Medication Orders, Order Conflicts and Medication Transfers

Learning Objectives

In this module, you will learn how to:

- Order medications

- Review automated checks and understand how they affect medication orders

- Submit an override request for orders that do not meet normal approval conditions

- Transfer a medication from one client to another

- Look up past orders

TCT Brief Overview & Pharmacy Features

TEXAS
Health and Human
Services

Texas Department of State
Health Services

Why TCT?

The TCT Pharmacy Portal **Improves Efficiency** by allowing pharmacies to directly place orders to the warehouse

TEXAS
Health and Human Services

Texas Department of State Health Services

Medication Ordering

- The TCT portal allows pharmacists and designated DSHS workers to order medications directly from the warehouse.

- Pharmacists can order directly without the need of additional review from DSHS if the requested orders fulfill the automated order criteria.

- Orders can be placed for clients with active drug regimens who are assigned to a pharmacy.

Features with Medication Ordering through TCT

Medication ordering and tracking directly from the warehouse

Access to Pharmacy Reports

Access to client drug regimen

Notifications for important pharmacy-related communication

Consolidated client information

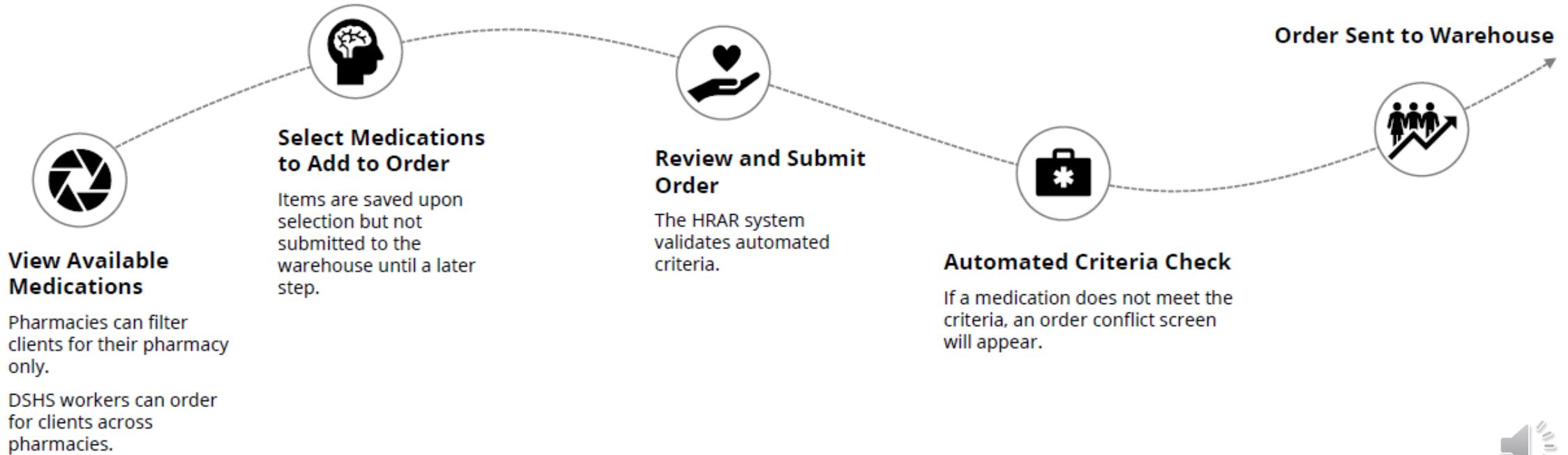# When can you order medications for a client?

Clients meeting the following criteria will appear on the pharmacy's Ordering screen.

