**User Story Number:** USRX.198

**User Story Name:** Prevent Processing/Filling of RTS, DUR and RRR Rejected Prescriptions

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

**Rational ID:**

**Backlog ID: 198**

**Service Request Number:**

**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  Enhance prescription label functionality for ePharmacy claims - The system should prevent RTS, DUR and RRR rejected prescriptions from being processed/filled.  Examples of RTS, DUR & RRR rejected prescriptions that were processed/filled in error are below. Original screenshots are available if needed.   1. **RTS Reject of Leavenworth window Rx 70094196 -** Rx 70094196 rejected on 5/13 for RTS, and was allowed to be filled on 5/21 when the Rx was printed from suspense. An activity Log entry indicates the label was reprinted. The staff person who pulled the Rx from suspense was a technician. There was no evidence the reject was Ignored prior to being filled. I could find no non-Worklist rejects that would have allowed the Rx to be filled. 2. **RRR reject of Topeka window Rx 53895311 -** Original fill of Rx 53895311 rejected as an RRR for Prior Authorization on 4/21 and was filled the same day – no evidence of claim being Ignored prior to being filled. I could find no non-Worklist rejects that would have allowed the Rx to be filled 3. **RTS Reject of Leavenworth window Rx 70094196 -** Refill#1 of Rx 53888284 rejected for RTS on 4/25 and allowed to be filled the same day. There is no indication the reject was Ignored prior to being filled. I could find no non-Worklist rejects that would have allowed the Rx to be filled. 4. **Example #4 DUR reject of Leavenworth Window fill Rx 70108509 -** This Rx rejected for DUR on 4/27 and was allowed to be filled the same day. The reject was not Ignored prior to the fill. I could find no non-Worklist rejects that would have allowed the Rx to be filled 5. **Topeka Window fill Rx 53867121 rejected for RRR for Prior Authorization -** This Rx rejected for RRR on Feb 8 and was allowed to be filled the same day. The reject was not Ignored prior to the fill. I could find no non-Worklist rejects that would have allowed the Rx to be filled 6. **Topeka Window fill Rx 50157377 rejected for DUR -** This Rx rejected for DUR on Feb 11 and was allowed to be filled the same day. The reject was not Ignored prior to the fill. I could find no non-Worklist rejects that would have allowed the Rx to be filled. 7. **CMOP Refill of Rx 53711355A rejected for RTS -** This Rx rejected for RTS on March 1 and was allowed to be filled the same day. The reject was not Ignored prior to the fill. I could find no non-Worklist rejects that would have allowed the Rx to be filled 8. **Topeka Window Rx 53875826 rejected for RTS -** This Rx rejected for RTS on March 2 and was allowed to be filled the same day. The reject was not Ignored prior to the fill. I could find no non-Worklist rejects that would have allowed the Rx to be filled 9. **Topeka Rx # 53884016 rejected for RRR -** This Rx rejected for RRR for PA on March 23 and was allowed to be filled the same day. The reject was not Ignored prior to the fill. I could find no non-Worklist rejects that would have allowed the Rx to be filled.   This Rx had the same entry date and was finished by the same RPh and also rejected for RRR but was not filled. One difference was the Rx below was entered by the provider whereas the Rx above was a back-door entry by the RPh.  Rx #: 53884053$e (ECME#: 000025023543)  Orderable Item: INTERFERON BETA-1A (AVONEX) INJ,SOLN  CMOP Drug: INTERFERON BETA-1A 30MCG/SYR (AVONEX)   1. **Erie CHAMPVA Window Rx #2197760 rejected for non-covered item -** This CHAMPVA Rx from the Erie, PA facility rejected for 70 Product/Service Not Covered on March 3rd. The Rx was allowed to be filled on March 13th when Pulled Early from Suspense by a technician. The reject was not Ignored prior to the fill. |

# Story

As a pharmacist, I want the system to prevent Refill Too Soon (RTS), Drug Utilization Review (DUR) and Reject Resolution Required (RRR) rejected prescriptions from being processed/filled so that prescriptions are not filled before the pharmacist can complete a clinical review of the prescription.

# 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.  The user should not be able to process/fill a prescription with an unresolved 79 RTS, 88 DUR or RRR reject  A user should not be able to print or reprint a label for a prescription with an unresolved 79 RTS, 88 DUR or RRR reject.  Labels should not reprint when using the Print from Suspense option for 79 RTS, 88 DUR or RRR rejected prescriptions. |

# 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). |

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| Requirement ID | Description | External Dependency  (Y/N)  If Y, provide organization and description |
| USnnn.xx.01 | A label should not be allowed to be printed or reprinted for an unresolved reject 88 DUR prescription. |  |
|  | A label should not be allowed to be printed or reprinted for an unresolved reject 79 Refill Too Soon prescription. |  |
|  | A label should not be allowed to be printed or reprinted for prescriptions with an unresolved RRR reject. |  |
| USnnn.xx.02 | Labels for reject 79 prescriptions should not reprint when using the Print from Suspense option. |  |
|  | Labels for reject 88 prescriptions should not reprint when using the Print from Suspense option. |  |
|  | Labels for RRR rejected prescriptions should not reprint when using the Print from Suspense option. |  |
|  | Users should not be able to process/fill a prescription with an unresolved reject 88 DUR. |  |
|  | Users should not be able to process/fill a prescription with an unresolved reject 79 RTS. |  |
|  | Users should not be able to process/fill a prescription with an unresolved RRR reject. |  |
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# 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. |

# 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 |
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