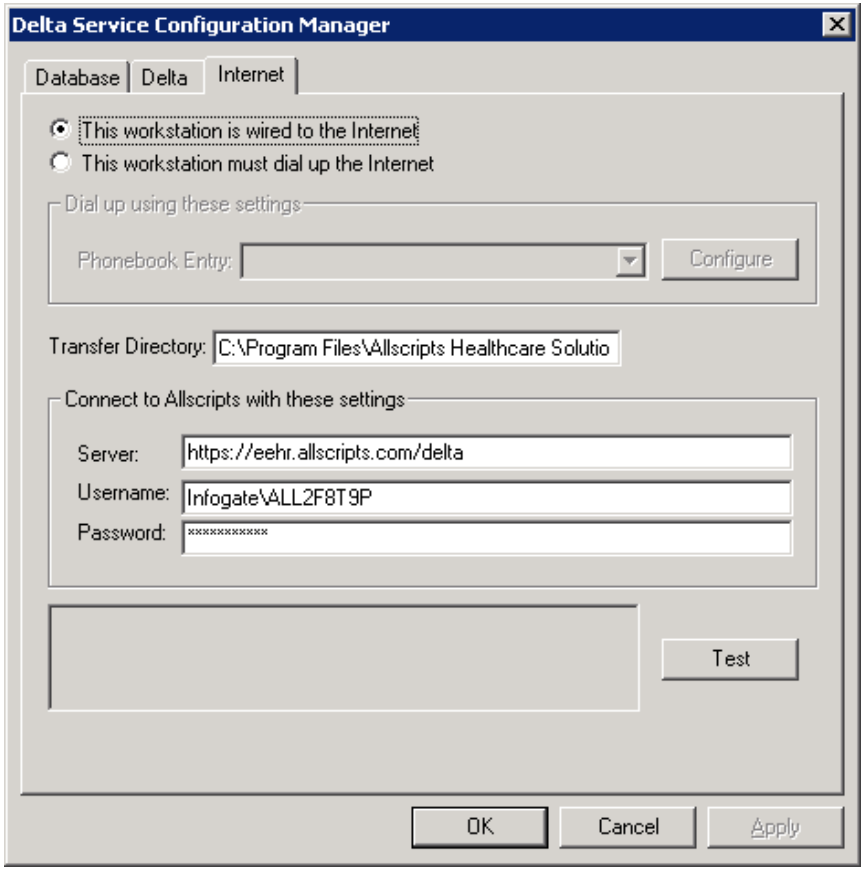
- **Day Close**

Nightly Process Workflow



Protocol/Security

- **HTTPS**



Delta URL's

- https://www.allscripts.com/delta
- https://eehr.allscripts.com/delta

The Delta Machine

- **The computer on which the Delta Process is installed**

The “Delta” Service

- **The Enterprise Delta setup program that adds a new service to the delta machine upon installation**

