RxLightning

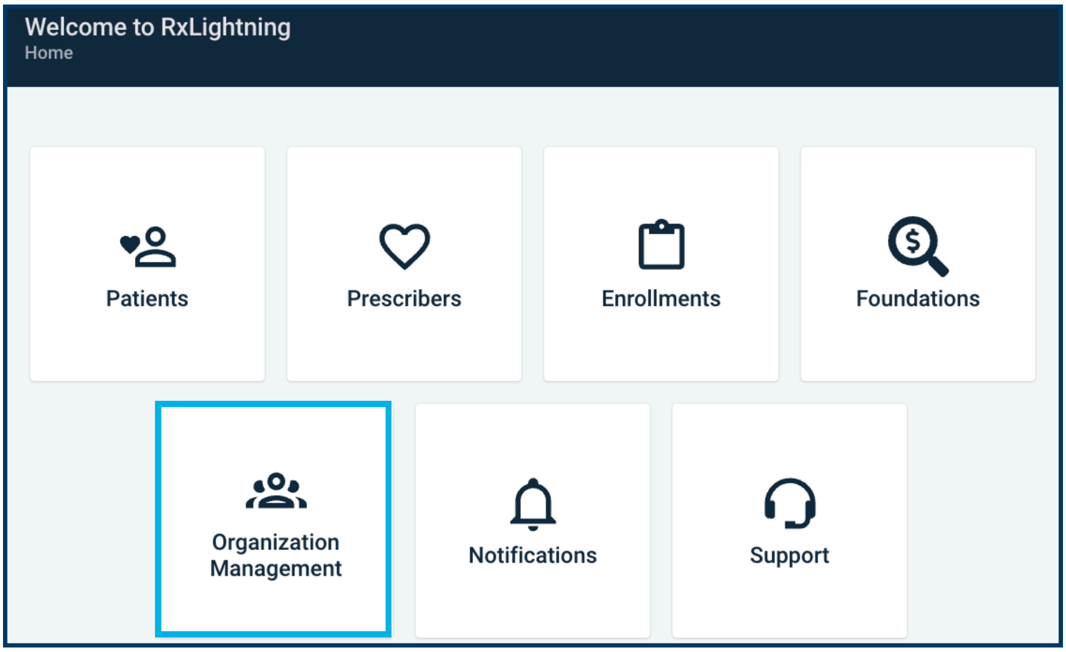
User Guide

2024

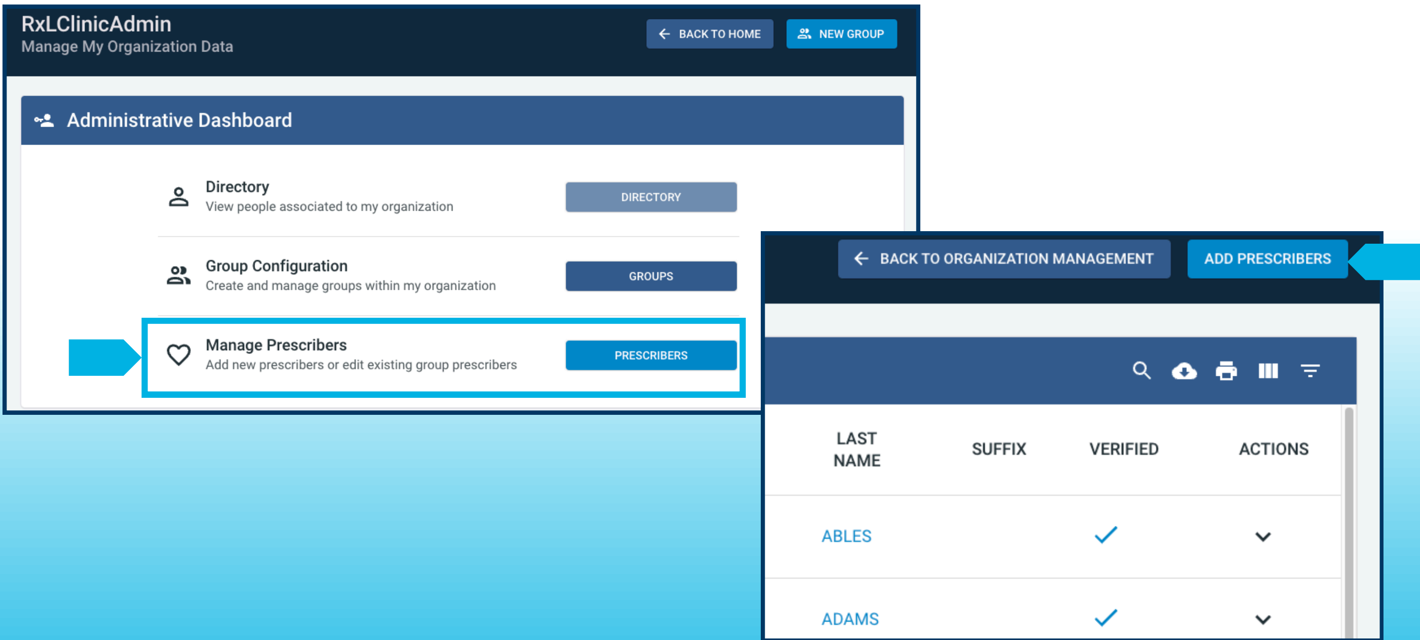
Prescriber Onboarding

If your organization is new to RxLightning, use this guide to onboard your prescribers. Skip this step if you have previously prescribed through RxLightning.

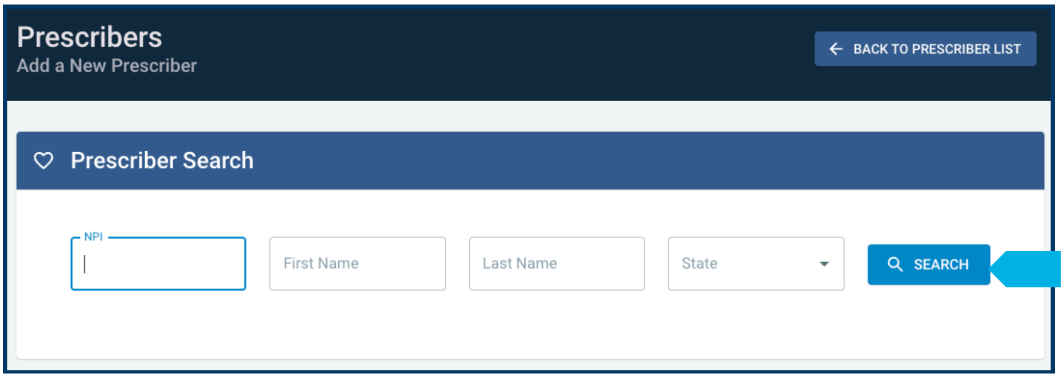
