

Resident E-Prescribing Request Process

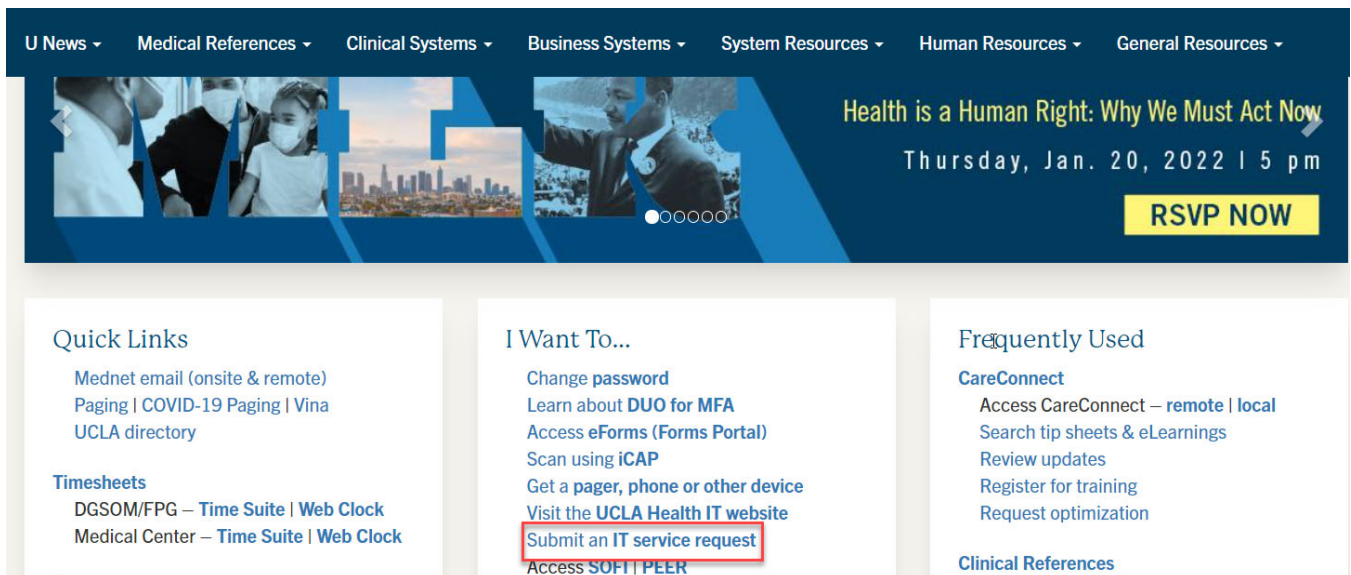
Summary

The Program Coordinator team is responsible for ensuring that Residents meet all credentialing, training, and security requirements before they can obtain e-prescribing access in CareConnect. This SOP is to ensure a resident meets all the requirements and is granted e-prescribing access as soon as requirements are met.

PECOS Enrollment:

Create a ticket for the Physician Billing Office to begin the PECOS enrollment process:

1. Go to: <https://mednet.uclahealth.org/>
2. Select "Submit an IT service request"



3. Please indicate on the ticket the request is for e-prescribing access and add the below information..

Short Description: Enroll Request into PECOS

Description: (copy and paste these questions and answer them)

Assign ticket to "PBO Provider Enrollment" assignment group

Please start the PECOS enrollment process for the following residents:

- Name of the provider
- NPI number

- CC ID number (PID is the same as the pager number and both are in MedHub)
- Practice address, phone and fax number
- DEA number
- Medical license number

Ticket - TIX03291646
New record

Important: To report a patient safety or urgent issue, immediately call Customer Care at (310) 267-CARE (2273). Customer Care will ensure proper escalation.

Number	TIX03291646	Ticket Type	Service Request
* Caller	Peters, Wendy L.	Opened	01-13-2022 09:40:51
Department	ISS CareConnect	Opened by	Peters, Wendy L.
* Caller Contact #	(310) 562-8517	State	New
Alternate Number			
Building	10880 Wilshire Boulevard (Oppenheimer)		
Room	7100		
Login Department			
DEP ID			
Customer watch list			

* Short Description: Enroll residents into PECOS

Description: Customer Care, Please send this ticket to the "PBO Provider Enrollment" assignment group. Provider Enrollment. Please start the PECOS enrollment process for the following residents.

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Adding the DEA Number to Residents:

1. Go to: <https://mednet.uclahealth.org/>
2. Select "Submit an IT service request"

The screenshot shows the top navigation bar of the UCLA Health IT website with the following menu items: U News, Medical References, Clinical Systems, Business Systems, System Resources, Human Resources, and General Resources. Below the navigation bar is a banner for an event titled "Health is a Human Right: Why We Must Act Now" on Thursday, Jan. 20, 2022 at 5 pm, with an "RSVP NOW" button. The main content area is divided into three columns: "Quick Links" (Mednet email, Paging, UCLA directory, Timesheets), "I Want To..." (Change password, Learn about DUO, Access eForms, Scan using iCAP, Get a pager, Visit the UCLA Health IT website, Submit an IT service request, Access SOFT | PEER), and "Frequently Used" (CareConnect, Access CareConnect, Search tip sheets, Review updates, Register for training, Request optimization, Clinical References).

3. Fill out the Resident E-Prescribing Request form for each resident.



4. Fill out the ticket with the verbiage below, attach the Resident E-Prescribing Request form and click submit:

Short Description: Add DEA to Residents

Description: (copy and paste these questions and answer them)

Assign ticket to "CC SER" assignment group

Please update the residents in the attachment with the DEA number

Ticket - TIX03291646
New record

Important: To report a patient safety or urgent issue, immediately call Customer Care at (310) 267-CARE (2273). Customer Care will ensure proper escalation.

Number: TIX03291646

* Caller: Peters, Wendy L.

Department: ISS CareConnect

* Caller Contact #: (310) 562-8517

Alternate Number:

Building: 10880 Wilshire Boulevard (Oppenheimer)

Room: 7100

Login Department:

DEP ID:

Customer watch list:

* Short Description: Add DEA to Residents

Description: Customer Care,
Please send this ticket to the "CC SER" assignment group

SER Team,
Please update the residents in the attachment with their DEA number.

Ticket Type: Service Request

Opened: 01-13-2022 09:40:51

Opened by: Peters, Wendy L.

State: New

Submit

Once UCLA receives electronic verification that the provider is enrolled in PECOS the provider will fall onto a report for the SER team.

Sometimes the resident and or PBO will receive notification that the resident has been enrolled in PECOS before CMS updates the report the SER team receives.

Allow at least one week from the time the resident/PBO receives notification before contacting the SER team.

If after 1 week the resident cannot e-prescribe, create a ticket in ServiceNow for the CC SER team to investigate the issue.