MERCK

MD CONTACT THROUGH PIONEER RX

EVERSANA™

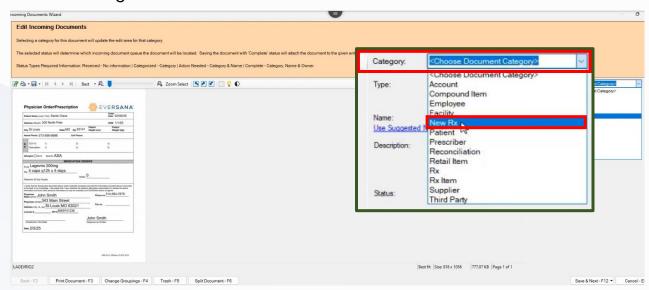# Table of Contents

MERCK

EVERSANA™

1   Patient Intake in Pioneer Rx

- On the **Incoming Documents** Tab, click on the respective document to open the prescription.
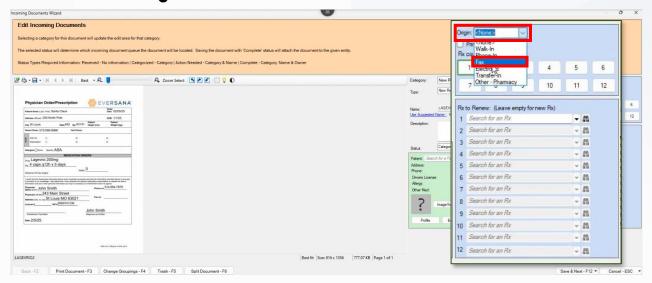

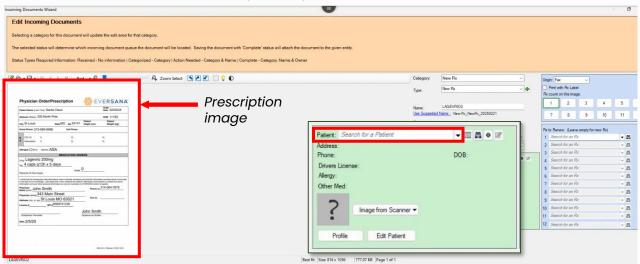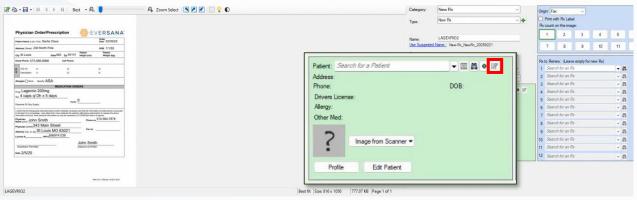- On the right side of the screen, click on <**Choose Document Category**> and change it to <**New Rx**>.

- Choose the **Origin** as <**Fax**>.

- Search for the respective patient by entering the *patient's last name* or *date of birth,* found on the prescription.
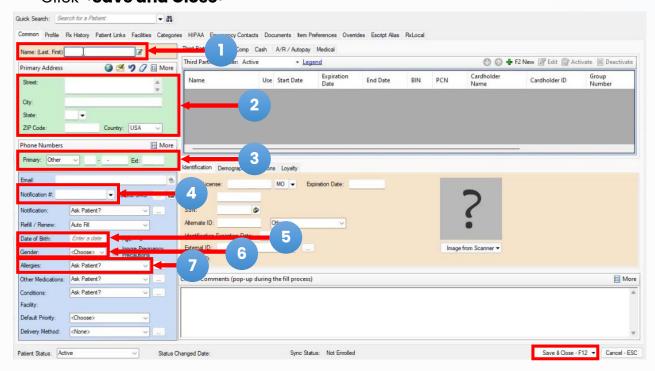

