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**From:** Credible Behavioral Health, Inc. <jaclyn.o'donnell@credibleinc.com>  
**Sent:** Wednesday, August 15, 2018 2:46 PM  
**To:** Credible Documentation  
**Subject:** Credible Update: Cancel Rx Service Level Message

# CREDIBLE

Behavioral Health Software



DEAR CREDIBLE,

Credible, along with SureScripts, allows the assignment of the 'CancelRx' service level to your Prescribers. When enabled, the 'CancelRx' service level will send a message to the selected pharmacy when one Discontinues an Rx, or Refills an Rx changing a Prescriber from Dr. A. to Dr. B. The message sent to the pharmacy will request the cancellation of the previous Rx for the identified client in the pharmacy computer system.

For the 'CancelRx' message to reach the pharmacy, the respective pharmacy must also have this assigned 'CancelRx' service level. If the pharmacy does NOT have the 'CancelRx' service level, the cancel message is NOT sent to the pharmacy (thus 'Fails'). Please note: This has no impact on the success of a Refill Rx being sent to the pharmacy.

Credible wants to ensure that Prescriber's with 'CancelRx' (and Prescriber Agents) are notified when the 'CancelRx' message has NOT been sent to the pharmacy. To ensure that the previous Rx is cancelled, one may need to fax a message or call the pharmacy directly requesting such.

To ensure the Prescriber's with 'CancelRx' (and Prescriber Agents) are notified, Credible has created an Employee Message that is sent to the Employee who endorses the 'Discontinue' or 'Refill' button of an Rx changing from Dr. A. to Dr. B.

Currently – the Employee Message states, 'The electronic cancel of prescription: (name of med) for (client name) has failed. Please contact the pharmacy directly.'

Credible, to alleviate any confusion, is looking to have the Employee Message changed to state, 'Rx Cancel Message for (name of med) for (client name) cannot be sent electronically because the pharmacy does not support it. To cancel a previous Rx contact the pharmacy directly.'

If your Agency is in need of further support, please enter a task ticket and a Partner Service Coordinator will be happy to assist you.

We thank you for your continued Partnership,

**Jaclyn O'Donnell**

*Executive Vice President*

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**Mission:** Improve the quality of care and lives in Behavioral Health  
for clients, families, providers and management.

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