

**Pharmacy Reengineering (PRE)
Inbound ePrescribing (IEP) 2.0
VistA Patch # PSO*7.0*467
Implementation Guide**



December 2017

Version 2.0

**Department of Veterans Affairs
Office of Information and Technology (OI&T)**

Revision History

Date	Version	Description	Author
12/2017	2.0	New Document, Baseline release	Technatomy

Table of Contents

1. Implementation	1
1.1 VistA PSO*7.0*467 Patch	1
1.1.1 Install VistA Patch	1
1.1.2 Training	1
1.1.3 Assign Security Keys in VistA to eRx Holding Queue Users	1
1.1.3.1 VistA Security Keys for accessing eRx Holding Queue	1
1.1.3.2 Steps to assign Security Keys in VistA	2
1.1.4 Configuration	3
1.1.5 Verify NCPDP ID used by ePharmacy	3
1.1.6 Outpatient Site File #59	3
1.1.7 Configure Default eRx Clinic (OPTIONAL)	5
1.1.8 NPI Institution	7
1.1.9 Ready to Go Live	8
1.2 Inbound ePrescribing 2.0 Web Application	10
1.2.1 Create Shortcut on Workstation (Desktop)	10
1.2.2 Turn off Compatibility Setting	11
1.2.3 Assign Roles in IEP 2.0 Web Application	11
1.2.3.1 Add New User	12
1.2.3.2 Modify User Role	12
1.2.3.3 Delete User	13
1.2.4 Pharmacy Management	13
1.2.4.1 Search Pharmacy	13
1.2.4.2 Add Pharmacy	13
1.2.4.3 Update Pharmacy	14
1.2.4.3.1 Enable Pharmacy	14
1.2.4.3.2 Temporarily Disable Pharmacy	14
1.2.4.3.3 Disable Pharmacy	16
2. Post Implementation Reporting Problems	17
3. Release Documentation	18

List of Figures

Figure 1 - Outpatient Site File #59 in Inquire Mode	4
Figure 2: File #4, File #59 and File #44 Configuration	5
Figure 3: Hospital Location File #44 in Enter or Edit File Entries Mode	6
Figure 4: Outpatient Site File #59 in Enter or Edit File Entries Mode	6
Figure 5 - Institution File #4 in Inquire Mode	7
Figure 6: Create Shortcut Dialog Box	10
Figure 7: Name Shortcut	11
Figure 8: Compatibility View Settings	11
Figure 9: Select User Roles	13
Figure 10: Narrow Search by VISN	13
Figure 11: Enable Pharmacy	14
Figure 12: NCPDP ID Column Hyperlinks	15
Figure 13: Edit Pharmacy Screen	15
Figure 14: Inbound eRx Enabled Drop Down	16
Figure 15: Update Pharmacy Information	16

1. Implementation

This document provides implementation instructions for the VistA PSO*7.0*467 patch release /Inbound ePrescribing (IEP) V2.0.

1.1 VistA PSO*7.0*467 Patch

The IEP VistA PSO*7.0*467 patch consists of data dictionaries, routines, and remote procedure calls (RPC) that facilitate the receipt and processing of an incoming eR_x sent from the IEP Processing Hub down to VistA and into the eR_x Holding Queue. When the eR_x is sent from the Processing Hub down to VistA, the IEP system utilizes the NPI Institution in the Outpatient site file (#59) to identify the correct VA pharmacy. The VA pharmacy identified as the NPI Institution is a pointer to the Institution file (#4). The National Provider Identification (NPI) value for this NPI Institution in the Institution file (#4) is used to map the eR_x.

The steps required for full implementation are listed. However this document is limited to the technical changes required for implementation. Please refer to the *Inbound ePrescribing User Guide* in the VA Software Document Library (VDL) for more information on the VistA eR_x Holding Queue functionality and other eR_x user functions.

1.1.1 Install VistA Patch

Once the patch is received from Forum for National Deployment the local Site IT Administrator for each Pharmacy site will need to install the PSO*7.0*467 patch.

1. Install VistA Patch PSO*7.0*467 – For detailed instructions, refer to *Inbound ePrescribing VistA Patch #PSO*7.0*467 Install Guide*
2. Validate that the Inbound eR_x patch was installed successfully

1.1.2 Training

Once the Pharmacy Manager has decided that their site will be processing live electronic prescriptions (eR_xs) they need to first ensure that their pharmacists/users have been trained on using the ePrescribing application.

To train the end users on using the application, refer to *Training Material* at [Version 2.0 Inbound eR_x Training Materials](#).

1.1.3 Assign Security Keys in VistA to eRx Holding Queue Users

Assign keys for users who need access to the VistA eR_x Holding Queue.