Click the ***Organization Management*** tile on the dashboard to view the *Administrative Dashboard* screen.



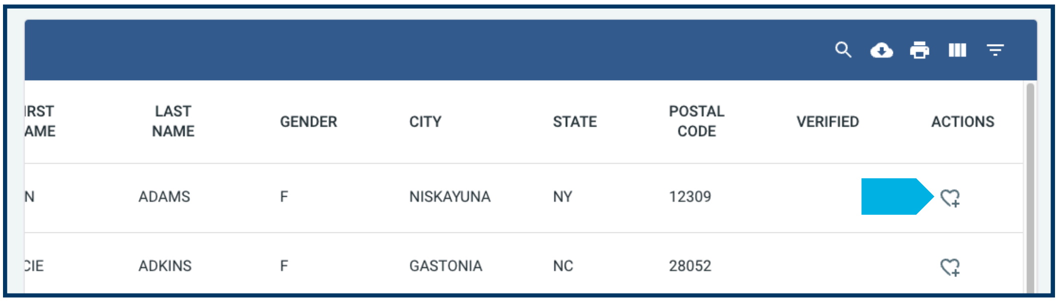
Click the ***Prescribers*** button to open the Prescribers page. The *Prescribers* page will show a complete list of the prescribers added to your organization. Click the ***Add Prescriber*** button to open the *Prescriber Search* screen.