Prescription image

- If the patient is not found, click on the *pencil icon* to create a new patient.
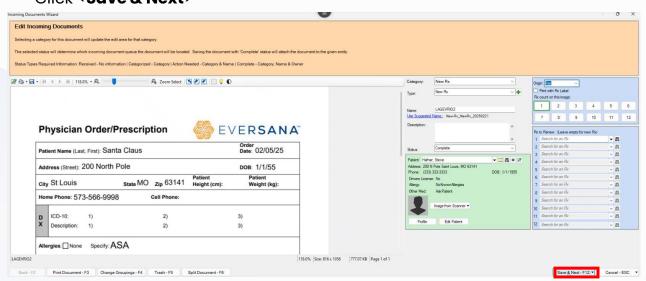
MERCK

EVERSANA

- Enter the following details from the prescription:
    1. **Patient Name** (*First and Last*)
    2. **Patient's Address** (*City, State, and ZIP Code*)
    3. **Patient's Phone Number**
    4. **Notification Number** (*Select or enter the phone number where text messages should be sent*)
    5. **Patient's Date of Birth**
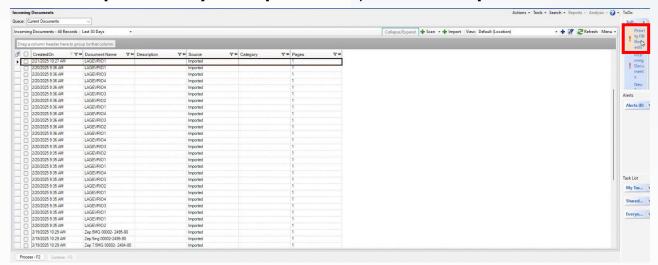   6. **Patient's Gender**
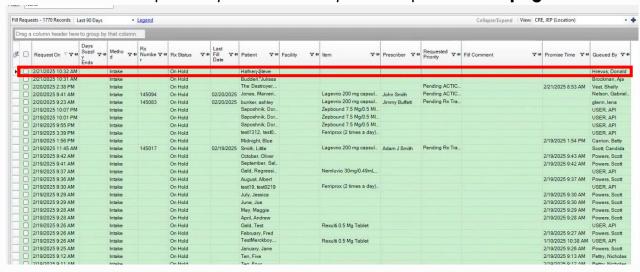   7. **Patient's Allergies**

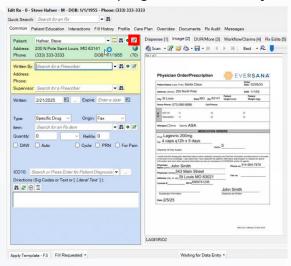- Click <**Save and Close**>

- Click <**Save & Next**>

- On the right side of the screen of the **Incoming Documents** Tab, click ‹**Prescription Priority Fill Requests**› to open the **Fill Requests** Tab.

- Click on the respective *patient's fill request* to open their **Rx page**.
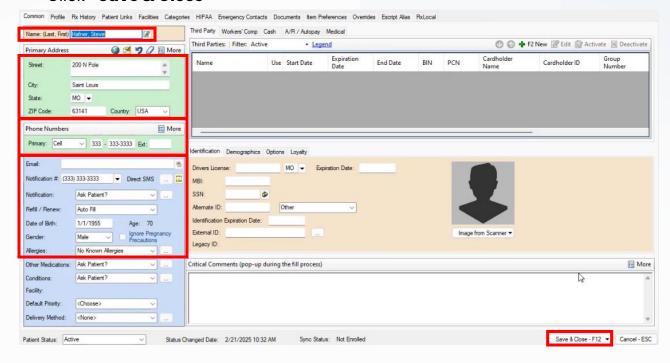

