The “Change Request” Function in the E Jellybean

As of late March, 2020, the total number in the E jellybean changed to include the “Change Request” and “Cancel Response” messages in addition to the “Refill Request” total. Although these other areas have been hidden in the E jellybean for a couple of years, they were not included in the number that appeared in the E jellybean total until March, 2020.

Some providers saw their E jellybean total suddenly jump into the hundreds – a bit disconcerting.

From the screenshot above and below, it is clear that NOW the total in the E jellybean is including the totals from all the subfolders – much like the total in the T jellybean includes Actions, Claims, TCM notifications, and P2P notifications, as well as telephone and web encounters.
To access the “Change Request”, click on the patient's name.

The screen that opens looks very much like a refill request screen – but in this case, it is labeled as a “Therapeutic Interchange” request. This might be due to many reasons, but in this case, the pharmacy reported that the “Product Backordered/Unavailable” (see the last line in the big red box). In this case, the pharmacy identified 6 alternatives, though in most cases, there will be only 1 alternative.

Clicking on the “Alternatives” link opens a list of options.
In this case, the combination losartan-HCTZ was no longer available – so I chose to split them into separate pills. I chose the losartan 100 mg from the list of alternatives.

In this case, eCW did not automatically create the directions – so I had to change this to “Approved with Changes” to populate the directions field.

Now with the directions, dispense number, and refill number entered, the prescription can be sent.
The screenshot below is from a video made by eCW showing a “Change Request” for generic substitution.

The following screenshot is also from a video created by eCW – this example shows a request for a prior authorization. If a PA was approved, the PA number can be entered and the script sent back to the pharmacy.
Alternatively, the Change request can be denied.

If a prescription is canceled after it has been sent...

...it will show up in the “Cancel Response” list – which now increments the E jellybean total. I have not found a way to remove these from my E jellybean list. I do think they eventually drop off after a period of time (?1 year).