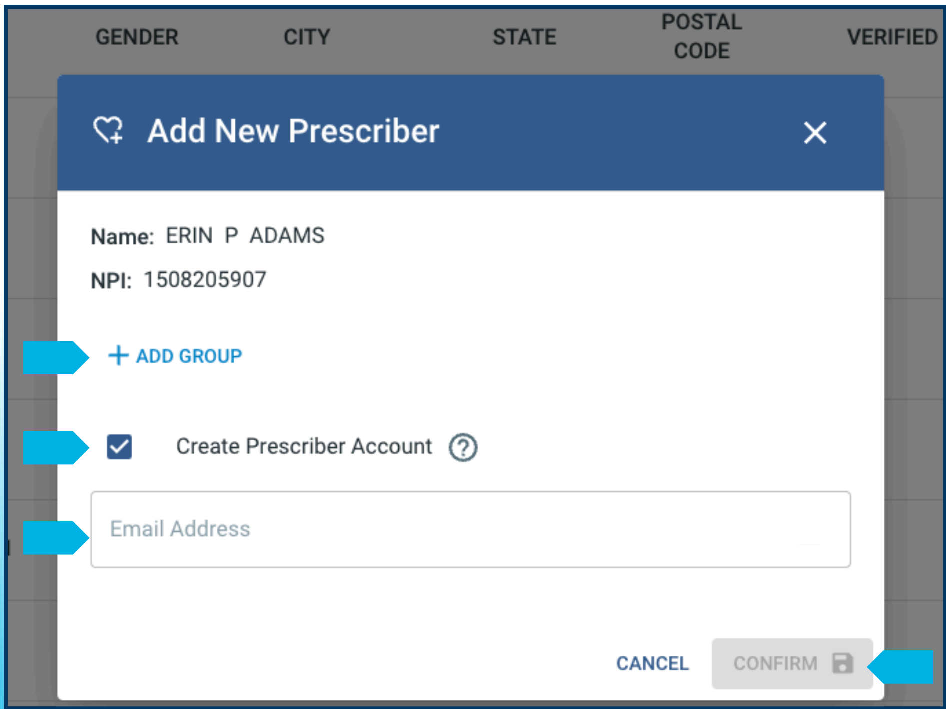
Enter the prescriber's NPI number, First and Last Name, or the State where the prescriber is licensed, then click ***Search***.



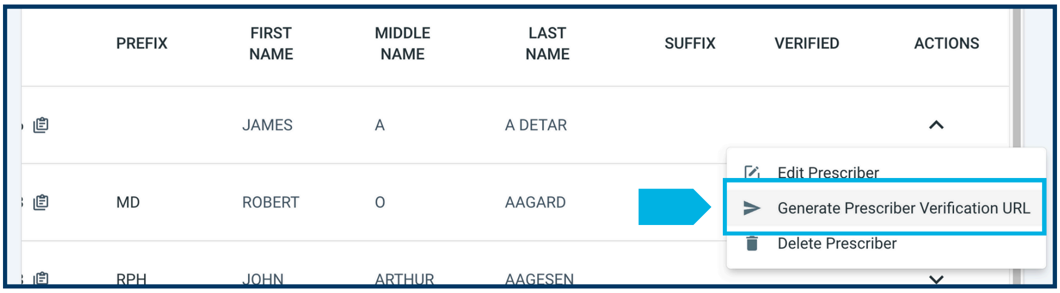
Find the prescriber in the search results, then click the ***Heart*** icon to register the prescriber. You will then be returned to the *Prescribers* list.



