**User Story Number:** USRX-186

**User Story Name:** Resolve Root Issues Causing Prescription Delays

**Product Backlog ID: 186**

**Backlog Priority:** (High, Medium, Low)

**Initial Sizing Estimate:**

**Rational ID:**

**Author:** Name/Role

# Background (If helpful, otherwise delete)

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| The Background is a brief, high-level overview of the business needs/processes that are to be covered in this story. It provides the necessary background information and context for the Conversation points listed  There are at least 2 contributors to why ePharmacy prescriptions are being delayed. Since the end result of the contributors is the same, it is being written up in the same user story. Since the 2 contributors are so closely related, the fixes should be developed, tested and released at the same time to know for sure whether or not the issue is truly fixed.  The attached email contains a lot of information including technical research from a prior developer.  I continue to receive a lot of CHAMPVA and TRICARE RX not processed for Site messages.  In all cases these claims end up being transmitted to the third parties and the prescriptions transmitted to CMOP for processing. Since we are seeing the messages for both CHAMPVA and TRICARE it indicates it is not a problem with Catamaran or Express Scripts. There does not appear to be a clear link to the time elapsed for the response from the third party - one bulletin was generated after only a 5 second delay. I think we are not seeing any of the messages for Veteran prescriptions, because the criteria used for message generation is different.  I would like to know the circumstances that need to be met to prompt the generation of one of these. Maybe we could tweak things a little so the messages are not generated inappropriately.  Similar to 2018 #2. Currently being investigated via Remedy #1243932. See e-mail reply from Dave on 6/15/2015 - CHAMPVA AND TRICARE RX PROCESSING DELAYS.  We need to address the HL7- CHAMPVA claim delay issue if the HL7 issue is not resolved. See e-mail ‘reject 77’ May 2015 and REMEDY#1243932 ECME CAUSING DELAY IN RX PROCESSING – 6/15/2015 (and other dates). Check this Rx - 13257402B. Why did it generate a not processed e-mail message. |

# Story

As a <role>… I want <request> … so that… <value>.

As an ePharmacy user, I want ePharmacy prescriptions to transmit to CMOP or be processed locally when Printed From Suspense so that prescriptions are not be delayed as they sometimes are.  The delayed prescriptions are usually CHAMPVA and TRICARE prescriptions.  In cases of delayed prescriptions users receive the VistA “RX Not Processed for Site” messages.

# Conversation

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| The conversation depicts the business, system, and data activity flow in a step-by-step format. The conversation includes, within the steps, the requirements or business needs that are to be covered in this story.  List each individual data item being sent to or retrieved in the Conversation. This helps QA with their traceability.  At least 2 modifications are needed to prevent the “RX Not Processed for Site” messages for CHAMPVA and TRICARE claims:   1. The claim/transaction needs to complete within the 30 second window so it is not put back on suspense.  (timeout issue) 2. Need to address the HL7 CHAMPVA claim delay issue   When CHAMPVA and TriCare came on board, code used to submit transaction is different than other VA claims – so timing is different. There is variable to say how long to wait before timeout. Need to determine current value of timeout variable and evaluate for change needed.  Result of the delay: Transactions are held for next CMOP transmission. Generally, then next CMOP transmission is the next day. Causing veteran delay of one day.  For #1 above, for a CMOP auto-release (RX Action=CRRL), it puts the RX back on suspense.  I don’t think this is what we want this to do. The code that might need to change is provided below.  However, this requires more research to make sure it does not break something else or does not put something on suspense that should go on suspense.  The code is in TRICCHK^PSOREJU3, which is general code that checks the status of TRICARE and CHAMPVA claims, including IN PROGRESS claims.  The code below handles IN PROGRESS claim where the RX Action is “RRL”.  I wonder if we need to handle RX Action=”CRRL” in the same way?  There may downstream impacts so that needs to be researched.   I ESTAT["IN PROGRESS",FROM="RRL"!($G(RVTX)="RX RELEASE-NDC CHANGE") D  Q  . I 'NFROM D  . . W !!,PSOBEI\_" Prescription "\_$$GET1^DIQ(52,RX,".01")\_" cannot be released until ECME 'IN PROGRESS'"  . . W !,"status is resolved payable.",!! |

# Detailed Listing of Acceptance Criteria

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| The acceptance criteria are the key items that the product owner will be looking for during demonstration or UAT that will prove that the requirements in the conversation have been met, and should only include the specific items we need to have tested.  Acceptance criteria need to be measurable and testable by SQA and end-users. They will be the basis for development (test driven development).  Ensure it does not break something else or does not put something on suspense that should go on suspense. |

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| Requirement ID | Description | External Dependency  (Y/N)  If Y, provide organization and description |
| USnnn.xx.01 | First Acceptance Criteria |  |
| USnnn.xx.02 | Second, etc. |  |

# Testing Notes

# Constraints

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| Constraints are the external dependencies, business compliance rules, business standards, security procedures, and constraints placed on the work that can be based on collaboration with other projects or departments.  Only include constraints that are related to your application. |

# Risks (If applicable, otherwise delete)

# Assumptions (If applicable, otherwise delete)

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| Assumptions are the necessary conditions required for the functionality covered in the story to be delivered. The list of assumptions is not exhaustive, and includes those assumptions deemed critical that directly impact the functionality described in the story.  Only include assumptions that are related to your system. |

# Approval Signatures

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| For versioning, v.10 follows v0.09 (not v1. v1, which is reserved for a final, formally-approved document). |

**Revision History**

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| --- | --- | --- | --- |
| Date | Version | Description | Author |
| mm/dd/yyyy | v0.01 | Original | xxx |
| 09/22/2016 | v0.02 | Reston F2F Review | XXX |