[TO-3714] CHC:Sara Rizk receiving issues when attempt to prescribe a controlled substance Created: 26/Mar/25 Updated: 27/Mar/25

Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None

Type:	Break Fix	Priority:	Medium
Reporter:	Sara Rizk	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Attachments:	Screenshot 2025-03-27 at 3.09.46 PM.png Screenshot 2025-03-26 at 3.01.17 PM.png Screenshot 2025-03-27 at 3.30.59 PM.png
Office/Clinic Location:	IL-03 Wicker Park
Vendor / Issue Type:	Break Fix, Change Healthcare/Optum
Key Performance Indicator:	Impact on cost of care, Improved Patient Experience, Improved User Experience
KPI Measure:	Resolved provider's Rx ordering issue. Reset passphrase, assisted with device update, and re-enabled Surescripts. CHC confirmed inactivity caused the issue. Provider verified functionality, and the ticket was closed.
Vendor Ticket ID:	Case 09438727
Request participants:	None

Description

Background: Provider experiencing issues with making Rx orders for patients .

New Pa   stli

:R

Lisa B

Partne

217-4

Sex at birth: **Female** | Gender: | Pronoun:

Home Mkt: **Chicago** | Loc: **Wicker Park** | DOR: **Roohi Jeelani** |

CCOR: **Margaret Franklin**

34 years old | Blood Type: **O POS** | BMI: **33.9** |

LMP: **03/03/2025** ⎘ | G: **3** | P:

✏️ 2025 VOB COMPLETE 1

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By User   SARA RIZK

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completing the two-factor authentication protocol at this time, you are legally signir
ng the transmission of the above information to the pharmacy for dispensing. The tw
may only be completed by the practitioner whose name and DEA registration numbe

Sign & Transmit   **Back To Rx**

An embedded page at clinician.changehealthcare.com says

The prescription cannot be digitally signed at this time.

OK

Next Steps:

Follow Up:

- Had meeting with provider
- Confirmed that provider was having an issue with passphrase, device update, and re-enabling her with Surescripts
- Proceeded to reset user's passphrase, assisted with device updating on provider's ID.me
- Submitted ticket with CHC to further investigate why Sara is getting this error after making sure she has everything updated with her passphrase and newest ph

References:

Comments

Comment by Solounge Bowen [27/Mar/25]

After submitting ticket with CHC, they've confirmed that Sara's error that she was recieving stemmed from her being inactive for more than 2 months

I will contact her to confirm she is able to order.

> **Comments thread**
>
> 👤 **Junmar Caballe left a comment** 03/27/2025 01:40:01 PM
> Hello Solounge,
>
> I went to the site and see that provider has the right set up with EPCS verified, however checking the EPCS logs, this provider has done eprescribing since 9/11/24 until 3/26/25, and SureScript is setting every provider status as inactive on their system if no prescription made for a while(more than 2 months) but I have fixed it already and should be active already in SureScript, please I the provider try again and let me know the result.
>
> Regards,
> Jay

Comment by Solounge Bowen [27/Mar/25]

Per user's update, closing ticket

Today ⌄

Solounge Bowen 3:13 PM
Hi Sara! I recieved an update from CHC/Optum on why you were getting that digitally signed error and it stems from being inactive for more than 2 months. The should be able to e-prescribe. When you get the chance can you confirm you are able to?

Sara Rizk 3:26 PM
Solounge thank you!

I think its working - I don't have anyone to send anything to so I didn't hit that final button

THANK 1 😊⁺

Message Sara Rizk

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