

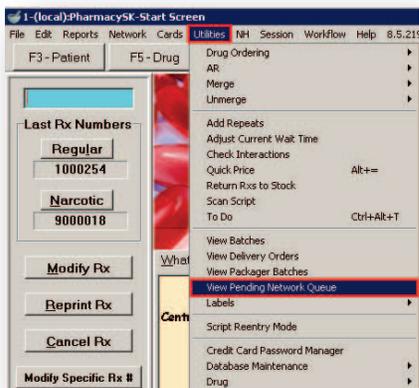
What Happens When PIP Goes Down

In the event the PIP server goes down, Kroll will queue all claims (i.e. allergy adds, Rx orders, Rx dispenses, updates, etc.) in the order of creation so that they can be sent when PIP is up again.

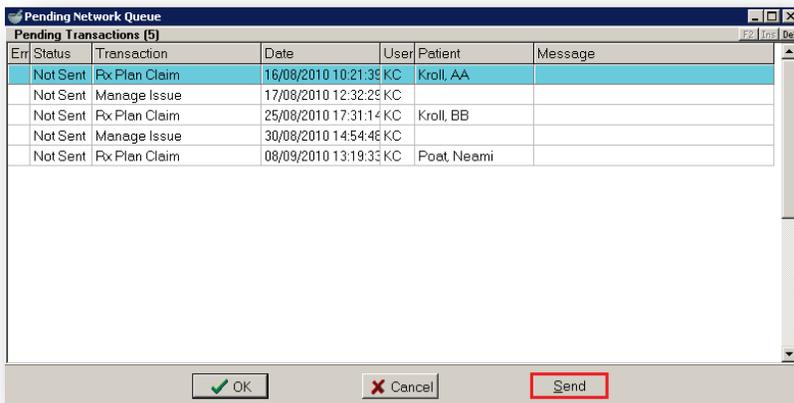
No new claims for a particular patient can be sent to PIP until all queued claims for that patient have been sent to PIP. A prior queued claim may have an impact on the results of another claim that is sent down (e.g. an allergy add request must be sent before more dispenses are sent because that may affect the outcomes of the DUR processing for those subsequent dispenses).

When PIP is down, claims are queued in order of creation in the following area:

Utilities → View Pending Network Queue



When PIP is up again, users can go to the **Pending Network Queue** and send all claims at once by clicking on **Send** or pressing **CTRL+S** on the keyboard.



Printing Labels for Dispensing when PIP is Down

When PIP is down, users can adjudicate claims to the fiscal plans first, print labels for dispensing, and then place the Rx in a Network queue for adjudication to SKIP once the PIP server is back up.

1. The plan sequence should have the fiscal plans listed first, then the SKIP plan, followed by the Cash plan last.

The screenshot shows a prescription form with the following details:

- Patient Search:** Name: Kroll, AA, Age: 80, Address: [blank], City: [blank], Phone: [blank], Plan: SPDP, Client ID: 105123447
- Drug Search:** Pack: 50, Brand: Lotridem, Generic: Clotrimazole / Betamethasone D, SCH, Pack: 50, Form: GM, Sched: 1, Purch: \$40.49, Ori/Hand: 0, DIN: 00611174, Min Qty: 0
- Dgc Search:** Name: Dr. Kroll, physician, Address: [blank], Phone: [blank], Lic#: 99999
- Prescription Details:** Sig: AP EXTERNALLY TO AA UD, INSTRUCTIONS: APPLY EXTERNALLY TO THE AFFECTED AREA(S) AS DIRECTED
- Rx Plans:**

Rx Plans	Plan Pays	Extra Info (F2 Edits)	Next Qty	Min Interval	Days	Lot #	F2
JAHE	Not Adjud.						
ESI	Not Adjud.						
SKPIP	Not Adjud.						
Cash	Unknown	Deduct: \$0.00					
- Warnings:** Not enough inventory for Rx

2. Clicking **F12-Fill Rx** or pressing **F12** will initiate adjudication of the prescription.

NOTE: If the system attempts to access the Patient Network Profile when PIP is down (because this is the first Rx being filled after pulling up the patient card), the following message will appear:



Click **OK** to proceed. A Blank Patient Network profile will be displayed. Click **OK** from the Patient Network Profile to continue filling the Rx.



- The Rx will go through the fiscal plans and be paid. In this example, AHE and ESI.

Adjudication Response for AHE
View Workflow Network

The claim was accepted

Errors, Warnings and Messages for **AHE**

Pricing Adjustments							Rx Total	
Submitted	Cost	Markup	Fee	Mix Fee	SSC Fee	Total	53.97	
40.49	40.49	4.05	9.43	0.00	0.00	53.97		Prev Paid
Accepted	40.49	4.05	9.43	0.00	0.00	53.97		40.49
Difference	0.00	0.00	0.00	0.00	0.00	0.00		Balance
								13.48

The claim was accepted

Adjudication Response for ESI
View Workflow Network

The claim was accepted

Errors, Warnings and Messages for **ESI**

Pricing Adjustments							Rx Total	
Submitted	Cost	Markup	Fee	Mix Fee	SSC Fee	Total	53.97	
40.49	40.49	4.05	9.43	0.00	0.00	53.97		Prev Paid
Accepted	40.49	4.05	9.43	0.00	0.00	53.97		40.49
Difference	0.00	0.00	0.00	0.00	0.00	0.00		Balance
								0.48

The claim was accepted

- Once fiscal adjudication is complete, the prescription will be sent to SKIP for clinical recording. Since the PIP server is down, the claim transmission will fail.

CeRx Adjudication Response
View Workflow Network

The claim transmission failed because:

Errors, Warnings and Messages for **SKIP**

Unable to connect to the remote server

The claim transmission failed. Do you want to:

- Select the option to **Send Later**; labels will print automatically, and the prescription will be queued in two places:
 - Pending Adjudication tab from the **ALT+X – Start Screen**.
 - Utilities** → **View Pending Network Queue**.

- Once the PIP server is back up, go into **Utilities** → **View Pending Network Queue** and press **Send** to adjudicate the Rxs to SKPIP for clinical logging.

