Message Center Duties

Med Refills
- Check eRX pool and gather faxes
- Review pt chart
  - Ex. Last visit, labs, last refill, RTC
- Send message to HCP if needed
  - If appropriate...
    - Send refill through eRX
  - If not appropriate...
    - Document reason and send denial through eRX
- Place any appropriate RTC orders
- Continue to check eRX and faxes throughout the day

Phones
- Email front staff location for calls for the day
- Prepare date and phone log for the day
- Take phone calls. Document time.
- Check Phone Messages Pool for portal messages
- Call pt back if necessary. Document time
- If no HCP communication needed... document in Note/Scan/Import that call is completed and call details
- Check reminder folder and put in RTCs if time allows

Prior Authorizations
- Call pt insurance company
- Answer questions and provide requested information
- Request to have a form faxed
- Obtain paper chart if necessary
- Have HCP complete form
- Fax completed form and wait to hear back
- Contact pt and/or pharmacy with approval or denial information