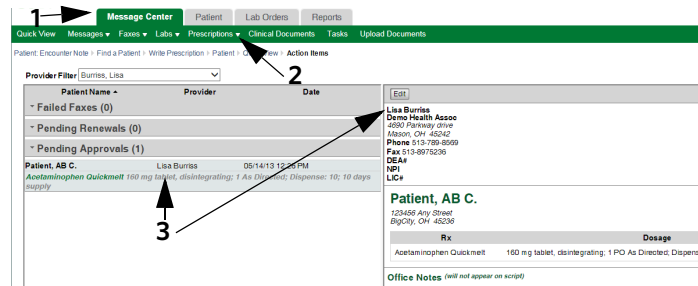
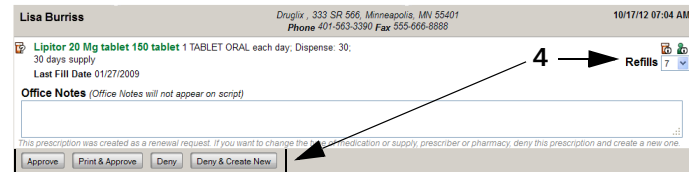


Care360® Labs & Meds 2013.2 Addressing Prescription Action Items

Address a Prescription Pending Renewal



1. Click the *Message Center* tab.
2. In the *Prescriptions* menu, click *Action Items*.
3. Click the item that you want to address in the *Pending Renewals* list, and then click *Edit*.
4. Modify the number of refills if necessary, and then do one of the following:



- **Print and approve the renewal.** To submit the pending prescription renewal to the pharmacy (either electronically or by fax) and print a paper copy of the prescription, click *Print & Approve*.

If the prescription you are printing has a delivery option of *Sample/Handwritten*, two copies of the prescription automatically print when you click *Print & Approve*.

- **Approve (only) the renewal.** To immediately submit the pending prescription renewal to the pharmacy (either electronically or by fax) without printing it, click *Approve*.
- **Deny the renewal and create a new prescription.** To deny the renewal request and initiate a new prescription, click *Deny & Create New*. Select the most appropriate denial reason, and then click *Save*.

Once the new prescription is completed, approve or print the prescription as needed.

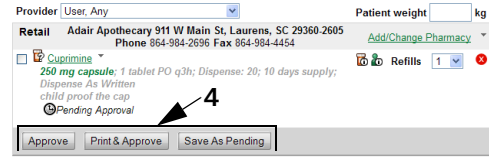
- **Deny (only) the renewal.** To deny the renewal request, click *Deny*, select the most appropriate denial reason, and then click *Save*.

Note: If there is more than one item with a status of *Pending Renewal* for this patient, all pending items appear. For each pending prescription you want to address, select the check box, and then repeat this step.

5. To return to the *Action Items* list without addressing the renewal request, click *Prescriptions > Action Items* at the top of the page.

Address a Prescription Pending Approval

1. Click the *Message Center* tab.
2. In the *Prescriptions* menu, click *Action Items*.
3. Click the item that you want to address in the list of *Pending Approvals*, and then click *Edit*.
4. Click *Edit* to modify the prescription if necessary, and then do one of the following



- **Print and approve the prescription.** To immediately submit the prescription to the pharmacy (either electronically or by fax) and print a paper copy of the prescription, click *Print & Approve*.
Note: If the prescription you are printing has a delivery option of *Sample/Handwritten*, two copies of the prescription automatically prints when you click *Print & Approve*.
- **Approve (only) the prescription.** To immediately submit the pending prescription to the pharmacy (either electronically or by fax) without printing it, click *Approve*.
- **Re-save the prescription as pending.** To re-save the prescription as pending, click *Save as Pending*.
- **Deny the prescription.** Do one of the following:
 - Click the *Delete* icon (⊗) next to medication or supply name.
 - Click the medication or supply name, and then click *Delete* in the pop-up window.

Address a Failed Fax

1. Click the *Message Center* tab.
2. In the *Prescriptions* menu, click *Action Items*.
3. Click the item that you want to address in *Failed Faxes* list, and then do one of the following:
 - **Re-send a mail order fax.** To attempt to re-send a mail order fax, click *Resubmit Mail Order*.
 - **Re-send a non-mail order fax.** To attempt to re-send a non-mail order fax, click *Resend Fax*.
 - **Cancel the fax.** To cancel the fax without any further attempts to transmit, click *Cancel Fax*.
Note: If you cancel a fax, the prescription is never sent to the pharmacy. If you still want to submit this prescription, you would need to create a new prescription.
4. If necessary, contact a mail order member service center to inquire about the status of a faxed mail order prescription. Contact your support representative for contact information or, if available, click the *Contact* link at the top of the prescription to view contact information.
5. To address any additional failed faxes, repeat step 3.

For help, contact the Help Desk at 1-800-697-9302.