- Are approved for ADAP
- Have an active drug regimen
- Have an active pharmacy assignment
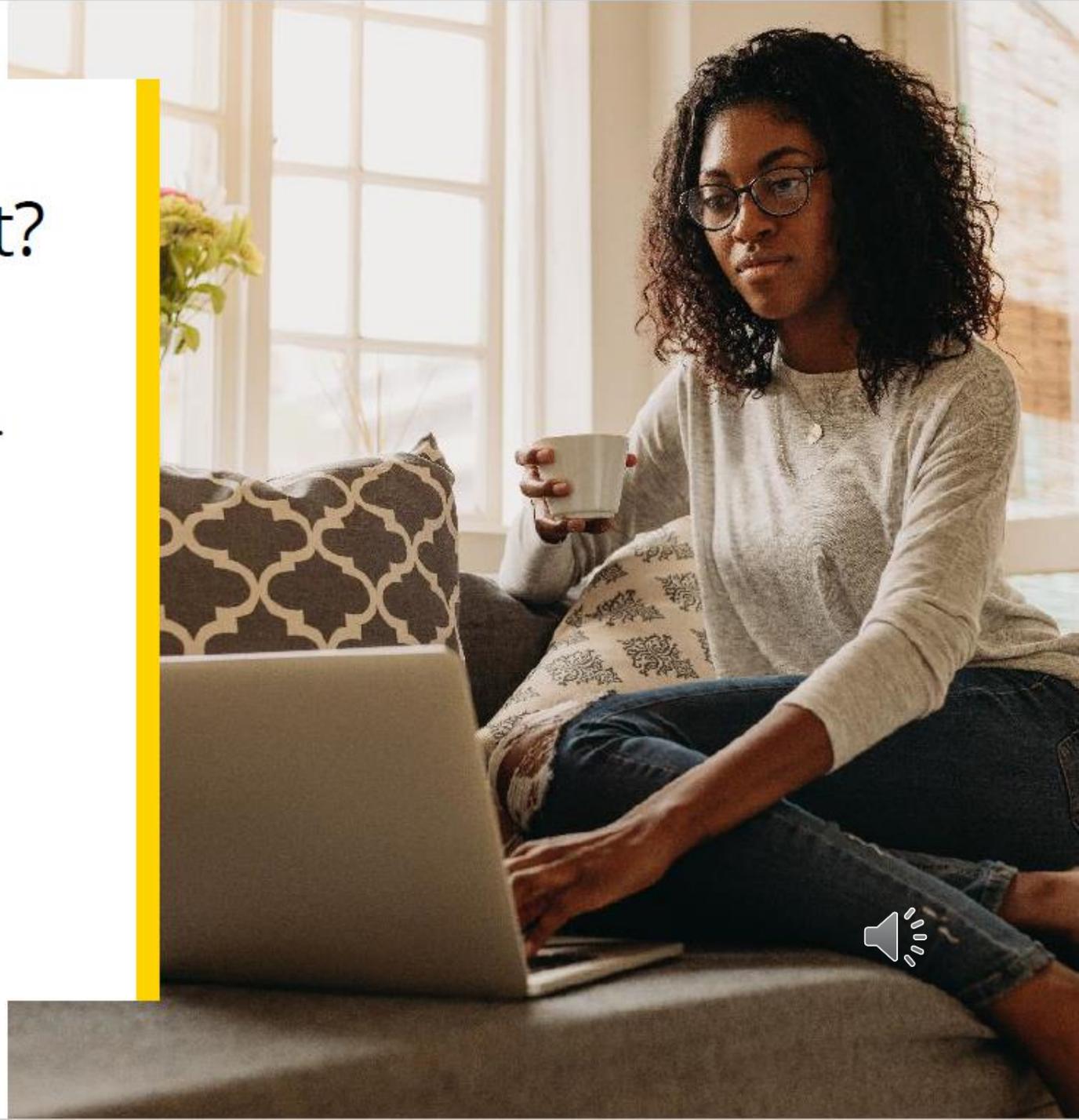
Pharmacy Ordering Lifecycle

If the medication **meets the automated order criteria**, the medication can be ordered by the pharmacy and sent to the warehouse for fulfillment. Otherwise, an override request can be sent.