NOTE: Only one (1) security key should be assigned to a user. Users will only be able to use options based on the lowest available key.

1.1.3.1 VistA Security Keys for accessing eRx Holding Queue

The following keys are available:

- **PSDRPH:** Validate Patient VP, Validate Provider VM, Validate Drug/SIG VD, Accept Validation AV, Accept eRx AC, Reject RJ, Remove RM, Hold H, Un-Hold UH, Search/Sort, Print

NOTE: PSDRPH key is assigned to Pharmacists only. Most Pharmacists may already have been allocated this key, and therefore no additional action is required for these users.

- **PSO ERX ADV TECH:** Validate Patient VP, Validate Provider VM, Validate Drug/SIG VD, Accept Validation AV, Reject RJ, Remove RM, Hold H, Un-Hold UH, Search/Sort, Print
- **PSO ERX TECH:** Validate Patient VP, Validate Provider VM, Validate Drug/SIG VD, Hold H, Un-Hold UH, Search/Sort, Print
- **PSO ERX VIEW:** Search/Sort, Print

NOTE: Some test sites have stated that they don't allow technicians to process prescriptions. If this is the case the PSO ERX VIEW key can be given to the technicians which allows them to look up data.

Table 1: Inbound ePrescribing - VistA Security Keys Matrix

VistA Security Key	VP	VM	VD	AV	AC	RJ	RM	(Un-Remove)	H	UH	Search/Sort	PRINT
PSD RPH	X	X	X	X	X	X	X	X	X	X	X	X
PSO ERX ADV TECH	X	X	X	X		X	X	X	X	X	X	X
PSO ERX TECH	X	X	X						X	X	X	X
PSO ERX VIEW											X	X

X - Means have ability to use option

1.1.3.2 Steps to assign Security Keys in VistA

The following outlines the steps for assigning keys (may need to be done by local Site IT Administrator):

1. Log in to VistA.
2. At the **Select OPTION NAME** prompt, type *eve* and then press the <Enter> key.

3. At the **Choose 1-5** prompt, type the number *1* (for **EVE Systems Manager Menu**) and then press the <Enter> key.
4. At the **Select Systems Manager Menu Option** prompt, type *menu* (for **Menu Management**) and then press the <Enter> key.
5. At the **Select Menu Management Option** prompt, type the word *key* (for **Key Management**) and then press the <Enter> key.
6. At the **Select Key Management Option** prompt, type the word *allocation* (for **Allocation of Security Keys**). Press the <Enter> key.
7. At the **Allocate key** prompt, type the name of the security key you want to assign. Press the <Enter> key.
8. At the **Holder of key** prompt, type the name of the first user to whom you are assigning the key and then press the <Enter> key.
9. At the **Another holder** prompt, type the name of a second user to whom you are assigning the key and then press the <Enter> key. Repeat this step for all users to whom you are assigning the key.
10. At the **You are allocating keys. Do you wish to proceed? YES//** prompt, press the <Enter> key to accept the default response.

1.1.4 Configuration

The sites need to determine which outpatient pharmacy site is going live. A pharmacy site is considered a Division in outpatient pharmacy. All inbound eRx sites must be physical locations, already have an NCPDP ID, and NPI ID.

NOTE: Sites should not create a new division to process inbound eRx's.

1.1.5 Verify NCPDP ID used by ePharmacy

The Sites need to get Pharmacy Name (Published), Phone Number and Fax Number from PBM/ePharmacy Team. The ePharmacy Team can be contacted via email at VHA ePharmacy Implementation Team VHAePharmacyImplementationTeam@va.gov.

The site can view their ECME Setup-Pharmacies Report [BPS RPT SETUP PHARMACIES] to obtain the NCPDP ID for the Pharmacy (Division), and the published pharmacy address. This option is locked with BPS REPORTS Security Key.

NOTE: Sites should not make any edits to the ECME Setup during the Inbound ePrescribing implementation. Updating the ECME Setup may negatively impact the ePharmacy process.

1.1.6 Outpatient Site File #59

Using FileMan, inquire into the Outpatient Site file (#59), check the NCPDP ID (#1008), NPI Institution field (#101) and CPRS Order Institution field (#8).

- a. Ensure that the NCPDP ID is the same as the one that is listed in the ECME Setup-Pharmacies Report (see 1.1.5 above).

- b. Make note of the NPI Institution entry.
- c. Add the pharmacy (in the NPI Institution field) as a CPRS Ordering Institution so the eRX orders can be pulled using Complete orders from OERR [PSO LMOE FINISH].

NOTE: Add the CPRS Ordering Institution entry using the Site Parameter Enter/Edit [PSO SITE PARAMETERS] option. Keep the existing values in that list and **do not remove or modify** any existing entries.

