

# National Issue Impacting Prescriptions/ ePrescribe Updates



## *Frequently Asked Questions (FAQs)*

### **ePrescribe | Re-Activated as of Feb. 29 at 2 pm**

**Although ePrescribe has been re-enabled, I'm not seeing the drop-down option to select a Pharmacy?**  
Try logging off and back again. That should resolve the issue.

#### **Which pharmacies can accept e-scripts?**

While we will continue to monitor for failures, all pharmacies are now able to accept e-scripts, including Costco.

#### **What is the process if an e-script fails to send?**

Failed scripts will need to be canceled and resent to an alternate pharmacy. Our teams have implemented processes for rejected prescriptions. If a script fails, providers can call in emergency CII prescriptions to a retail pharmacy. The provider must deliver a handwritten and manually signed prescription to the pharmacy by certified USPS mail with return receipt within 7 days.

#### **How can providers handle prescriptions for pharmacies unable to accept e-scripts?**

Providers should print prescriptions and sign with ink to meet State of Michigan requirements. Prescriptions, except for Schedule II medications, can be faxed once signed.

#### **What if offices do not have enough watermarked paper and prescription pads for printing prescriptions?**

We are aware of the shortage. Pharmacy is working with NMSA to distribute more tamper-resistant paper to our Munson-employed offices. Providers can *temporarily* use their local hospital's prescription pads, if needed.

#### **How are individual pharmacies handling printed and faxed prescriptions?**

Individual pharmacies may choose which printed and faxed prescriptions they will or will not accept. Providers should be aware of this variation.

#### **Why was ePrescribe disabled for several days?**

ePrescribe was disabled as pharmacies were not reliably receiving electronic prescriptions due to the Change Health outage. We re-enabled ePrescribe once most pharmacies were able to receive e-scripts.

## **Pharmacy and Prescription Insurance Verification**

#### **Are all pharmacies now able to verify insurance?**

Although insurance verification has been **restored for all Munson-owned pharmacies**, other local pharmacies may still be impacted. Impacted pharmacies may ask patients to pay cash or seek an alternate pharmacy.

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## CommonWell Document Query and Retrieval Service

### **Is CommonWell still down?**

Yes. Until CommonWell is restored, providers and clinicians are asked to use other sources, such as MiHIN, for external clinical patient data. There is no ETA for resolution.

## Change Healthcare

### **Why is this happening?**

U.S. healthcare technology giant Change Healthcare was the target of a sophisticated [cyberattack](#) on Feb. 21. Change Healthcare plays a crucial role in the U.S. healthcare system as they provide essential services and support to hospitals across the nation, including pharmacy management, health care technologies, clinical authorizations, and revenue cycle management. Due to Change Healthcare's extensive reach, the recent [cyberattack](#) has caused significant disruptions in health care delivery and access.

### **Are all of Change Healthcare's systems back online?**

No, the nation-wide impact remains. There is no ETA for resolution, but it may last weeks.