

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).

Preview. If everything is correct, click SAVE & DONE

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.

Make sure you select the enrollment for the Rx.

Preview. If everything is correct, click SAVE & DONE

Save & Done

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.

Manage Prescription Entry

Managing Order Entry For:

Image.Attach To Image

Order Type: Speech Therapy

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

	From	To	Frequency	Service Type	Signed By	Date Signed
<input checked="" type="checkbox"/>	7/1/2020	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.

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.*)

ESID	Last Name	First Name	From Date	To Date	Description	Rx Status	Rx Entry	Rx Image
CBRS2021SC			7/6/2020	8/14/2020	ST 3x30 Individual	ENTERED	View	View
CBRS2021SC			7/6/2020	8/14/2020	ST 3x30 Individual	INVALIDATED: Computer-generated signature stamp used	Enter Rx Info	Upload Rx Image Create Speech Recommendation
CBRS2021SC			7/6/2020	8/14/2020	ST 3x30 Individual	MISSING	Enter Rx Info	Upload Rx Image Create Speech Recommendation