Figure 1 - Outpatient Site File #59 in Inquire Mode

```

VA FileMan 22.2

Select OPTION: INQUIRE TO FILE ENTRIES

Output from what File: OUTPATIENT SITE// (6 entries)
Select OUTPATIENT SITE NAME: VAMC BEDFORD 518
Another one:
Standard Captioned Output? Yes// N (No)
First Print FIELD: NPI INSTITUTION
Then Print FIELD: NCPDP NUMBER
Then Print FIELD: CPRS ORDERING INSTITUTION (multiple)
  Then Print CPRS ORDERING INSTITUTION SUB-FIELD: .01 CPRS ORDERING
INSTITUTION
  Then Print CPRS ORDERING INSTITUTION SUB-FIELD:
Then Print FIELD:
Heading (S/C): OUTPATIENT SITE List Replace
STORE PRINT LOGIC IN TEMPLATE:
DEVICE: VIRTUAL TELNET Right Margin: 80//
OUTPATIENT SITE List                                     DEC 01, 2017@10:36
PAGE 1

NPI INSTITUTION                NCPDP
                                NUMBER    CPRS ORDERING INSTITUTION
-----
BEDFORD PHARMACY                2233548  BEDFORD VAMC
                                LYNN CBOC
                                HAVERHILL CBOC
                                BEDFORD - PR RTP
                                GLOUCESTER CBOC
                                BEDFORD PHARMACY

```

When to contact ePharmacy Implementation Team:

Sites should contact the ePharmacy Team prior to making any changes to the ECME Setup.

- a. The ePharmacy Team should be notified of changes to the Physical Address, Telephone Number, Fax Number, when new pharmacies open and/or if a pharmacy closes. The ePharmacy team will coordinate any needed changes with NCPDP, NPI Team and the clearinghouse. Contact ePharmacy team by e-mail at VHAePharmacyImplementationTeam@va.gov.

1.1.7 Configure Default eRx Clinic (OPTIONAL)

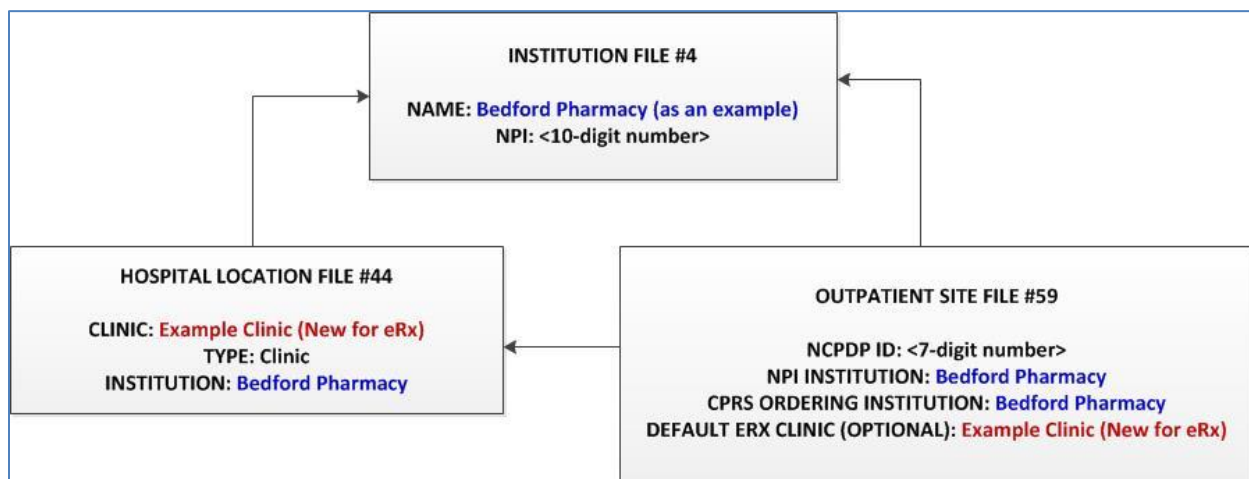
The Default eRx Clinic allows the local user to locate non-processed eRx prescriptions by clinic name, in the existing pending queue.

Sites can add a Default eRx Clinic in Outpatient Site File #59, Field #10. A new Hospital Location entry with type as ‘Clinic’ needs to be created for the purpose of Inbound ePrescribing.

NOTE: Existing Hospital Location entries **should not** be used as a Default eRx Clinic. For creating a new clinic for Inbound ePrescribing use, additional assistance from Medical Administration may be required.

The diagram below depicts the relationship between Outpatient Site File #59, Hospital Location File #44 and Institution File #4.