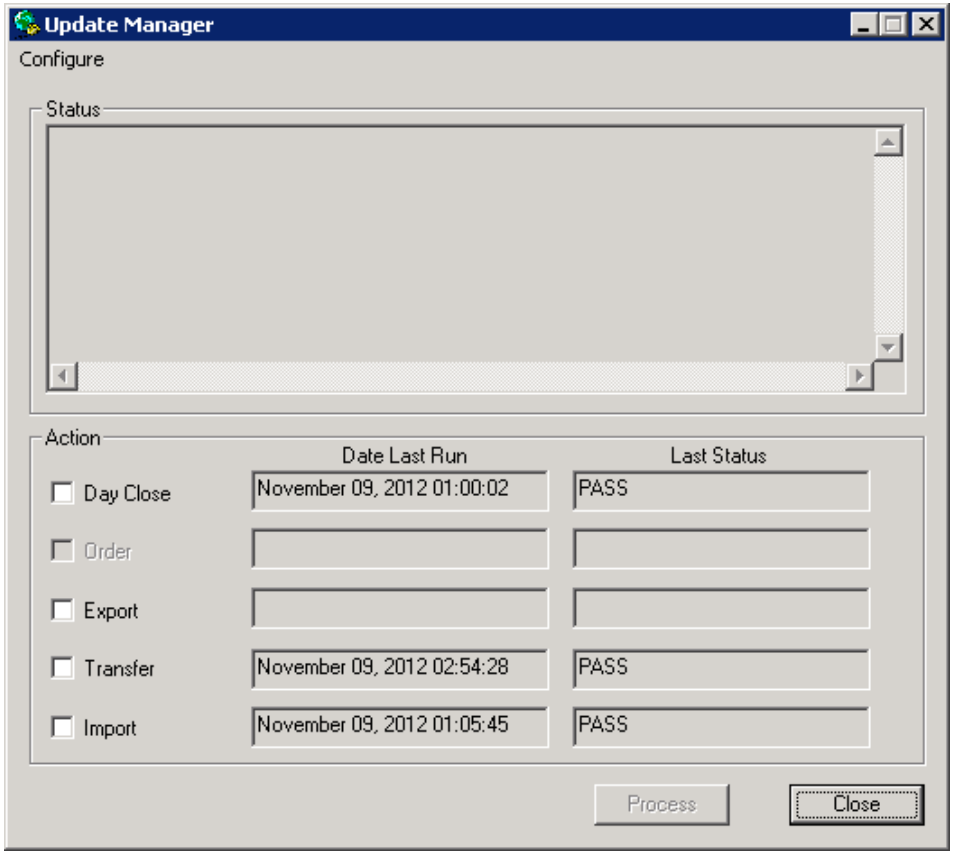
Updated Databases and Fields

- **Export**
  - Allscripts Clinical Database (Works)
    - Patient Information
    - Pharmacy Information
    - Site Information

Updated Databases and Fields (cont.)

- **Import**
  - Library – GPI & Drug Reference Database (AHSLibrary)
  - Clinical Message Database (AHSMessage)
  - Formularies Database (chinfoscan)
  - Drug Utilization Reviews Database (chMediSpan)
  - Allscripts Clinical Database (Works)

Delta Monitoring



Rx+ Module- ePrescribe, Eligibility, and Medication Hx Import

1. **Rx+ and ePrescribing prerequisites**
2. **Registering for EDI Services: Enrollment Blaster**
3. **Controlled Medications**
4. **Participating Pharmacies and Setup**
5. **Eligibility Checking**
6. **Medication Hx Importing (including Fill Hx)**

What is the Rx+ Module

- **The Rx+ module within Allscripts EEHR gives the application the ability to participate in Electronix Data Interchange (EDI) services.**
  - Communication with pharmacies, insurance companies, pharmacy benefit managers (PBM), and payers.
  - Allows for electronic prescriptions

Rx+ & ePrescribing Prerequisites

- **Application needs to be configured for EDI services**
- **Providers need to be registered with pharmacy network vendors, Surescripts, and eRxNetwork.**
- **To ePrescribe, providers must:**
  - Be registered for EDI
  - Select “Send to retail” or “Send to Mail Order” action type
  - Prescribe a non-controlled medication
  - Select a script enabled pharmacy from the dictionary

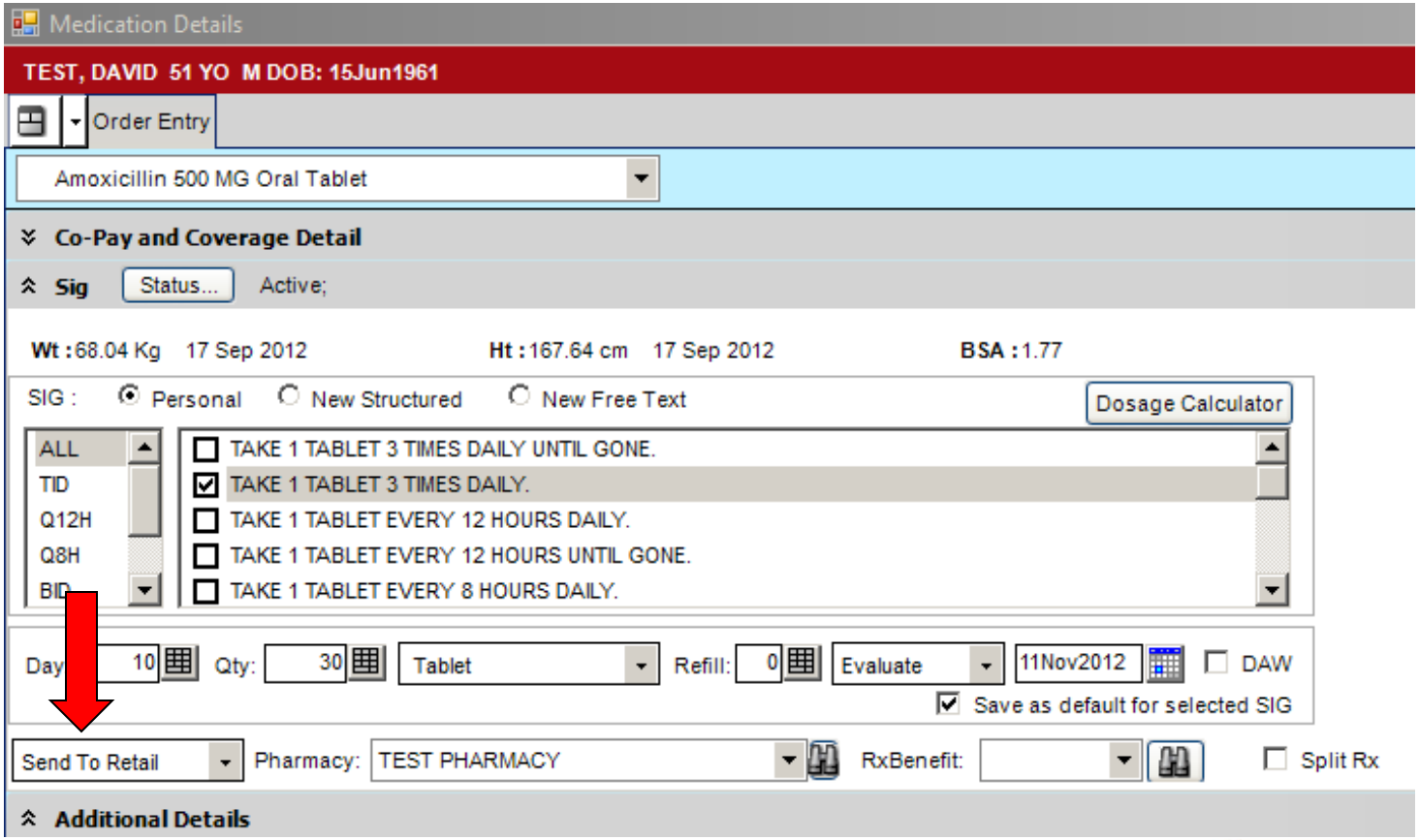
Registering for EDI Services: Enrollment Blaster