- On the Rx page, click on the ***pencil*** **icon** to open the patient's profile.
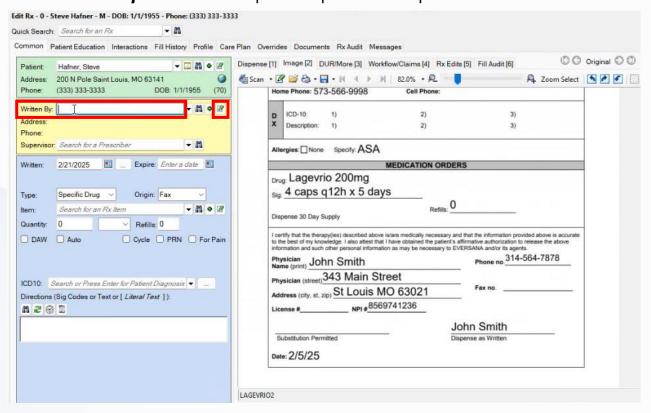
- Verify the patient information that is populated on the screen.
- Click <**Save & Close**>
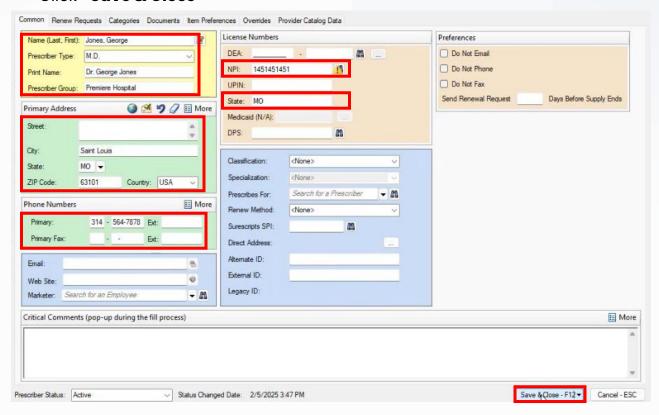

- Next, enter the *prescriber details* on the **Rx page**. Search the prescriber using the **NPI Number** provided in the prescription.
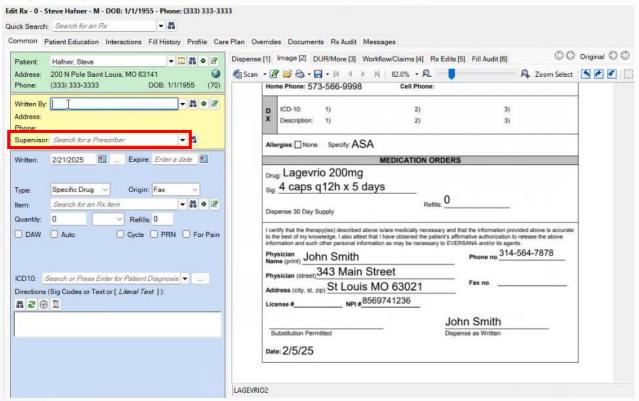- Click on the *pencil* **icon** to open the prescriber's profile

- Verify the prescriber information that is populated on the screen.
- Click <**Save & Close**>

- Next, enter the supervising physician's name (if mentioned in the prescription)

- Enter the following **_Drug information:_**
    1. **_Written_** date
    2. **_Item Number_** (00006505509)
    3. **_Quantity_** and **_Refills_** (mentioned in the prescription)
    4. **_DAW_** (check mark the box if Dispense as Written mentioned)
    5. **_ICD10_** Code (mentioned in the prescription)
    6. **_Directions_** (LAG)

- Next, click ‹**Dispense**› Tab.

- Verify the drug information on the screen.
- Update *Priority* by selecting <**Pending Rx Transfer**>.

- Next, click <**Rx Edits**> Tab.

MERCK

EVERSANA™

- Click <**+Add**> button

- Select <**Intake – Data Entry**> and <**Intake – MD Contacted**>
- Click <**Save & Close**>

- Click on <**Intake – MD Contacted**>

- Enter the *comment*, mentioning the reason as to what is wrong with the prescription.
- Click <**Save**>

- Click on <**Save & Review**> button

1. Click <**Unblock Blocking**>
2. Click <**Save Only**>

Note: *Once all processes in **Pioneer RX** are completed, contact the doctor's office to inform them about the discrepancies in the prescription.*