Figure 2: File #4, File #59 and File #44 Configuration



To confirm setup of Default eRx Clinic, using FileMan *Enter or Edit File Entries* option, in the HOSPITAL LOCATION file (#44):

- Check the field: INSTITUTION field (#3).
- If it is blank, use the NPI INSTITUTION identified in Outpatient Site File #59.
- If it is not blank ensure that the NPI INSTITUTION is same as the one identified in Outpatient Site File #59.

This setup may require assistance from Medical Administration Team.

Figure 3: Hospital Location File #44 in Enter or Edit File Entries Mode

```
VA FileMan 22.2

Select OPTION: ENTER OR EDIT FILE ENTRIES

Input to what File: HOSPITAL LOCATION// (1448 entries)
EDIT WHICH FIELD: ALL// TYPE
    1 TYPE
    2 TYPE EXTENSION
CHOOSE 1-2: 1 TYPE
THEN EDIT FIELD: INSTITUTION
THEN EDIT FIELD:

Select HOSPITAL LOCATION NAME: EXAMPLE CLINIC
TYPE: CLINIC//
INSTITUTION: BEDFORD PHARMACY//
```

Then, using FileMan *Enter or Edit File Entries*, in the OUTPATIENT SITE file (#59), enter the DEFAULT ERX CLINIC field (#10).

- a. If it is blank, then populate it with the Clinic created for the purpose of Inbound ePrescribing.
- b. If it is not blank, ensure that the Clinic used is same as the one created for the purpose of Inbound ePrescribing.

Figure 4: Outpatient Site File #59 in Enter or Edit File Entries Mode

```
VA FileMan 22.2

Select OPTION: ENTER OR EDIT FILE ENTRIES

Input to what File: HOSPITAL LOCATION// 59 OUTPATIENT SITE
(6 entries)
EDIT WHICH FIELD: ALL// DEFAULT ERX CLINIC
THEN EDIT FIELD:

Select OUTPATIENT SITE NAME: VAMC BEDFORD 518
DEFAULT ERX CLINIC: EXAMPLE CLINIC//
```

1.1.8 NPI Institution

Using FileMan Inquire into the Institution file (#4), select the NPI Institution identified in the Outpatient Site File #59 from section 1.1.6, step b. Make note of the Pharmacy NPI Number.

NOTE: When the Pharmacy record is configured on IEP 2.0 Web, the NCPDP ID identified in File #59 and NPI # identified in File #4 will be used. These 2 values also must match with the values published by Change Healthcare.

- If there is no pharmacy NPI, contact the ePharmacy team and the NPI Team by e-mail at VHAePharmacyImplementationTeam@va.gov and VHACONPI@va.gov.
- The ePharmacy Team will collaborate with the site and the NPI Team to determine if a new NPI is needed. If a new NPI is needed, the NPI Team will submit the request to National Plan and Provider Enumeration System (NPPES) and notify the site when the NPI number is assigned by NPPES.

Figure 5 - Institution File #4 in Inquire Mode

```
VA FileMan 22.2

Select OPTION: INQUIRE TO FILE ENTRIES

Output from what File: INSTITUTION//      (2642 entries)
Select INSTITUTION NAME:  BEDFORD PHARMACY  PHARM
Another one:
Standard Captioned Output? Yes// N  (No)
First Print FIELD: .01  NAME
Then Print FIELD: NPI
Then Print FIELD:
Heading (S/C): INSTITUTION List//
DEVICE:  VIRTUAL TELNET  Right Margin: 80//
INSTITUTION List                                     DEC 01, 2017@10:30
PAGE 1
NAME                                               NPI
-----
BEDFORD PHARMACY                                1154388288
```

1.1.9 Ready to Go Live

Once the site confirms the users have been trained and the NCPDP and NPI information is correct the site is then ready to proceed with enabling their pharmacy to start receiving live eRx's. The Inbound eRx Support Team will assist the site with the final steps to enable their pharmacy.