Order Sent to Warehouse

Select Medications to Add to Order

Items are saved upon selection but not submitted to the warehouse until a later step.

Review and Submit Order

The HRAR system validates automated criteria.

View Available Medications

Pharmacies can filter clients for their pharmacy only.

DSHS workers can order for clients across pharmacies.

Automated Criteria Check

If a medication does not meet the criteria, an order conflict screen will appear.
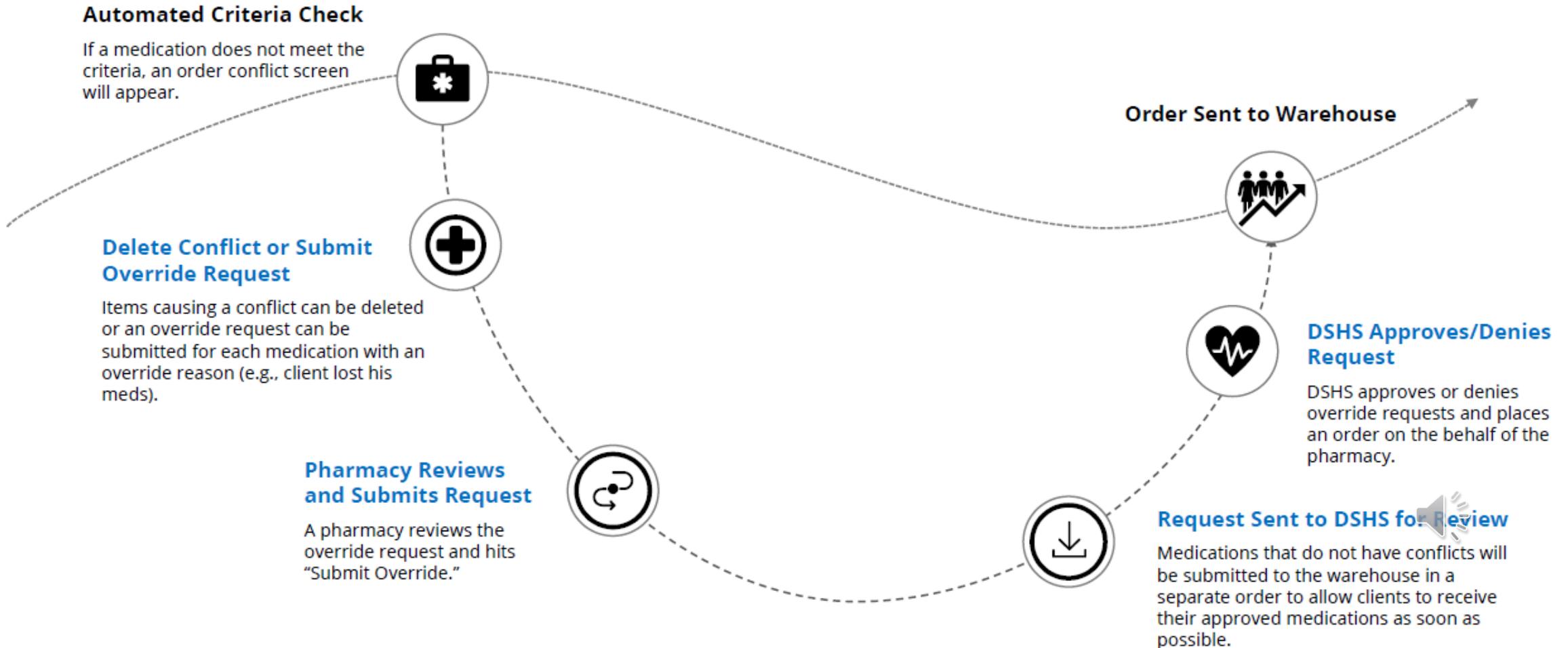
Pharmacy Ordering Conflicts

If the medication **meets the automated order criteria**, the medication can be ordered by the pharmacy and sent to the warehouse for fulfillment. Otherwise, an override request can be sent.

