



DIRECTORIES OPTIMIZATION GUIDE – Epic Quick Reference Version V1.0

The purpose of this supplement is to highlight Best Practices and recommendations for optimizing Directory based workflows on the Surescripts network. Specifically, this has been created to address best practices when Epic Customers are setting up/managing their Schedulable Epic Records (SER) and Department (DEP) records for Surescripts Directory interaction and alignment.

Value Statement

A successful, complete ePrescribing workflow depends on the source data. Whether it be the accuracy of the prescription itself or the patient demographics required to ensure the right services and goods are being delivered, **keeping key elements of data in alignment and consistent are essential.** The same applies to the Provider registration and transaction content fields. Surescripts has seen when a registration record (SER) is not consistent with the Provider content in the transaction (DEP), that the downstream results can manifest themselves in various ways:

- Pharmacy is unable to match to the correct practice location for Refill Renewal Requests or RxChange, resulting in a fax
- Delays in patient care/requests when activities become manual/non electronic
- Potential HIPPA related issues if a Refill Renewal response is sent electronically to the wrong practice/practice group

A Call to Action

Surescripts and Epic have been working closely to identify a set of formatting guidelines for customers to use in their database development/execution. On the pages that follow, please take time to look at key pieces that can contribute to, or, impact negatively, the provider experience. How to use this guide and moving forward:

- **Understand where the updates need to be made.** Surescripts can provide a report for your account that will display where fields are out of alignment – this can be used to focus on where there are issues.
- **Establish a format that is appropriate for your site/operations.** Table PR.1 offers up the key demographics to consider.
- **Execute updates.** Working with staff, have them review both SER and DEP content and bring into alignment based on established format guidelines.
- **Schedule regular reviews and updates.** The first review and update will be the hardest, but, if you look to update quarterly, then the process becomes much more manageable.

Surescripts appreciates the efforts made by our Provider vendors in helping set the stage for optimization and alignment success. If you have any questions of concerns, please reach out to your Surescripts Account Manager for assistance.

PROVIDER REGISTRATION



The Surescripts Directory relies on the source information provided by the Epic Customer in their registration content. Epic Customers use a variety of workflows to support their respective business needs and in support of the necessary demographics needed for Provider credentials and the electronic healthcare transaction experience.

The Surescripts Provider Identifier (SPI)

The Surescripts Provider Identifier (SPI) is the routing identifier used by PharmacyORG, PrescriptionBenefitsMgmt(PBM)ORG and GeneralORG (Direct Clinical Messaging) as a way to identify and transact with Providers on the various associated networks. The SPI is generally regarded as the Primary Key for the Provider Directory; the use of the Learning Directory does result in the SPI no longer being a unique value.



The expectation is that the Provider SPI listing is representative of the PRACTICE location for the Provider. Billing Addresses, Refill Processing Centers and Corporate Locations should not be used for SPI Registration, nor in NEWRX transactions.

Two critical elements should be considered when looking to optimize the various transaction cycles outlined above: Registration Approach and Database Consistency.



General Rule: The Sender should match the Directory content to the message content.

PVD-080 ADDRESS <Address>

For New Rx, this address shall^{*106R-176} match what is in the directory for this prescriber.

Registration Approach

Epic Customers register a single Provider location as the “primary” location for a Practice Group. A single SPI will be provided as the Routing Identifier for transactions. To meet the AppCert Requirement (ACR) that the content of the transaction must match to the registered location, Epic has been activated on the Learning Directory to augment the directory registration/management process.

Database Consistency



The second, critical element of the registration/transaction workflow process is the use of a database for the provider demographic information. **Epic Customers should pursue workflows that promote consistency and alignment of information amongst the used datasets (SER and DEP).** The Epic SER (Schedulable Epic Record) supports the primary registered locations and demographics, whereas the various Department (DEP) records support the demographic information populated into a NEWRX transaction. It is critical, therefore, to utilize the **same style and formatting across the SER and DEP.** Surescripts, as well as the majority of Pharmacy vendors and Data Service Providers (DSP), use CASS standardization as the foundation. Epic Customers can benefit from a similar approach to assist their internal teams.