1. To Go Live, submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference "Inbound eRx".
2. Provide the following site information for the ticket: NCPDP ID, NPI #, VISN, VA Station ID, Pharmacy Name (External/Published), Address, Phone Number and Fax Number.
 - a. NSD Team will route the 'go live' request to Inbound eRx Support Team
 - b. Once the Inbound eRx Support Team receives the NSD help ticket they will contact the site POC to complete the steps to have the pharmacy enabled.
3. The Support Team will help the local Site IT Administrator to setup the Connector Proxy
4. The local Site IT Administrator will setup the Connector Proxy and provide the Access and Verify Codes to the Support Team.
 - a. Select option 'XOBU SITE SETUP MENU'.
 - b. Choose the option: 'CP' - Enter/Edit Connector Proxy User.
 - c. Answer the prompts, naming the connector: CONNECTORPROXY,PSO.
 - d. When prompted 'Want to edit ACCESS CODE (Y/N)', answer 'YES'.
 - e. Enter an access code for the connector proxy.
 - f. Re-enter the access code for the connector proxy.
 - g. When prompted 'Want to edit VERIFY CODE (Y/N)', answer 'YES'.
 - h. Enter a verify code for the proxy connector.
 - i. Re-enter the verify code for the proxy connector.
5. The local Site IT Administrator will also provide the VistA link FQDN, TCP Port and primary StationID to the Support Team.
6. The Support Team will use this configuration information to create and test a new VistA link connection from the Inbound eRx Processing Hub to the site.
7. The Support Team will provide the FQDN, PORT and USERNAME/PASSWORD for WEB SERVER entry to the local Site IT Administrator.
8. The Site IT Administrator will configure the WEB SERVER entry.
 - a. Select option XOBW WEB SERVER MANAGER.
 - b. Choose 'ES' for Edit Server.
 - c. When prompted 'NAME' enter 'PSO WEB SERVER'.
 - d. When prompted 'SERVER:', enter the FQDN of the target server. The target server name and port will be given to the site during implementation.
 - e. When prompted 'PORT:', enter the port number for the target server.
 - f. When prompted for 'STATUS:', ensure this is set to ENABLED.
 - g. When prompted for 'LOGIN REQUIRED:', answer 'YES'.
 - h. When prompted for 'USERNAME:', enter the assigned username.
 - i. When prompted 'Want to edit PASSWORD (Y/N)', respond 'YES'.
 - j. Enter the password associated with the username.

- k. Re-enter the password to verify the password.
9. The Support Team will assign user privileges for the web-based GUI Hub to the respective users from the site. Please see section 1.2.3, pages 12-13 for additional details.
10. The Support Team will notify Change Healthcare that the site is ready to Go Live.
11. The Support Team will coordinate with the site to determine the expected go live date.
12. On the go live date Change Healthcare will send a test eR_x message to the site to confirm inbound connectivity and receipt of the message in the VistA Holding Queue.
13. The site will respond with a Reject message to test the outgoing connection to Change Healthcare.
14. Once successfully confirmed, Change Healthcare will enable the Pharmacy in their directory and have SureScripts enable it in their directory.
15. The Pharmacy is now Live and enabled to receive eR_xs.

1.2 Inbound ePrescribing 2.0 Web Application

The IEP Web-based application provides electronic prescription (eRx) management, administration, and monitoring capabilities. There are four modules of the IEP 2.0 Web application: Pharmacy Management, Track/Audit, User Management, and Help. Please refer to the *Inbound ePrescribing User Guide* for more information on the functionality found within the application.

The IEP Web-based application is accessed at the following link:

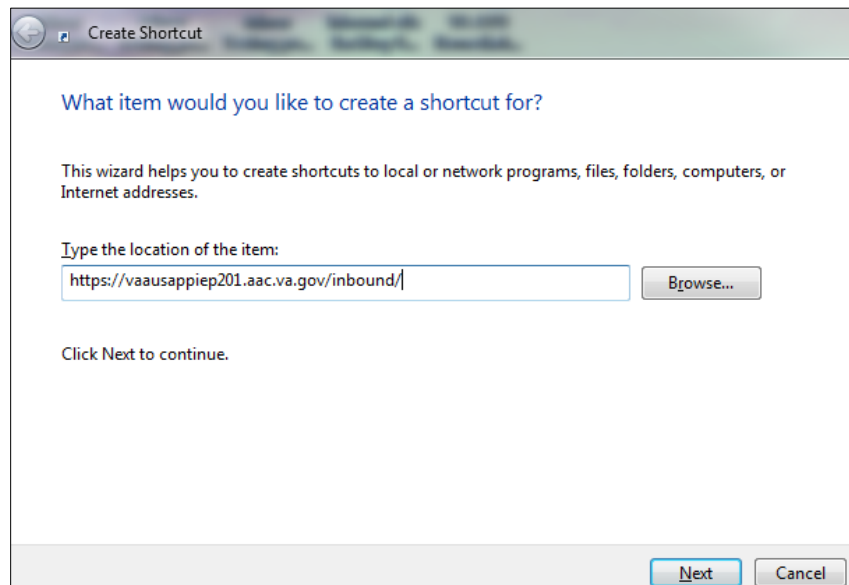
<https://vaausappiep201.aac.va.gov/inbound/>

1.2.1 Create Shortcut on Workstation (Desktop)

While at a user's workstation, create shortcuts to the IEP Web-based application. To create a shortcut on a user's desktop:

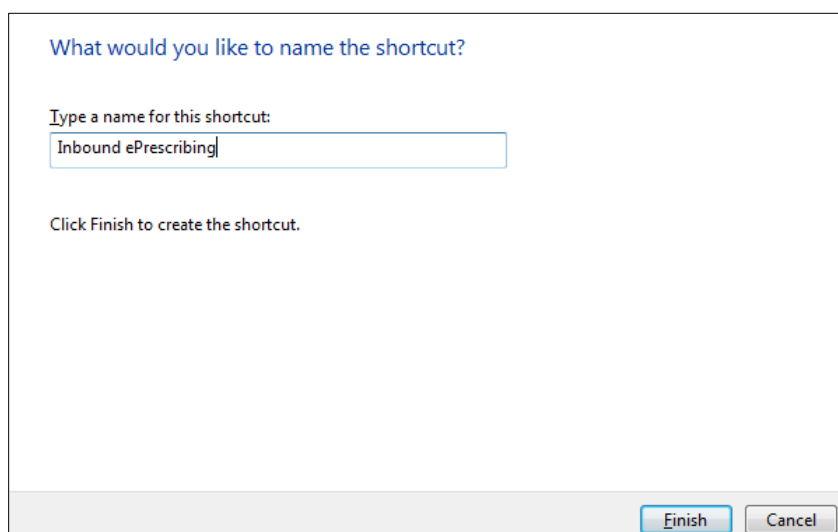
1. Right click the desktop and select **New** and then select **Shortcut**.
2. Type the URL provided by IT support or the local site administrator in the **Type the location of the item** box and then click **Next**. You will see a screen similar to the one in the figure below.

Figure 6: Create Shortcut Dialog Box



3. Type a name for the shortcut in the **Type a name for this shortcut** box (Example: "Inbound ePrescribing").
4. Click **Finish** to place the shortcut on the desktop.

Figure 7: Name Shortcut

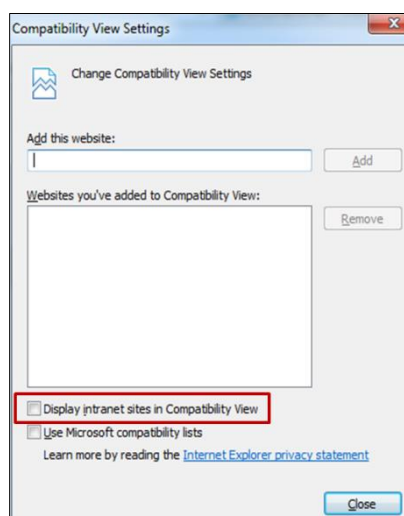


1.2.2 Turn off Compatibility Setting

The IEP 2.0 application runs in Internet Explorer 11 or greater. Note that Compatibility View must be turned off for the application to run effectively. To turn off Compatibility View, complete the following steps:

1. In Internet Explorer, select **Tools > Compatibility View Settings**.
2. Verify that the checkbox for **Display intranet sites in Compatibility View** is not checked.

Figure 8: Compatibility View Settings



1.2.3 Assign Roles in IEP 2.0 Web Application

A site administrator will need to be identified and assigned for administering the IEP Web application. The administrator will manage user access and permissions of the Web application at the site. The following roles are available in the application:

Table 2: Inbound ePrescribing 2.0 Web-Based Application User Roles & Capabilities

User Role	Capabilities within IEP 2.0 Web-based GUI
Administrator	<ul style="list-style-type: none"> • Full Control, access to all tabs
Pharmacy Management	<ul style="list-style-type: none"> • Home • Pharmacy Management • Track/Audit • Reports • Help
PBM Administrator	<ul style="list-style-type: none"> • Home • Pharmacy Management • Track/Audit • Reports • Help
Pharmacist/Pharmacy Technician	<ul style="list-style-type: none"> • Home • Track/Audit • Reports • Help
Default VA User (Read Only)	<ul style="list-style-type: none"> • Home • Reports • Help

Site administrators will use the **User Management** screen to add new users, modify user roles, and delete users. This module will only display for users with the *Administrator* role assigned.

1.2.3.1 Add New User

To add a new user:

1. Enter the new user's User ID, First Name, and Last Name.
2. Select the new user's role(s). Multiple roles may be selected by holding <Ctrl> while selecting more than one role.
3. Select **Save** to add the new user to the users list. To cancel adding a new user, select **Cancel**.

1.2.3.2 Modify User Role

System Administrators have the ability to modify user roles from the User Management screen. User roles include:

- Pharmacy Manager
- PBM Admin
- Pharmacy Tech
- Administrator

To modify user roles:

1. From the users list, select the checkbox(es) for the desired user role(s).

Figure 9: Select User Roles

Delete Record	First Name	Last Name	User ID	Pharmacy Manager	PBM Admin	Pharmacy Tech	Administrator
<input type="checkbox"/>	TEST	USER	VHAISTESTUSER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	TESTTWO	USER	VHAISTESTTWOUSE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

2. Click **Save** at the bottom of the screen.
3. A message displays indicating that the user was updated successfully.

1.2.3.3 Delete User

To delete a user from the application, locate a user in the user management table. Click the checkmark in the *Delete Record* column and click **Save**. A message displays indicating that the user's record was deleted successfully from the application.