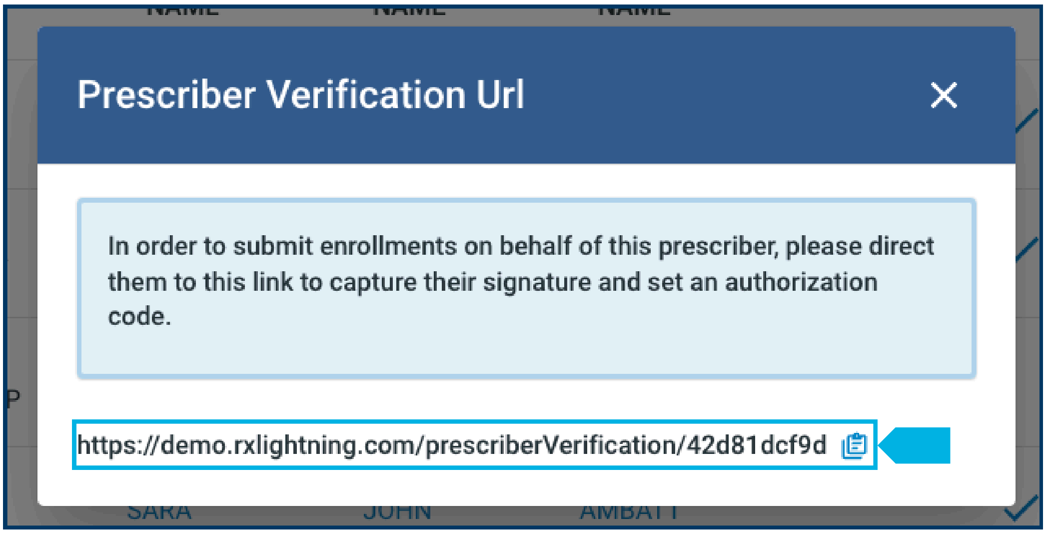
Assign the prescriber to a group or groups. If the prescriber will need their own username and password to login, click the check box labeled ***Create Prescriber Account,*** then enter the prescriber's email address. Click ***Confirm*** when finished.



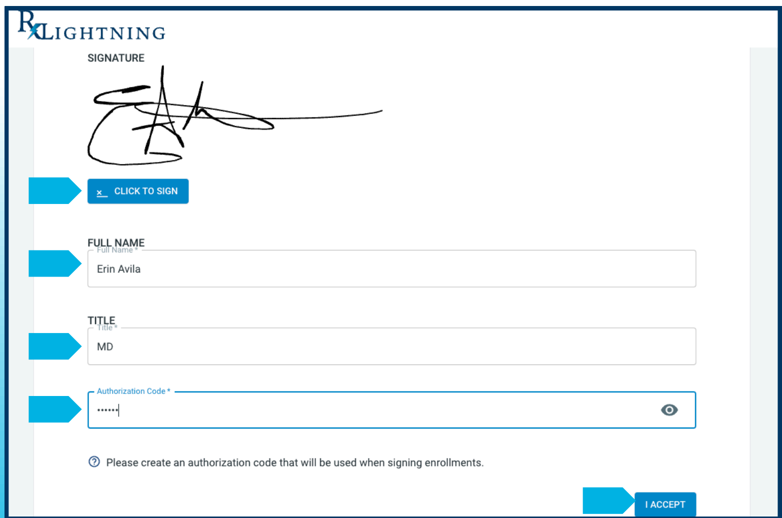
Return to the prescriber list and find the newly registered prescriber. Click the ***down arrow*** in the *Actions* column. Click ***Generate Prescriber Verification URL.***



Copy the URL and paste the link into the preferred communication method (email, messenger, text, etc.) and send to the prescriber.



The prescriber will receive a link to provide their **Signature** and establish their **Authorization Code**. The authorization code is a unique identifier that acts as a password for the prescriber's signature. The prescriber will click the ***Click to Sign*** button, fill in their full name, their title, and create the authorization code, then the prescriber will click ***I Accept***.