- **Download “Enrollment Blaster” from AHS KB 4711**
- **Application can be installed on any system that has the following criteria:**
  - Access to LIVE EEHR Database
  - Access to the internet
  - .NET 2.0 installed
- **Providers need to have the following information in their EHR profiles:**
  - Valid Last Name
  - Valid NPI number
  - Site & Site Address (Address 1 needs to be a street address, Address 2 can be a P.O.)
  - Valid site phone #
  - Valid DEA #
  - Valid Fax number (will be manually entered during Enrollment Blaster and does not pull from EHR)

Enrollment Blaster (Continued)

- **Information can be verified in Enrollment Blaster by double-clicking on any user listed to bring up the detail screen.**
  - Information that needs to be updated needs to be done in EHR.
- **Never run EB in a test environment, only in production environments**
- **Regularly check KB 4711 for updated software.**
- **Unregister users before inactivating them in EHR**
- **Batch loads of providers can be done only if they share the same Fax #.**
- **Once a provider is registered, instant ability to order.**
- **Surescripts will inactivate provider's eRx account if no electronic orders within 180 day span.**
- **If registration fails, check the error log for details and log a support ticket.**

Selecting an Electronic Method



Note: Controlled Medications

- **Controlled medications are not currently allowed to be ePrescribed.**
  - Controlled medications are defaulted to Print or Fax (depending on enterprise preference settings)
- **State laws differ state-to-state and change frequently regarding faxing Schedule III-V.**
- **Faxing Schedule III-V medications is not advised.**
- **** Allscripts is reviewing the DEA's Interim Final Ruling (IFR) for prescribing controlled medications electronically . Allscripts will communicate any updates/planned changes.**

Electronic Prescription of Controlled Substances

- **Electronic Prescription of Controlled Substances (EPCS) calls for many safe guards to be in place industry wide:**
  - ID Proofing
  - Authorization Management
  - Digital Signature
  - Report & Audit Logs
- **Significance & Benefits**
  - Creates efficiencies for providers and pharmacies
  - Reduce cost
  - Improves safety & efficiencies

EPCS (Continued)