2 Outbound Call to the Provider

Attempt 1

Step 1: Initiating Outbound Communication

- Place an outbound call or send a fax to the provider. If calling, either speak with the provider (or someone at the office) or leave a voicemail.
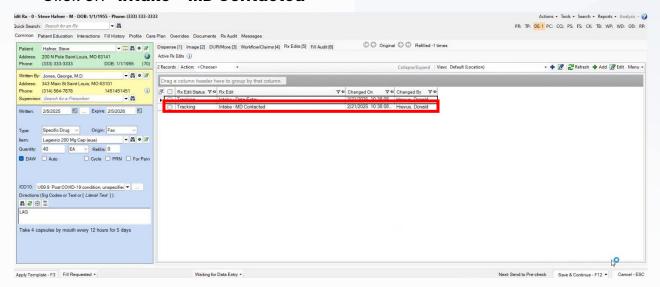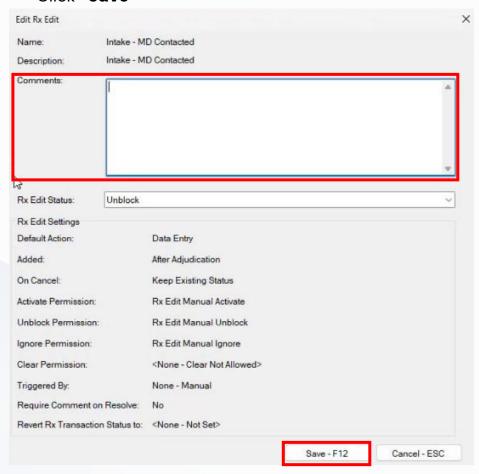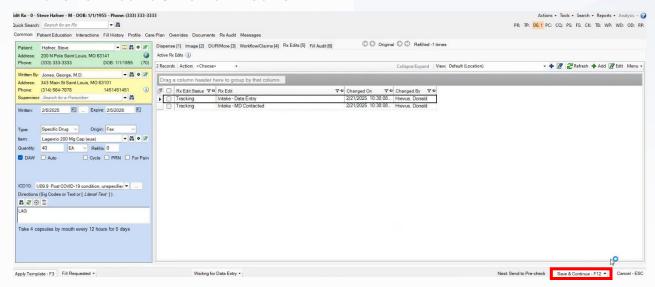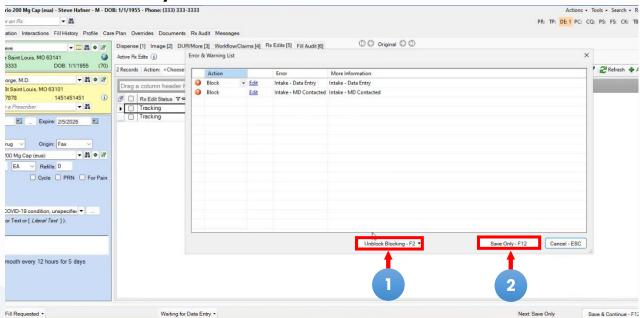- Use the **"MD Contact Outbound Phone Call to Provider Script"** from the Call Guide for the conversation.

Step 2: Handling Provider Requests

- If the provider prefers to annotate the prescription during the call, initiate a **warm transfer** to a pharmacist to complete the annotation.

Step 3: Documentation

- Record the call details as an **Rx Informational Comment** in the system.
- Update the **MD Contacted RxEdit** to reflect the outreach.

  *Note: If placed on hold for more than **10 minutes**, disconnect the call and proceed with sending a fax.*

Attempt 2

Step 1: Determining Next Steps for Provider Contact

- If **successful outreach** has already been made to the prescriber (either by speaking with them or leaving a voicemail), send a **fax** to the provider.
- If **outreach was unsuccessful** on the first attempt, continue making follow-up calls using the **"MD Contact Outbound Phone Call to Provider"** script.

Step 2: Managing Hold Times

- If placed on hold for more than **10 minutes**, disconnect the call and proceed with sending a fax.

Step 3: Documentation

- Record the call and/or fax in **Pioneer** as an **"Rx Informational"** comment.
- Document each outreach attempt in **MD Contacted RxEdit** to maintain a record of communication efforts.

Attempt 3

Step 1: Determining Next Steps for Provider Contact

- If **successful outreach** has been made to the prescriber (either by speaking with them or leaving a voicemail), send a **fax** to the provider.

- If **outreach was unsuccessful** on the first or second attempt, continue making follow-up calls using the **"MD Contact Outbound Phone Call to Provider"** script.