TABLE PR.1 - PROVIDER DEMOGRAPHIC ELEMENTS – SER and DEP

FIELD Represents the Field as it appears in the Directory and Transaction elements	IMP GUIDE Represents datatype and required status	GENERAL NOTES Offers description of field	THINGS TO AVOID/CONSIDER Look for best practices and aspects that can impact the downstream efforts	ALIGNMENT VALUE Indicates possible impact downstream when it comes to Pharmacy matching for refills or processing
FIRST NAME (SER and DEP)	REQUIRED Max 35 Characters, inc spaces/punctuation	First name of Provider. Should be legal name as it appears on government-issued ID or State Medical License.	Match against NPPES/NPI Registry Avoid use of nicknames or shortened values (“Bob” vs “Robert”)	HIGH
MIDDLE NAME (SER)	OPTIONAL Max 35 Characters, inc spaces/punctuation	Middle name or middle initial of Provider.	Though not required, can help further distinguish one Provider record from another similar record.	LOW
LAST NAME (SER and DEP)	REQUIRED Max 35 Characters, inc spaces/punctuation	Last name of Provider. Must be legal name as it appears on government-issued ID or State Medical License. Must not include any Generational/Educational Suffix. Can include common last name punctuation, e.g. “-”, spaces, apostrophes.	Match against NPPES/NPI Registry. If the provider marries or changes Last Name, apply updates to all associated datasets	HIGH
PREFIX/SUFFIX (SER)	OPTIONAL Max 10 Characters, inc spaces/punctuation	Salutation (prefix) or Generational/Educational (suffix)	Must not be included as part of the First or Last Name fields.	LOW
SPECIALTY (SER)	OPTIONAL Value Code Driven	Can use either American Medical Association (AM) or Healthcare Provider Taxonomy (NU) codes for Specialty. Be sure to use the appropriate value depending on the version/code-set you have elected to utilize.		LOW
NPI (SER and DEP)	REQUIRED 10 Characters	Must include Individual NPI number. Organizational NPI numbers are not allowed for provider registration. Must be a valid NPI according to the NPI check digit routine and assigned to the prescriber according to the official NPI Registry.		HIGH
DEA (SER and DEP)	OPTIONAL Individual 9 characters formatted AANNNNNNN; Organization based DEA entry may be included using properly placed hyphenation AANNNNNNN-123XX	While the DEA can be hyphenated in the SER, it must be an individual DEA when sending a controlled substance.	Inclusion of the DEA on the SER is not required unless the Provider is activated for Controlled Substances. Surescripts recommends that the DEA not be included in the SER or the DEP if not being used. If the provider does prescribe controlled substances, then inclusion should be on both the SER and DEA and they should match.	MEDIUM