Automated Criteria Check

If a medication does not meet the criteria, an order conflict screen will appear.

Order Sent to Warehouse

Delete Conflict or Submit Override Request

Items causing a conflict can be deleted or an override request can be submitted for each medication with an override reason (e.g., client lost his meds).

DSHS Approves/Denies Request

DSHS approves or denies override requests and places an order on the behalf of the pharmacy.

Pharmacy Reviews and Submits Request

A pharmacy reviews the override request and hits "Submit Override."

Request Sent to DSHS for Review

Medications that do not have conflicts will be submitted to the warehouse in a separate order to allow clients to receive their approved medications as soon as possible.

Medication Ordering

Accessing Orders

Pharmacists, ADAP Order Processors, and designated DSHS workers can directly submit orders to the warehouse.

1 To access the Orders page, click on the **Orders** tile in the TCT Worker Portal Dashboard.

Hello Pharmacy UAT,
Welcome to your Dashboard!

| CLIENT | PHARMACY | REPORTS | ORDERS |

Searching Order History

The Search Order History screen is used to access submitted and open orders. Upon clicking Open Orders, you can add or update selected items before submitting to the warehouse.

2 There are a variety of filters, including: submission, start date, and pharmacy ID. Filters are required to view results. To **create a new order, select Add Order**

Orders

Order ID

Order Start Date

MM/DD/YYYY

Order End Date

MM/DD/YYYY

Status

Select

Client ID

Pharmacy ID

✕ Clear Search   🔍 Search   ⊛ **Add Order**

Order ID	Status	Order Creation Date	Order Submission Date
No orders found matching your search criteria.			

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Placing a New Order

The New Order screen will populate with the list of available client medications. Pharmacists can only order for clients within their pharmacy. Note: Filters are required to produce output.

3 To begin a new order, search for the **Client or Pharmacy by ID** or **Name**

Note: Pharmacy ID and Name filters will be disabled for pharmacy users.

Order ID: 1605

Worker Portal Order Screen

Client ID	Client First Name ℹ	Client Last Name ℹ
101209	Avery	Adrian

D.O.B.	Pharmacy ID	Pharmacy Name ℹ
11/17/2021	850	Community Walgreens #16468

▼ Search   **✕ Clear Search**

Pharmacy ID	Client ID	Client Name	D.O.B	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Last Order Date	Medicaid/CHIP ID	Select
850	101209	Adrian,Avery	11/17/2021	DULOXETINE HCL	duloxetine	30	MG	TAB	30	1	11/11/2021		☐

Placing a New Order

4 Select the medication, dose, and quantity for each medication. Select **Add to Order** at the bottom of the page. The screen will refresh as soon as you click the button. Add to Order will not submit the order; it adds the medication to the order to be reviewed.

Pharmacy ID	Client ID	Client Name	D.O.B	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Last Order Date	Medicaid/CHIP ID	Select
850	101209	Adrian,Avery	11/17/2021	DULOXETINE HCL	duloxetine	30	MG	TAB	30	1	11/11/2021		☐
850	101209	Adrian,Avery	11/17/2021	MYCOBUTIN aaaa	Rifabutin aa	150	MG	CAP	30	1	09/13/2021		☐
850	101209	Adrian,Avery	11/17/2021	VIDEX CHEWABLE	Didanosine (DDI)	100	MG	TAB CHEW	30	1			☐

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🔻 **Review Order**   ⊞ **Add to Order**

Placing New Order

⑤ Once all the medications have been added, select **Review Order.** This will take you to the Review Order page.

Reviewing an Order

The Review Order screen allows users to review selected entries before submitting an order. You can add items to the review order and the system will automatically save your additions for later. Go to Order History to access the open order.

6 The Review Order page shows the name and quantity of added medications. If any medications need to be added, select **Back** to return to the New Order page and add more items. If any medications are incorrect, remove them before submitting the order.