1.2.4 Pharmacy Management

The Pharmacy Management screen displays the Pharmacy Management table. The default view displays all VA pharmacies. Actions available to users include:

- [Search Pharmacy](#)
- [Add Pharmacy](#)
- [Update Pharmacy](#)

1.2.4.1 Search Pharmacy

Users can search for a pharmacy from the Pharmacy Management screen. The default view lists all VA pharmacies.

To search for a pharmacy:

1. Select the desired VISN number from the "VISN" drop down.
2. The Pharmacy Management table for the selected VISN displays.

Figure 10: Narrow Search by VISN



1.2.4.2 Add Pharmacy

To add a new pharmacy, please submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference "Inbound eRx".

NOTE: The clearinghouse has only one pharmacy directory for all electronic pharmacy transaction types. Therefore, all enumerated dispensing pharmacies should already be available in the clearinghouse directory utilized by Inbound eRx. For IEP, Change Healthcare must enable eRx support for the pharmacy in their Directory. The pharmacy must be “registered” with IEP by adding the pharmacy through the IEP Web-based application.

1.2.4.3 Update Pharmacy

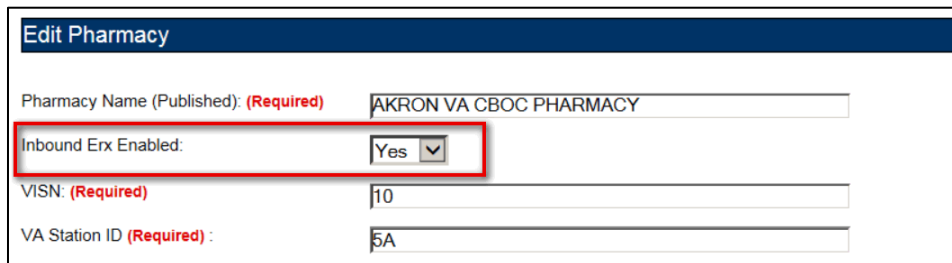
To update ePharmacy information for a VA pharmacy in Change Healthcare’s directory, contact the ePharmacy team by e-mail at VHAePharmacyImplementationTeam@va.gov.

Whereas to update Inbound eRx Pharmacy information on IEP 2.0 Web, follow the sections below.

1.2.4.3.1 Enable Pharmacy

The pharmacy can be enabled to receive eRxS during initial go live or if it has been previously disabled. To enable a pharmacy select **Yes** from the “Inbound ERx Enabled” drop down on the Edit Pharmacy screen.

Figure 11: Enable Pharmacy



The screenshot shows a web form titled "Edit Pharmacy". It contains several input fields: "Pharmacy Name (Published): (Required)" with the value "AKRON VA CBOC PHARMACY"; "Inbound Erx Enabled:" with a dropdown menu set to "Yes"; "VISN: (Required)" with the value "10"; and "VA Station ID (Required):" with the value "5A". A red rectangular box highlights the "Inbound Erx Enabled:" field and its dropdown menu.

NOTE: If a pharmacy is not enabled and a prescription comes in for that pharmacy, an error message is sent back to the provider’s EHR system to notify the provider that the pharmacy is not currently receiving eRxS.

1.2.4.3.2 Temporarily Disable Pharmacy

In case where a site needs to halt receiving ePrescriptions temporarily, use Disable eRx/Enable eRx fields.

Disabling a pharmacy allows users the ability to temporarily disable the pharmacy from receiving eRxS in the event of a natural or facility disaster, maintenance, or move. This disables the pharmacy from receiving New eRxS, but outbound messages still go back to the external provider via CH. The pharmacy is disabled on the Processing Hub but no changes are made in CH.

NOTE: The enable/disable in the Processing Hub is for a temporary disable, which will also allow outgoing messages (rejection messages for any new eRxS still in process) to continue flowing from VistA. Additionally, incoming messages will still flow from Change Healthcare to

the Processing Hub for the pharmacy, however an error message will be returned to the provider saying that Inbound eRx messaging is currently not available.