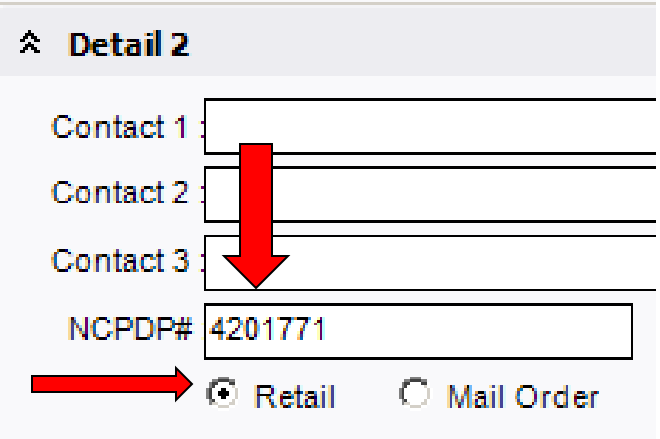
- **Primary Components of the DEA include:**
  - ID Proofing
  - Two Factor Authentication
  - Access Control
  - Display & Signing
  - Transmission Standards
  - Reporting & Audit Logs
- **EPCS requires full industry compliance & alignment**
- **EPCS participants include: Rite-Aid, Supervalue, Walgreens, Cerner Etherby**

EPCS- Related Links and Resources

- **Clinician Guide to ePrescribing: http://www.mgma.com/WorkArea/DownloadAsset.aspx?id=1248619**
- **DEA EPCS IFR: http://www.gpo.gov/fdsys/pkg/FR-2010-03-31/pdf/2010-6687.pdf**
- **EPCS information at Surescripts.com: http://www.surescripts.com/about-e-prescribing/e-prescribing-of-controlled-substances.aspx**
- **Client Connect Thread: https://clientconnect.allscripts.com/docs/DOC-6338**

Script Enabled Pharmacies

- **Pharmacies are defaulted to either Script or Fax when loaded into the Enterprise application. For ePrescriptions, the pharmacy must be set to SCRIPT.**
- **Pharmacies must contain it's NCPDP Provider ID # (Formerly known as National Association of Boards of Pharmacy or NABP)**



****A list of pharmacies can be found at www.surescripts.com**

Script Enabled Pharmacies (Continued)

- **ePrescibe & The Delta Process: The Delta Process does the following:**
  - Updates pharmacy entries listed as Fax to Script
  - Updates pharmacy entries listed as Script to Fax
  - Adds new participating pharmacies
  - Inactivates and enforces pharmacy entries that are out-of-business
- ****Note**: Pharmacy information such as name, address, phone & fax numbers are not updated by the Delta Process and is the client's responsibility to update. Pharmacies should never be altered into a different pharmacy with different NCPDP numbers.
- **The Delta Process runs against the Pharmacy Dictionary twice a week.**
- **Retail entries are updated Monday's and Mail Orders on Tuesday.**

Adding Pharmacies Manually

- **Manually added pharmacies will list as Fax until the Delta Process runs and converts to script.**
  - If an immediate eRx is needed, first check surescripts to ensure the intended pharmacy is participating, and open a ticket with support force.
- **All manually added pharmacies need:**
  - A NCPDP number
  - Fax number
  - Two-letter state abbreviation (i.e. VT for Vermont)
  - 5 or 9 digit zip with no punctuation

Eligibility Checking & Medication Hx Importing

- **What is Eligibility Checking?**
  - Eligibility Checking is an automated process that sends patient's demographic information to PBM/Payer Networks in search of a match. Once a match is found, the benefits are imported into the patient profile in EEHR.
    - Including identifying Mail Order Service Benefits (if they exist for the patient or not)
- **Eligibility Checking is triggered by:**
  - Appointment scheduled within EEHR with an active Rx Provider.
  - Add-on appointment scheduled with an active Rx Provider.
  - Manually triggered within PBM section of the patient profile.

Medication Hx Importing

- **Needs to be turned on; Verify that the switch is on.**
- **Verify preferences are set correctly.**
- **Patient consent needs to be set for 11.1.6 & higher.**
  - The system sets patient consent to “unknown” by default.
  - Needs to be set to confirmed to include the patient in the service.
  - Yellow Triangle Exclamation icon in the patient banner denotes “unknown” status.
  - SQL script can set the patient status to granted.

Medication Hx Importing (Continued)

- **Imports patient's medication history within the last 180 days directly into current meds, listed as unverified.**
- **Flagged as the source being "Imported Med Hx"**
- **Medications already on the chart will not duplicate.**
- **Medication Hx queries both Payer/PBM networks and connected pharmacies.**
- **If there are any discrepancies between EHR, PBM, or pharmacies, a match may not be made or partial med lists might be returned.**
- **If multiple benefits are returned, the system will create drop down and the proper plan needs to be selected.**
- **Note* Medication Hx will not update the patient's preferred pharmacy.**

Fill History Reporting

- **Medication Hx Importing will also update fill Hx for meds on the patients med list.**
- **This can be checked by:**
  - Selecting a patient med from the clinical desktop
  - Open Medication Viewer
  - Select “Fill History”

Questions and Answers