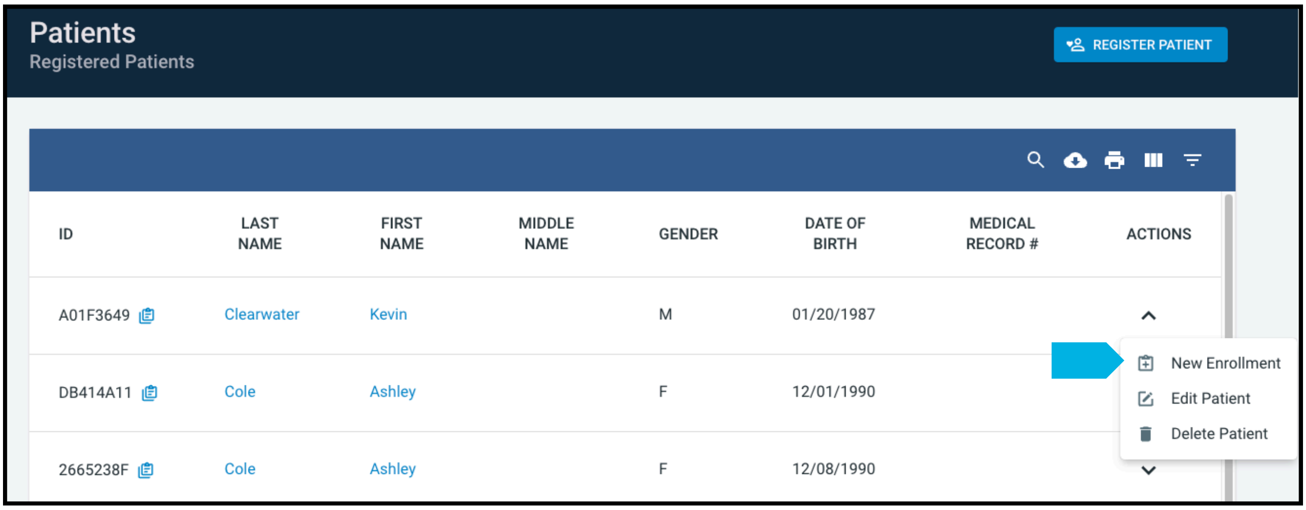


Patient Enrollment
Quick Start Guide

Use this guide to submit Manufacturer Assistance applications for your patient.

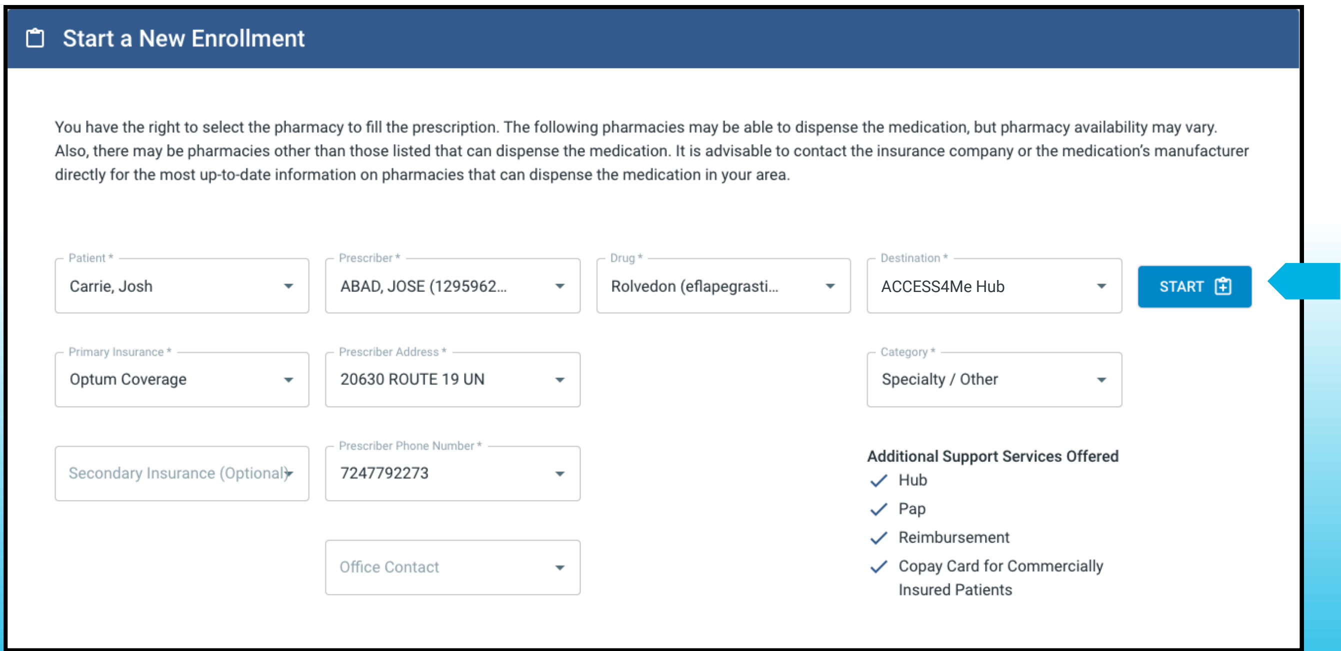
Open the Patients screen, then use the search tool to locate your patient. Click the ***down arrow*** in the *Actions* column, then click ***New Enrollment***.

