


Change Healthcare (TO-1227)

[TO-2167] Provider Ordering Access - Sara Rizk

Created: 09/Aug/24 Updated: 22/Aug/24

Status:	TICKET RESOLVED		
Project:	Technology Operations Board		
Components:	None		
Fix versions:	None		
Parent:	Change Healthcare		
Type:	Break Fix	Priority:	High
Reporter:	Sara Rizk	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	1 week, 2 days		
Original estimate:	Not Specified		
Attachments:	 image-20240809-192551.png		
Issue links:	Relates		
	relates to	TO-688	CHC & ID.me setup - sara.rizk
Vendor / Issue Type:	TICKET RESOLVED		
Vendor / Issue Type:	Change Healthcare/Optum, Maintenance		
Key Performance Indicator:	Break Fix, Completion and accuracy of records, Data Quality & Safety Improvement, Improved Patient Experience, Improved User Experience, Reduction of cost, Reduction of time/workload, Revenue cycle improvements		
KPI Measure:	ENsures that the provider is able to prescribe controlled substances within the Chicago and Atlanta market		
Secondary:	Solounge Bowen		
Office/Clinic Location:	GA-01 Atlanta		
Vendor Ticket ID:	09061363		

Description

Background:

The Provider (Sara Rizk) is encountering an error message "action denied" when attempting to order RX. The specific message states: "action denied. Please choose the other RX ordering tab or window before you can proceed." However, the user confirms there are no other tabs open for RX ordering.

Patients

Action denied: Please close the other rx_ordering tab or window before you can proceed

Next Steps:

- Investigate Error: Add ticket #engineering-lab-orders** to investigate the cause of the "action denied" error message and why there are no additional tabs available for RX ordering. This may involve reviewing system logs and configurations.
- Controlled Substances Access:**
 - Solounge Bowen to follow up with Change Healthcare to verify the approver's access for controlled substances in Chicago and Atlanta is set up correctly in both Change Healthcare and the EMR system.
- Licensing for Atlanta:**
 - The approver is currently working on obtaining licensing for Atlanta. DEA and additional licensing information for Atlanta will be provided in the Jira ticket once received.

Comments

Comment by Solounge Bowen [14/Aug/24]
Contacted to provider with steps to being the Atlanta EPCS process.
Comment by Solounge Bowen [16/Aug/24]
<p>After meeting 8/15 with the provider I was able to confirm the following:</p> <p>Chicago:</p> <ul style="list-style-type: none"> • Access is set up correctly and she also already has EPCS configured with CHC • When she attempts to click onto the “+” sign she gets the action error • Workaround” Click into Orders -> then RX orders • New issue , the EPCS window that should populate did not appear <p>Atlanta:</p> <ul style="list-style-type: none"> • She attempts to do the EPCS set up for Atlanta however receives the congratulations however I did not receive the checkbox within Clinician under ATL market. • Will have to follow up with CHC as to why this may be happening <p>Next Steps:</p> <ul style="list-style-type: none"> • Create a CHC ticket to further investigate this issue for the provider.
Comment by Solounge Bowen [16/Aug/24]
<p>Discoveries:</p> <ul style="list-style-type: none"> • I noticed within Clinician’s Chicago market Sara had two username with different settings. I’ve switched the username in the KEMR. I’ve followed up with the user to see if she has a better turnout for the Chicago market. <ul style="list-style-type: none"> ◦ Usernames: <ul style="list-style-type: none"> ▪ srizk_2 ▪ srizk_3 <p>Next Steps</p> <ul style="list-style-type: none"> • Follow up in Case #: 09061363 and ask which username is supposed to be set for this user so she can have the window populate.
Comment by Solounge Bowen [20/Aug/24]
<p>Scheduled a meeting with CHC to further discuss provider’s issues</p> <ul style="list-style-type: none"> • Provider: Sara Rizk- Case Number 09061363 Thursday, August 22 · 2:00 – 2:45pm Time zone: America/Chicago Google Meet joining info Video call link: https://meet.google.com/tpu-oziu-jmn Or dial: (US) +1 507-400-3623 PIN: 546 030 533# More phone numbers: https://tel.meet/tpu-oziu-jmn?pin=6644373108101
Comment by Solounge Bowen [22/Aug/24]
<p>Per meeting with CHC I was able to proceed with getting provider EPCS enabled for the Chicago and Atlanta markets. Provider was able to make her passphrase along with submitting a test order . I can proceed to close this ticket</p> <p>Generated at Mon Mar 17 21:09:56 GMT 2025 by Solounge Bowen using Jira 1001.0.0-SNAPSHOT#100282- rev:c25640cf5d9c9b732a2e3790a5dcaa6ff1457b49.</p>