After the order is reviewed, select **Submit to Warehouse**. This initiates the request but does not submit it until it is validated. Once it is successfully submitted, you will be directed to the Order History screen. If there are conflicts, a Conflict screen will appear.

Order ID: 200406

Review Order

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Last Order Date	Medicaid/CHIP ID	Client ID	Client Name	D.O.B	Remove from Order?
					There are no order line items for this order!								

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< Back   **Submit To Warehouse**

Important Notes

•THMP cannot backdate orders for any reason. Please note that THMP is not a reimbursement program. The medications that THMP sends, are the medications that must be dispensed to the client. Do not dispense from your pharmacy's stock except in extremely limited circumstances that are authorized by THMP such as inclement weather emergencies. In order to be notified of delays, please subscribe to the THMP Pharmacies mailing list
at http://service.govdelivery.com/service/subscribe.html?code=TXHHSC_594

•**Please note:** That each order should be submitted no later than end of workday. Each order should be less than 200 line items.

•Keep in mind that Extra medication forms must be submitted and approved by THMP prior to early or extra medication order.

Order Conflicts

Automated Checks – Accepted Criteria

Upon submitting an order to the warehouse, the system performs a validation to ensure medications meet guidelines for direct submission.

In order for a medication to be auto-approved, it must pass the following criteria:

1. **Is the order from the client's assigned pharmacy?**

2. **Is the drug in the client's regimen?**
   Check to see if the drug being ordered is within the client's prescription.

3. **Did any medicines exceed the MaxPerMonth?**
   Each medication is assigned a maximum allowance quantity per month

4. **Is the patient ready for a refill?**

5. **Does the order medication strength match the strength on the client drug regimen?**

Order Conflicts Found

If a medication fails the order criteria, the Conflict screen appears with the denial reason. Either remove the medication from the order or submit an override request with a reason. **The reason for an override is mandatory for DSHS to evaluate the request.**

Note: Upon submitting all the requests, the medications without a conflict will be ordered and sent to the warehouse as a separate order.

Order Conflicts

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Last Order Date	Denial Reason	Client ID	Client Name	D.O.B	Reason for Override	Actions
850	DULOXETINE HCL	duloxetine	30	401	130	30	1	11/11/2021	Too early for a refill.	101209	Adrian, Avery	08/24/1991	Reason for Override [Lost Me]	✔ Submit Override Request ⊘ Remove
850	MYCOBUTIN aaaa	Rifabutin aa	150	401	53	30	20	09/13/2021	Quantity has exceeded MaxPerMonth for Medication.	101209	Adrian, Avery	08/24/1991	Reason for Override [Client o]	✔ Submit Override Request ⊘ Remove

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◀◀ Back

Medication Transfer

How to transfer orders

Look up order

Orders

The orders screen allows you to view previously submitted and open orders. To create a new order, select the 'Add Order' button.

Order ID

Order Submission Start Date ❶

08/01/2023

Order Submission End Date ❶

08/31/2023

Order Creation Start Date

MM/DD/YYYY

Order Creation End Date

MM/DD/YYYY

Pharmacy ID

Status ❶

Submitted

Client ID

✕ Clear Search   🔍 Search   ⬚ Add Order

① Search orders by submission start and end date

② Check the Status box for Submitted status

③ Then select 'Search'

Select the order

1 Select the order ID you are looking for

| ✕ Clear Search | 🔍 Search | ⬜ Add Order |

1

Order ID	Status	Order Creation Date	Order Submission Date	Shipping Status
42412	Submitted	08/29/2023	08/29/2023	Shipping Status
42410	Submitted	08/28/2023	08/28/2023	Shipping Status
42409	Submitted	08/28/2023	08/28/2023	Shipping Status
42408	Submitted	08/28/2023	08/28/2023	Shipping Status
42407	Submitted	08/28/2023	08/28/2023	Shipping Status
42406	Submitted	08/28/2023	08/28/2023	Shipping Status
42404	Submitted	08/18/2023	08/18/2023	Shipping Status