Step 2: Managing Hold Times

- If placed on hold for more than **10 minutes**, disconnect the call and proceed with sending a fax.

Step 3: Documentation

- Record the call and/or fax in **Pioneer** as an **"Rx Informational"** comment.

- Document each outreach attempt in **MD Contacted RxEdit** to maintain a record of communication efforts.
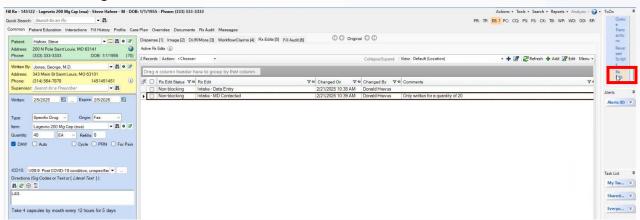
Note

- *The patient's prescription will remain in the **"Intake-MD Contacted"** RxEdit until the issue is resolved.*

- *Outreach to the prescriber will be made **every business day** until a total of **three attempts** have been completed.*

- *After each outreach attempt, the following actions must be taken:*
  - ***Reset** the **MD Contacted RxEdit** and add a new comment to document the outreach attempt.*
  - ***Record** each outreach attempt in **PioneerRx** under **Rx Informational Comments**.*

- *If no response is received after **three outreach attempts**, resolve all **RxEdits** and discontinue the prescription.*
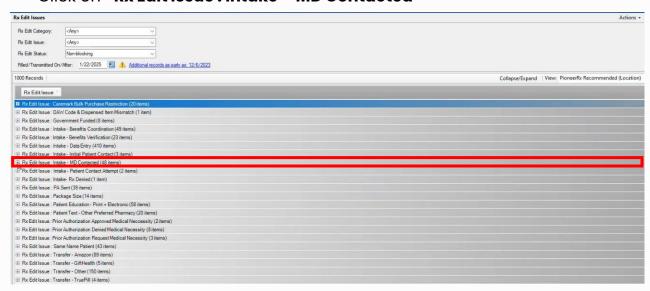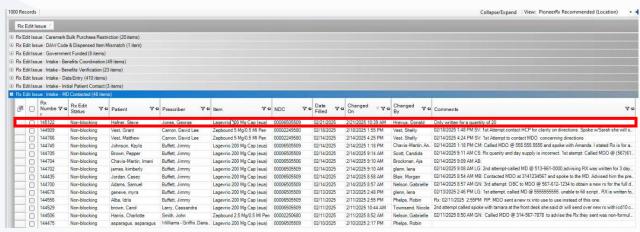
RxEdit in Pioneer Rx

- On the right side of the screen, click <**RxEdit**> under the **ToDo** Tab.

- Click on <**Rx Edit Issue : Intake – MD Contacted**>

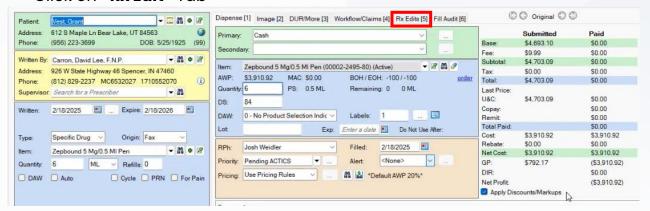- Select the respective *case* from the list.

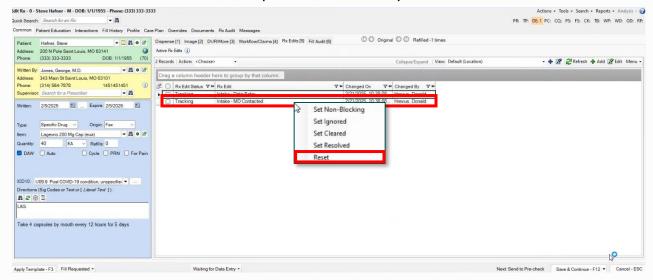- Click on <**Rx Edit**> Tab

- Right click on <**Intake – MD Contacted**>
    - If the outreach is completed for the day, select <**Reset**>

- If the prescription issue is resolved without any additional outreach, select <**Set Resolved**> for each Rx Edit listed.