FIELD Represents the Field as it appears in the Directory and Transaction elements	IMP GUIDE Represents datatype and required status	GENERAL NOTES Offers description of field	THINGS TO AVOID/CONSIDER Look for best practices and aspects that can impact the downstream efforts	ALIGNMENT VALUE Indicates possible impact downstream when it comes to Pharmacy matching for refills or processing
BUSINESS/ORG NAME – aka Practice Name (SER) DEP Name (DEP)	RECOMMENDED, BUT NOT REQUIRED Max 35 Characters, inc spaces/punctuation	Common Name of the Clinic/Practice/ePrescribing Location. Physical Address must not be included in this field.	Inclusion (or omission) can affect standardization, displaying a specific ZIP9 based on the sub-location of entity (much like a suite designation)	MEDIUM
ADDRESS LINE 1 (AD1) (SER and DEP)	REQUIRED Max 35 Characters, inc spaces/punctuation	Physical Street Address - Should include only the Physical Street Number and Name – Common abbreviations (ST for Street, AVE for Avenue, S for South, NW for Northwest) are recommended. Clinic/Practice Name should not be used in this field. PO Box must not be included in this field.	Periods and commas are discouraged. Abbreviations (ST, AVE, BLVD, RD) are appropriate Avoid inclusion of Suites or location identifiers at the physical address. It is understood that use of the SER by other systems (i.e. Billing) may restrict the ability for an Address Line 2. If so, then the recommendation is to include on AddressLine1 consistently.	HIGH
ADDRESS LINE 2 (AD2) (SER and DEP)	RECOMMENDED, BUT NOT REQUIRED Max 35 Characters, inc spaces/punctuation	Reserved for Address Clarifications Only - (Suite/Unit/Building No.)	Physical Street Number and Name, Clinic/Practice Name should not be used in this field. Abbreviations (STE, BLDG, APT, PO BOX) are appropriate	MEDIUM
CITY (SER and DEP)	REQUIRED Max 35 Characters, inc spaces/punctuation	Official over Vanity	Abbreviations (ST, FT) are appropriate	HIGH
STATE (SER and DEP)	REQUIRED Formatted: 2 character value against official US designations	Two character US State/Territory abbreviation must be utilized. Non-US States/Territory/Country Codes cannot be used.		HIGH
ZIP (SER and DEP)	REQUIRED 5-digit (ZIP5) and base ZIP+4 (ZIP9) are supported; No hyphen in ZIP9 entries	ZIP5 must accurately represent the physical location being registered. Including a ZIP9 offers an additional layer of delivery identification; it is critical that the correct ZIP9, when included, is representative of the location	Researched ZIP9 that aligns to the practice/address information is preferred. When unsure, using the basic ZIP5 is best. Standardization efforts by other parties will look to the address attributes (P, AD1, AD2) to pull in the ZIP9	HIGH

FIELD	IMP GUIDE	GENERAL NOTES	THINGS TO AVOID/CONSIDER	ALIGNMENT VALUE
Represents the Field as it appears in the Directory and Transaction elements	Represents datatype and required status	Offers description of field	Look for best practices and aspects that can impact the downstream efforts	Indicates possible impact downstream when it comes to Pharmacy matching for refills or processing
PRIMARY PHONE NUMBER (SER and DEP)	REQUIRED Formatted: 8883331212x1234 Please note: this extension is just an example. Less/more than four digits are allowed. (SER) Max 25 characters inc extension (DEP) Max 25 characters inc extension	Must lead directly to the provider or someone who can act on their behalf.	Cell/Mobile phones strongly discouraged Phone number must be 10 digits. If > 10, then 11th digit must be an "x", followed by an extension. Area code cannot be "555". Area code cannot start with a "0" or a "1". Phone number cannot have > 7 repeated numbers.	HIGH
FAX NUMBER (SER and DEP)	REQUIRED Formatted 10 characters: 8883331212	Must lead directly to the provider or someone who can act on their behalf. Fax destination must be PHI/HIPPA Secure.	Avoid use of administrative or billing based fax machines; Fax destination must be PHI/HIPPA Secure.	HIGH

THE LEARNING DIRECTORY

All Epic locations are activated on the Surescripts Learning Directory (LD); the LD offers a solution for Provider vendors to streamline registration efforts and have Surescripts manage multiple practice locations under a single SPI record. The Learning Directory was designed to assist Pharmacy vendors with the ability to MATCH for electronic Refill Renewal Requests against those locations which were not set up with an electronic record (SPI) in the Surescripts Directory.

At its very basic concept, the LD "learns" locations based on the Provider address contained within a NewRX.

A learned location (SPI-LL) is created when the registered (SER) SPI record (SPI-REG) is set up with the NewRX and Refill service levels. Surescripts using standardization logic to determine if the address demographic content of a NewRX message is "unique"; the logic uses the Practice/BusinessName (CLINIC), AddressLine1 (AD1), AddressLine2 (AD2) and

Learning Directory, primary registration



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ZIP5 elements. A SPI-LL can be created when there is a matching AD1 in place, but AD2 is different (alternate Suite).

Consistency

The importance of Directory and message content consistency is essential for LD participants. The Learning Directory do not learn registered locations, however, inconsistency in the SER and DEP elements can still impact downstream matching/processing activities. The values as outline in TABLE PR.1 – Provider Demographic Elements should be taken into consideration and every effort made to align the values in both Epic Customer SER and DEP records, especially if the record in question is the established SER record.