Transfer Order

Order ID: 42373 | **Order Submitted Date: 09/28/2023** | **Order Status: Submitted**

Order Details ①

Client ID
421014

Client First Name ⓘ

Client Last Name ⓘ

D.O.B.
MM/DD/YYYY 🗓

Pharmacy ID

Pharmacy Name ⓘ

🔻 Filter   ✕ Clear Filters

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Shipped Date	Tracking Number	Dispensed Date	Client ID	Client Name	D.O.B	Select
855	BIKTARVY (30/btl)	bictegravir/emtricitabine/tenofovir ala	50;200;25	MG;MG;MG	TAB	30	1			Dispensed Date MM/DI 🗓	421014	MEYERHOLZ, Nicolas	07/29/1980	☑

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②

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💾 Save   ⇄ Transfer

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① Find the client who originally ordered the medication you are transferring, and if it looks correct, check the select box.

Note: You can filter by client ID if there are multiple clients on the order

② Check the 'Select' box and then

Click 'transfer'

Transfer Order Error Page

Order ID: 42373   Order Submitted Date: 09/28/2023   Order Status: Submitted

Order Details ①

Client ID	Client First Name ℹ	Client Last Name ℹ
414721		

D.O.B.	Pharmacy ID	Pharmacy Name ℹ
MM/DD/YYYY 📅		

▼ Filter   **✕ Clear Filters**

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Shipped Date	Tracking Number	Dispensed Date	Client ID	Client Name	D.O.B	Select
855	BIKTARVY (30/btl)	bictegravir/emtricitabine/tenofovir ala	50;200;25	MG;MG;MG	TAB	30	0			Dispensed Date MM/DD 📅	414721	Flores Ochoa, Rosalba	01/19/1977	

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🖫 Save   **⇄ Transfer**

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① Verify the order information and if it looks correct, check the select box.

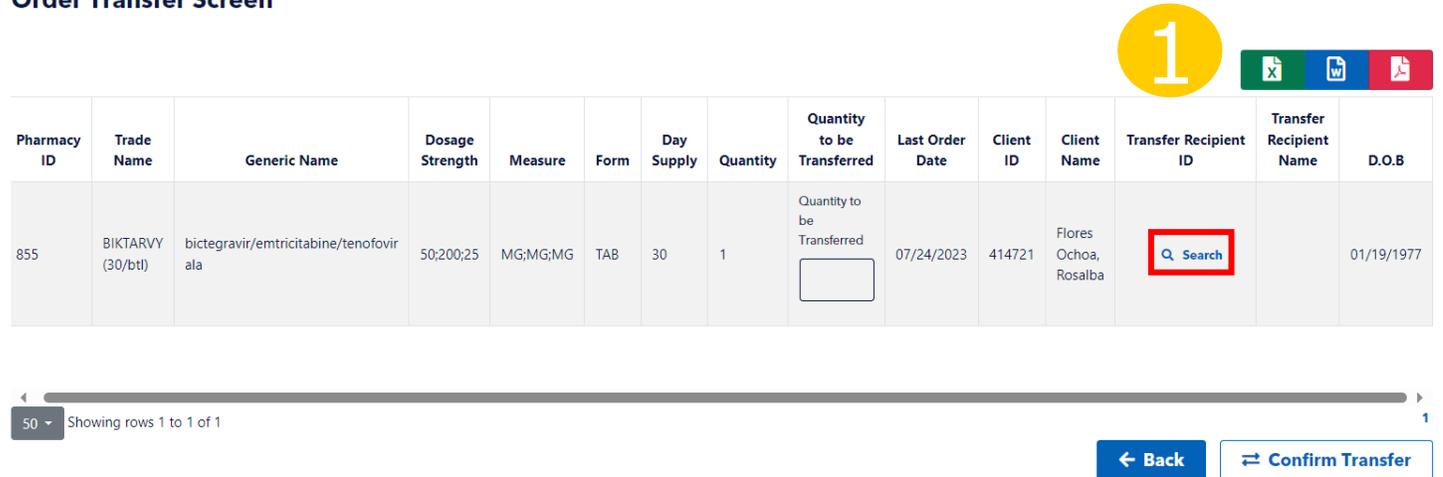**Note: You can filter by client ID if there are multiple clients on the order**

