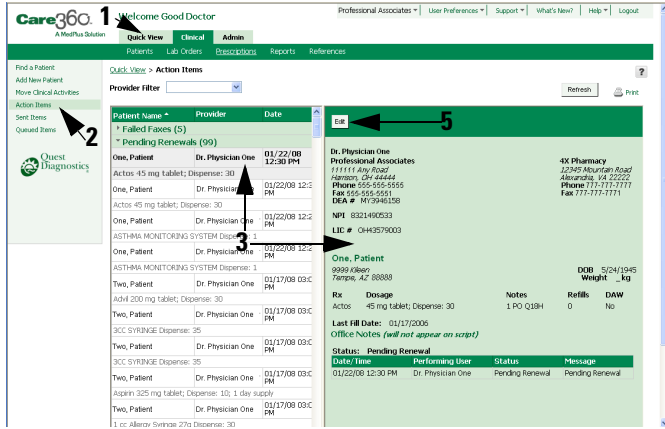


# Care360™ Physician Portal 2008.2 Addressing Prescription Action Items

## Addressing Renewals



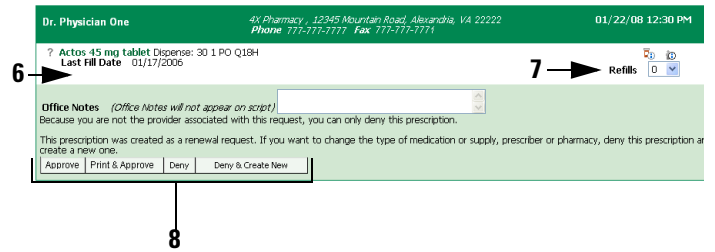
### To Address a Prescription Pending Renewal

1. Click the *Quick View* tab.
2. From the left-hand navigation pane, click *Action Items > Prescriptions*. (A red flag appears next to the link if any new items are currently available.)
3. From the list of *Pending Renewals*, click an item to view a copy of the prescription (from the *Action Items* page) prior to addressing it.
4. Review the following table to determine whether or not you are authorized to address the renewal:

Associated Provider?	Authorized to Approve?	Valid NDC Provided?	Allowable Actions
Yes	Yes	Yes	Approve or deny as submitted. Can only modify the <i>Refills</i> .
Yes	Yes	No	Deny renewal request and create a new prescription for the same medication. To do so, click <i>Deny &amp; Create New Rx</i> .
No	Yes	Yes	Approve the new prescription, or save it as pending.
No	No	Yes	No action allowed.
No	Yes	No	Deny renewal request and create a new prescription for the same medication. To do so, click <i>Deny &amp; Create New Rx</i> .
No	No	No	Save the new prescription as pending.

5. Click  to address the pending prescription renewal.

6. From the *Rx* box, review the pending prescription renewal.



7. For a valid renewal request, modify the number of *Refills* in the *Rx* box, as needed. (All other fields are read-only and cannot be modified.)

**Note:** To view additional information about a medication included on the prescription, such as side effects or warnings, click the *Drug Monograph* ( ) or *Patient Leaflet* ( ) icons.

8. Do one of the following to address the renewal request:

- **Print and approve the renewal.** To submit the pending prescription renewal to the pharmacy (either electronically or by fax) AND print a paper copy of the prescription locally, click .

**Note:** If the prescription you are printing has a delivery option of *Sample/Handwritten*, two copies of the prescription automatically print when you click

.

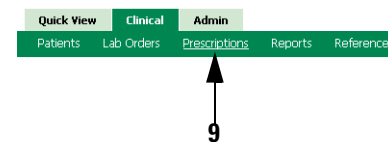
- **Approve (only) the renewal.** To immediately submit the pending prescription renewal to the pharmacy (either electronically or by fax) without also printing it, click .

- **Deny the renewal and create a new prescription.** To deny the renewal request and immediately initiate the creation of a new prescription, click , select the most appropriate *Denial Reason*, and then click .

Once the new prescription is completed, approve and/or print the prescription as needed.

- **Deny (only) the renewal.** To deny the renewal request, click *Deny*, select the most appropriate *Denial Reason*, and then click *Save*. The renewal is immediately denied.

**Note:** If there is more than one item with a status of *Pending Renewal* for this patient, all pending items display in the *Rx* box. For each pending prescription you want to address, select the check box next to the prescription, and then repeat steps 5–7.



9. To return to the *Action Items* list without addressing the renewal request, click the *Prescriptions* sub-tab at the top of the page.

## Addressing Pending Prescriptions



### To Address a Prescription Pending Approval

1. Click the *Quick View* tab.
2. From the left-hand navigation pane, click *Action Items > Prescriptions*. (A red flag appears next to the link if any new items are currently available.)
3. From the list of *Pending Approvals*, click an item to view a copy of the prescription (from the *Action Items* page) prior to addressing it.
4. Click  to address the pending prescription.
5. From the *Rx* box, review the pending prescription as written.



**Note:** To view additional information about a medication included on the prescription, such as side effects or warnings, click the *Drug Monograph* ( ) or *Patient Leaflet* ( ) icons.

6. If necessary, click *Edit*, and modify the prescription.
7. Do one of the following to address the pending prescription:
  - **Print and approve the prescription.** To immediately submit the prescription to the pharmacy (either electronically or by fax) AND print a paper copy of the prescription locally, click .

**Note:** If the prescription you are printing has a delivery option of *Sample/Handwritten*, two copies of the prescription automatically print when you click .

- **Approve (only) the prescription.** To immediately submit the pending prescription to the pharmacy (either electronically or by fax) without also printing it, click .
- **Re-save the prescription as "pending."** To re-save the prescription as "pending," click .
- **Deny the prescription.** To deny the pending prescription, do one of the following:
  - Click *Delete* next to medication or supply name.
  - Click the medication or supply name, and then click *Delete* in the pop-up window.

The prescription is immediately denied.

**Note:** If there is more than one item with a status of *Pending Approval* for this patient, all pending items display in the *Rx* box. For each pending prescription you want to address, select the check box next to the prescription, and then repeat steps 4–6.



8. To return to the *Action Items* list without addressing the prescription, click the *Prescriptions* sub-tab at the top of the page.

## Addressing Failed Faxes



### To Address a Failed Fax

1. Click the *Quick View* tab.
2. From the left-hand navigation pane, click *Action Items > Failed Faxes*. (A red flag appears next to the link if any new items are currently available.)
3. From the list of *Failed Faxes*, click an item to view a copy of the prescription (from the *Action Items* page) prior to addressing it.
4. To address the failed fax, do one of the following:
  - To attempt to re-send a mail order fax, click *Resubmit Mail Order*.
  - To attempt to re-send a non-mail order fax, click *Resend Fax*.
  - To cancel the fax without any further attempts to transmit, click *Cancel Fax*.
5. If necessary, contact a mail order member service center to inquire about the status of a faxed mail order prescription. Contact your support representative for contact information or, if available, click the *Contact* link at the top of the prescription to view contact information.
6. To address any additional failed faxes, repeat steps 1–4.

**For assistance, contact the Help Desk at 602.685.5465, or toll-free at 800.766.6721, ext. 5465.**