TROUBLESHOOTING FOR PRESCRIPTIONS

The most common reasons that cause a prescription from being completed are shown below. If you did not complete all the components of the prescription process, you will receive the following error when you try to submit your billing voucher.

ERROR MESSAGE: "DETAILS OF PRESCRIPTION/ORDER NOT ENTERED FOR ENROLLMENT."

PRESCRIPTION ENTRY SCREEN Upload Prescription Entry

✓ The Prescription Entry Details were not completed and/or saved (Preview/SAVE & DONE).



✓ The enrollment that applies to the prescription was not selected on the Prescription Entry Details screen. Don't forget to click Preview/SAVE & DONE after selecting the enrollment.

						_			
-	ESID RS2021W0 Preview Previe	From To 9/8/2020 6/23/2021 ew. If everything	Frequency 3x30 is correct,	Service Type I/C Speech Therapy I click SAVE & DO	Make sure you select the enrollment for the Rx.	Cancel	Name: NPI: Date Sig	1992821 Igned 3/6/20	
							Save &	& Done Cancel	

PRESCRIPTION IMAGE SCREEN

Upload Prescription Image

✓ The image of the prescription was not uploaded or the image was uploaded and not attached to the Prescription Details Screen.



✓ The **Eligible Orders** on the Image Details Screen was not selected.

From To Fro		Frequency	Service Type	Signed By	Date Signed				
7/1/2020	020 6/30/2021 PER IEP		Speech Therapy		7/1/2020				

INCORRECT SCHOOL YEAR

✓ The correct school year was not selected and, as a result, the enrollment that you selected will not be associated with the prescription that you uploaded.

When the Order Type and the School Year are selected on the Prescription Entry Details Screen, all the enrollments entered for the selected order type (*i.e., Speech Therapy*) for the selected school year (*i.e., 2020-2021*) show at the bottom of the Prescription Entry Screen. If the incorrect year is selected, the prescription that you uploaded will not be associated with the enrollments for the correct school year.

Manage Prescription Entry	×
Managing Order Entry For: Image:View Image	
Order Type: Speech Therapy	V Provider. V
Ordering Provider NPI: 17302788	07 Date Signed: 10/5/2020
Applies to entire school years	
Applies to entire school year	2020 - 2021 V
Applies to specific school yea	2020 - 2021 Winter 🗸
Applies to specific date range	
-Reason for Services	
ICD	
R47.89	
D	
Reason	
Frequency	
Per IEP Specific	X WEEKLY V
ESID From	To Frequency Service Type I/G
RS2021S0184169 7/6/2020	8/14/2020 2x30 Speech Therapy I
RS2021W0184460 9/8/2020	6/25/2021 2x30 Speech Therapy I
Preview	Cancel

PRESCRIPTION WAS "INVALIDATED" (because the prescription is not valid for Medicaid claiming)

The prescription was "Invalidated" because one of the eight mandated prescription components did not meet Medicaid requirements. As a result, billing cannot move forward. (*i.e., Practitioner's address and phone number are missing from the prescription or signature stamp was used to sign prescription.*)

I	ESID	Last Name	First Name	From Date	To Date	Description		R	c Status	Rx Entry	Rx Image	
I	CBRS2021S(*****			7/6/2020	8/14/2020	ST 3x30 Individual	ENTERED			View	View	
I	CBRS2021SC			7/6/2020	8/14/2020	ST 3x30 Individual	INVALIDATED: Co	omputer-g	generated signature stamp used.	Enter Rx Info	Upload Rx Image	Create Speech Recommendation
I	CBRS2021SC			7/6/2020	8/14/2020	ST 3x30 Individual	MISSING			Enter Rx Info	Upload Rx Image	Create Speech Recommendation