Note: Enrollments can also be initiated from within the patient's profile or from the *Enrollments* screen.

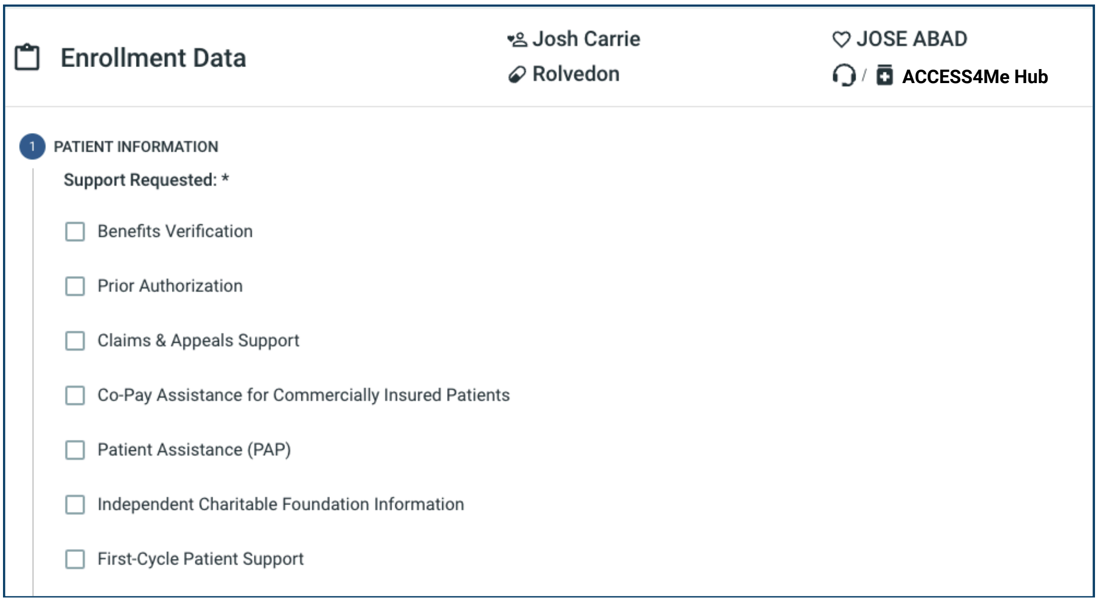


Fill in the details on the ***Start a New Enrollment*** screen.The insurance information will auto-populate if included in the patient profile. If multiple insurances are listed, select a primary insurance from the drop down menu. A secondary insurance can also be selected. Select the ***Prescriber*** who will authorize the enrollment.

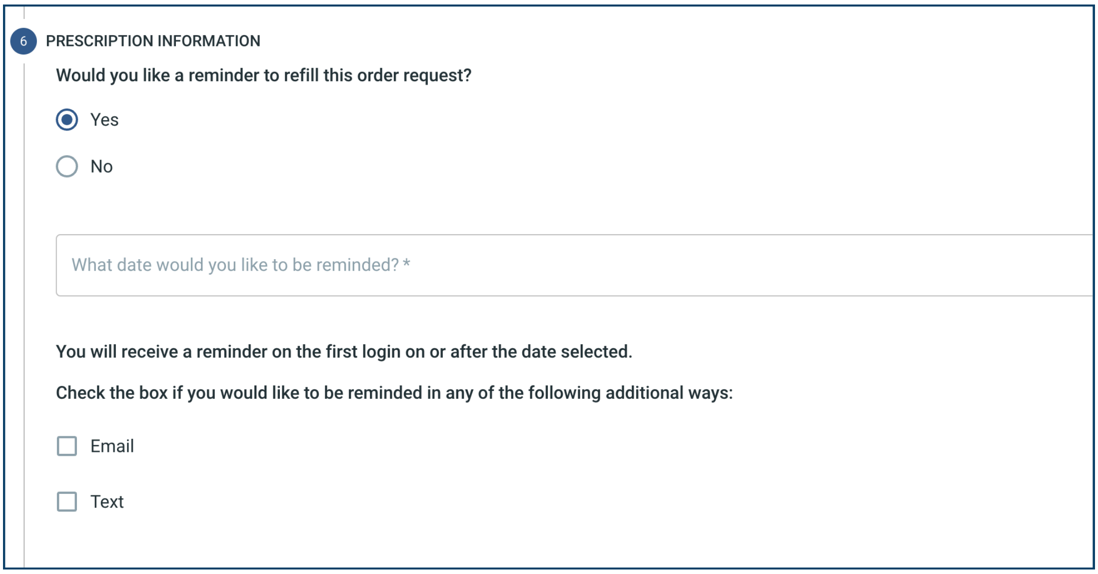
Choose the drug and the destination. When finished, click ***Start***.



