eScripts FAQ

Q) Can I print a copy of my eScripts?
* Yes, of course, and in addition you can quickly print out an optional Non-Prescription copy of the meds to hand your patient.

Q) What if the pharmacy does not participate in electronic prescriptions?
* You can still send the prescription; it is automatically faxed to the pharmacy, and yes, this still counts as an eScript for incentive programs.

Q) How quickly are the eScripts delivered?
* If the receiving pharmacy actively participates in e-prescribing, the delivery is nearly instant! If not, it's still faxed to them immediately.

Q) What do I need to get the eScripts incentives?
* All prescriptions sent through our electronic prescribing interface count towards the incentives. Check with your Medicare representative to find out what your specific requirements are.

Q) What if my internet is down? Can I still do traditional print prescriptions?
* Yes, and the system allows you to add the medications you prescribed to their list of current medications in eScripts for contraindication checking.

Q) Why should I use eScripts? What are the benefits to me?
* In addition to the Medicare incentives, there are many benefits of eScripts: they arrive at the pharmacy much faster; you don't have to manually fax your scripts, you can save your patients' money by checking which medications are in formulary, contraindication checking is built-in, and much, much more!

Q) I added medications the patient is already taking & new orders, but everything is coming up as new medication orders. What is going on?
* When entering medications, the patient is already taking, you have to move them to the current meds list before you move on to adding medications to prescribe.

Q) I can not locate the patient's pharmacy; how do I add it to my system?

* Open eScripts, click on the admin tab, then "Location Pharmacy List," and finally "Add Pharmacy." On this screen you can enter search criteria for a pharmacy. You should not enter more than one thing to search by at a time, and ZIP code usually gives the best results. Put a check mark next to any pharmacies you want to add. If you still do not see the pharmacy, you can use the link "Click here if pharmacy not found."

Q) What about mail-order pharmacies?
*They generally work like other pharmacies. Sometimes, they require some information in a different format, which is easy to correct.

Q) How do I get the mail-order pharmacy format?
*Simply click on the patient's name on the status page, click "Re-transmit Batch" & choose the "Mail Order Pharmacy - Fax Only" option.
The only other difference is for the Express Scripts pharmacy. Simply add the following address to all your Express Scripts using patients & Express Scripts will automatically select the correct local mail order dispensary & forward the scripts to them.

The Express Scripts pharmacy is…
14042 Riverport Dr
Maryland Heights, MO 63043
Phone # 877-697-7088
Fax # 866-825-6605

Q) What about MEDCO?
* There is one listing in our data base to send mail order Rx to Medco, the listing reads "MEDCO MAIL ORDER ELECTRONIC in Columbus, OH".

There is another pharmacy in our data base called Medco Drugs-El Cajon-UnitedPharmacy in El Cajon, CA. This is NOT the Medco Mail Order pharmacy.

MEDCO MAIL ORDER ELECTRONIC NCPDP/NABP# **3121504**

Medco Drugs-El Cajon-UnitedPharmaciy NCPDP/NABP# **0582329**

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Q: I heard I can do Patient Education in e-scripts…. How do I use this?
A: **Please Note:** Patient Education is only available for PowerSoftMD Certified users.

To access this feature, first enter the e-scripts screen for any patient. Then in the upper-left hand side of the eScripts screen, click the Mobile Unit/Resources link. Next, in the middle of the screen, click the Patient Education Library link. On this screen, you can look up and print out pamphlets or other documentation based on Diagnosis codes, CHG codes, diagnosis, description of their problem, and more!