To temporarily disable a pharmacy:

1. From the Pharmacy Management screen, select the hyperlink for the desired pharmacy to edit in the “NCPDP ID” column.

Figure 12: NCPDP ID Column Hyperlinks

Pharmacy Management						
VISN: All <input type="button" value="Add Pharmacy"/>						
VISN	VA Station ID	NCPDP ID	Pharmacy Name (Published)	Pharmacy Name (Internal)	Address	City
10	5A	3674315	AKRON VA CBOC PHARMACY	AKRON VA CBOC PHARMACY	55 WEST WATERLOO RD	MADISON
2	528A8S	3338349	ALBANY VAMC PHARMACY	ALBANY VAMC PHARMACY	113 HOLLAND AVE.	LEBANON

2. The Edit Pharmacy screen displays.

Figure 13: Edit Pharmacy Screen

Edit Pharmacy	
Pharmacy Name (Published): (Required)	<input type="text" value="ALBANY VAMC PHARMACY"/>
Inbound Erx Enabled:	<input type="button" value="No"/>
VISN: (Required)	<input type="text" value="2"/>
VA Station ID (Required) :	<input type="text" value="528A8"/>
Pharmacy Name (Internal): (Required)	<input type="text" value="ALBANY VAMC PHARMACY"/>
Pharmacy Address Line 1: (Required)	<input type="text" value="113 HOLLAND AVE."/>
Pharmacy Address Line 2:	<input type="text"/>
Pharmacy City: (Required)	<input type="text" value="LEBANON"/>
Pharmacy State: (Required)	<input type="button" value="Pennsylvania"/>

3. Select **No** from the “Inbound Erx Enabled” drop down.

Figure 14: Inbound eRx Enabled Drop Down

The screenshot shows the 'Edit Pharmacy' form with the following fields:

Pharmacy Name (Published): (Required)	ALBANY VAMC PHARMACY
Inbound Erx Enabled:	No
VISN: (Required)	2
VA Station ID (Required) :	528A8
Pharmacy Name (Internal): (Required)	ALBANY VAMC PHARMACY
Pharmacy Address Line 1: (Required)	113 HOLLAND AVE.

4. At the bottom of the Edit Pharmacy screen, select **Update** to save all changes. The date that the fields were modified displays in the “Updated Date” field.

Figure 15: Update Pharmacy Information

The screenshot shows the 'Update Pharmacy Information' form with the following fields and buttons:

State License Number:	<input type="text"/>
Twenty Four Hour Flag:	Yes
Updated Date:	<input type="text"/>
<input type="button" value="Update"/> <input type="button" value="Return To Pharmacy Information"/>	

5. Selecting the **Return to Pharmacy Information** button returns the user to the Pharmacy Management screen.

1.2.4.3.3 Disable Pharmacy

To completely halt a specific Pharmacy from receiving ePrescriptions, please submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eRx”.

NOTE: If a pharmacy is to be disabled for a long duration, a request must be made to Change Healthcare. Note that the NSD will route the ticket to an IEP administrator to assist with this step. Change Healthcare can switch the pharmacy to fax only or turn off eRx delivery (electronic or fax) completely.

2. Post Implementation Reporting Problems

- Sites should notify the VHAePharmacyImplementationTeam@va.gov of changes to the Physical Address, Telephone Number, Fax Number, when new pharmacies open and/or if a pharmacy closes. The ePharmacy team will coordinate the needed changes with NCPDP, the NPI Team and the clearinghouse.
- If a site no longer wishes to receive eR_x, they need to submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eR_x”.
- NSD Team will route the ‘turn off’ request to the eRx Support Team who will notify Change Health, ensuring that only eR_x and NOT existing ePharmacy operations need to be disabled.
- To report all issues/problems submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eR_x”.

3. Release Documentation

The following documents and files are available on the anonymous software directories identified in the table below.

Table 3: Inbound ePrescribing Release Documents

File Name	Title	FTP Mode
pso_7_0_p467_ig	Inbound ePrescribing VistA Patch # PSO*7.0*467 Install Guide	Binary
pso_7_0_p467_um	Inbound ePrescribing 2.0 / VistA Patch # PSO*7.0*467 User Guide	Binary
pso_7_0_tm	Outpatient Pharmacy (PSO) Technical Manual/Security Guide Version 7.0	Binary
pso_7_0_p467_rn	Pharmacy Reengineering Inbound ePrescribing (IEP) Release Notes PSO*7.0*467	Binary
pso_7_0_p467_img	Inbound ePrescribing (IEP) VistA PSO*7.0*467 / IEP Web-based GUI Version 2.0 Implementation Guide	Binary

The documents are also available on the Outpatient Pharmacy VA Software Document Library (VDL), which is located at <https://www.va.gov/vdl/application.asp?appid=90>.

Sites may retrieve the documentation directly using Secure File Transfer Protocol (SFTP) from the ANONYMOUS.SOFTWARE directory at the following OI Field Offices.

Software Directories

OIFO	FTP Address	Directory
Hines	fo-hines.med.va.gov	anonymous.software
Salt Lake City	fo-slc.med.va.gov	anonymous.software
VistA Download Site	download.vista.med.va.gov	anonymous.software