



## Notice to All Clients - Changes Regarding Electronic Prescribing to Mail Order Pharmacies (PBM)

Effective immediately mail order pharmacies will no longer accept an electronic prescription (ERx) without verification of the patient's PBM (Pharmacy Benefit Management) Coverage.

The WRS System will automatically check for PBM coverage of each patient based on the demographic and appointment information entered by the practice.

### What Is Required for Patient PBM Coverage Verification?

PBM Coverage is automatically checked and verified the night before a patient's appointment. The following information MUST be entered under **Patient Management** in order to verify PBM Coverage:

- First Name
- Last Name
- Date of Birth
- Gender
- Street 1
- City
- Zip

The screenshot shows a web application window titled 'Patient Registration - Step 1 of 2'. The form includes a 'Title' dropdown menu, a 'First Name' field with 'WRS' entered, a 'Middle Initial' field, a 'Last Name' field with 'Test' entered, a 'Degrees / Suffixes' field, and a 'Date of Birth' field with 'March / 30 / 1983' entered. The 'Date of Birth' field is highlighted with a yellow box. The form also includes a legend indicating that an asterisk (\*) denotes required fields.

Patient Management>Patient Registration>Required Fields for PBM Coverage Check - #1

Gender \*  Male  Female

Race

Ethnicity

Language Preference  English  Other

Marital Status

Employment Status  Employed  Not Employed  Retired

Occupation

Photo  Browse...  
maximum dimensions: 400w x 400h pixels.

Street 1\*

Street 2

Zip\*

Patient Management>Patient Registration>Required Fields for PBM Coverage Check - #2

### How is PMB Coverage Displayed?

Verification of PBM (Mail Order) Coverage is displayed under **Patient Management>Insurance>Pharmacy Coverage**. If the patient has coverage the **Mail Order** indicator will be shown as "Y."

Providers	Directives	Account Information	Appointment Search	Referrals	Authorizations	Comments	Printout
Personal Information	<b>Insurance</b>	Contact Information	Medical History	Medications	Pharmacies	Social History	

  

Pharmacy Coverage				
PBM/Benefit Source	Health Plan	Retail	Mail Order	Default
ESI	GROUP HEALTH, INC.	Y	Y	<input checked="" type="checkbox"/>

Eligibility Transaction Date: 09/26/2011

**Eligibility check found a different set of demographics info:**

PBM/Benefit Source: ESI  
Health Plan: GROUP HEALTH, INC.

Patient Management>Insurance>Pharmacy Coverage

Note that in the case where the patient is covered by multiple PBM plans, the practice must select a plan using the **Default** box.

### What if the Patient does not have PBM (Mail Order) Coverage?

If the patient does not have PBM Coverage, the **Mail Order** indicator will be shown as "N." You will not be able to generate an electronic prescription (ERx) to a mail order pharmacy for this patient.