② The select box is grayed out because there is not quantity available to transfer

Transfer Order

Order Transfer Screen

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Quantity to be Transferred	Last Order Date	Client ID	Client Name	Transfer Recipient ID	Transfer Recipient Name	D.O.B
855	BIKTARVY (30/btl)	bictegravir/emtricitabine/tenofovir ala	50;200;25	MG;MG;MG	TAB	30	1	Quantity to be Transferred	07/24/2023	414721	Flores Ochoa, Rosalba	🔍 Search		01/19/1977

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← Back   ⇄ Confirm Transfer

Transfer Client Search

Client ID ❶

224764

Client Name

Patricio, Roberto

Message

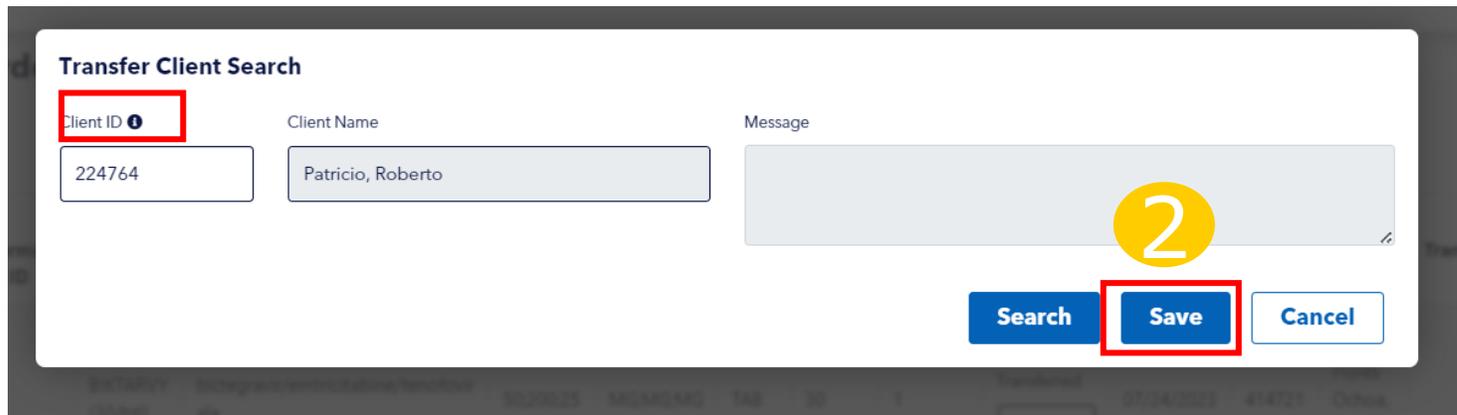Search   Save   Cancel

① Select the search icon and look up the client ID of the client you would like to transfer the order to.

② Look up client ID and click 'Search'. Once the client appears, click 'Save'.

If the client is not eligible for an order, the reason will appear in the Message box, and Save will be grayed out.

Transfer Order

Order Transfer Screen

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Quantity to be Transferred	Last Order Date	Client ID	Client Name	Transfer Recipient ID	Transfer Recipient Name	D.O.B
855	BIKTARVY (30/btl)	bictegravir/emtricitabine/tenofovir ala	50;200;25	MG;MG;MG	TAB	30	1	Quantity to be Transferred [1]	07/24/2023	414721	Flores Ochoa, Rosalba	224764	Patricio, Roberto	01/19/1977

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← Back   ⇄ Confirm Transfer

① Verify the transfer recipient ID (client ID and name) and quantity to be transferred.

Note: Cannot transfer more orders than original quantity

② Select 'Confirm Transfer' and then you will return to the orders page

Thank You!