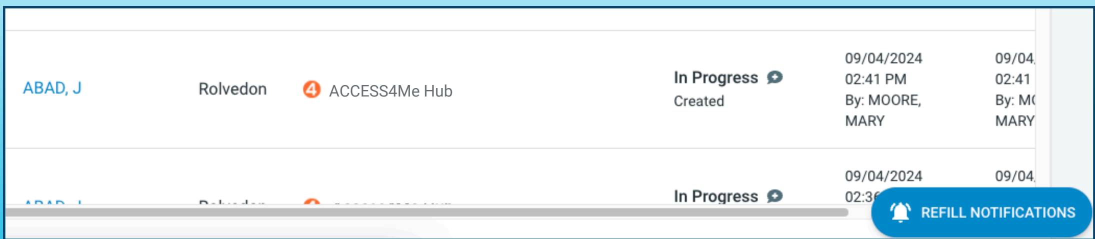
Fill in each section of the enrollment form. Information included in the patient's profile will auto-populate where appropriate. All required fields will be marked with an asterisk. (*)



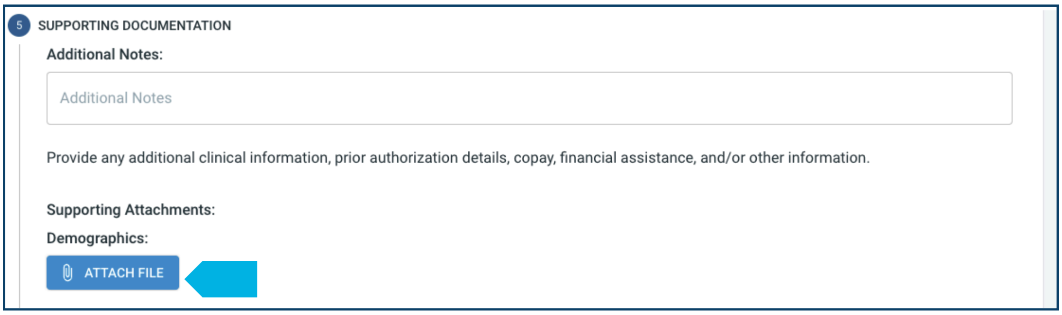
If needed, a *refill reminder* can be set for the enrollment. Choose the date you would like to be reminded, either with the date picker or by typing the date into the box. Additionally, reminders can be set to be emailed or text. If chosen, provide a contact method.



The refill reminder will be available after logging in on or after the date chosen. To view reminders, open the *Enrollments* screen, then click the blue ***Refill Notifications*** button in the bottom right corner.



Some enrollment forms may request additional documentation, such as paper prescriptions, medication lists, etc. If needed, use the *Supporting Documentation* section to attach a file to the enrollment form. If you've received a *prior authorization* key from an external source, you can type the key into the *Additional Notes* box at the top of this section.



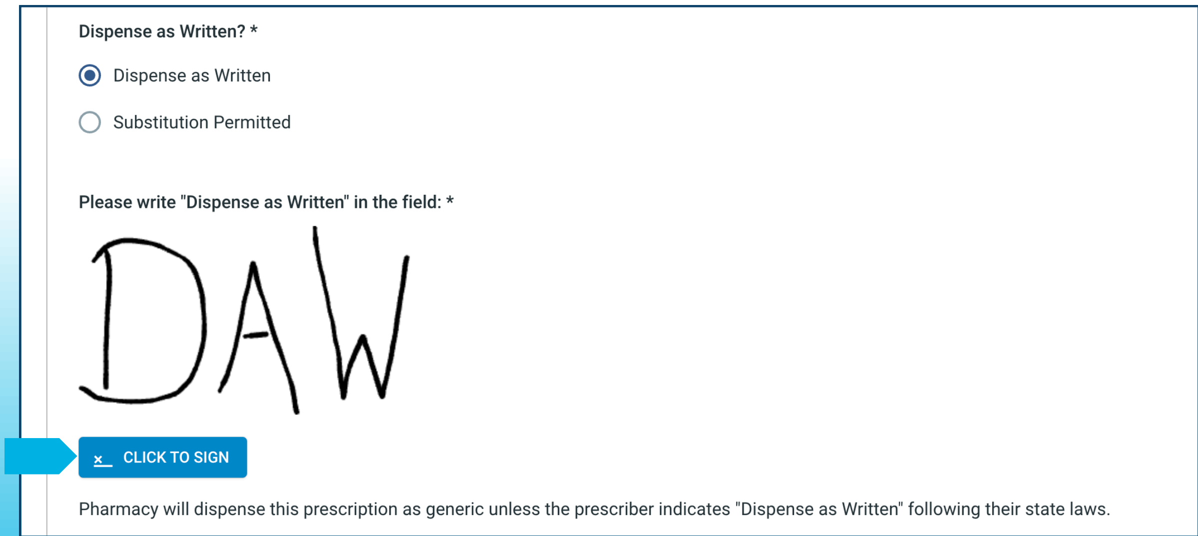
The *Prescriber Information* section will populate information from the prescriber's profile. This information is typically pulled from the NPI registry. If any information is incorrect, you can edit the details on this page.

Note: Editing the details will not modify the prescriber's profile. The prescriber or the organization's admin will need to update the information in the profile manually.

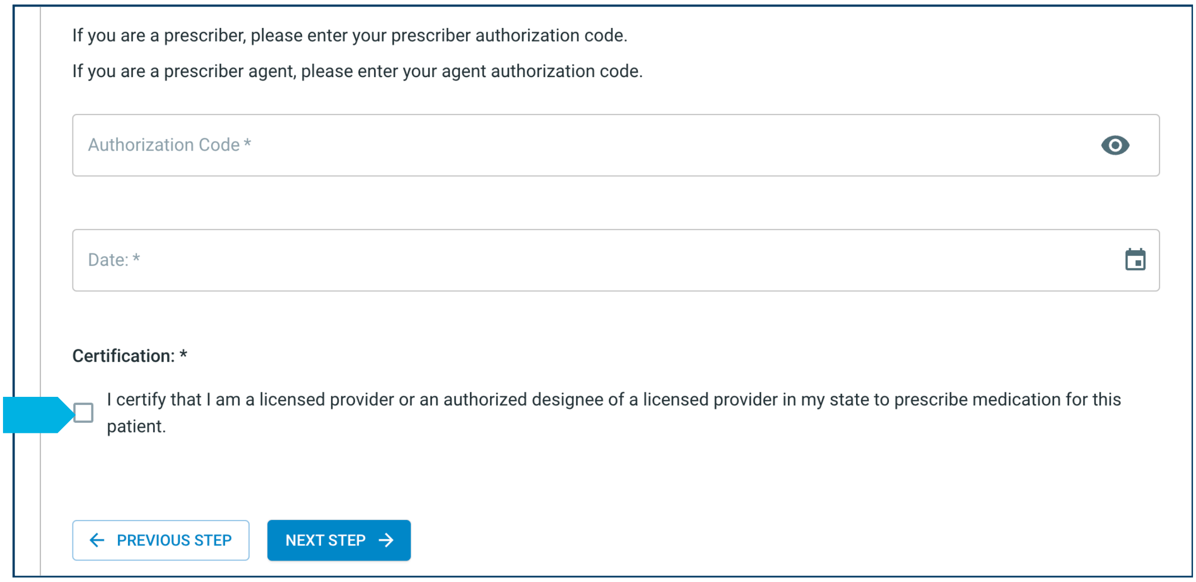
The *Prescriber Authorization* will need to be provided. The prescriber, or if applicable, a prescriber delegate, will make the selection between ***Dispense as Written***, or ***Substitutions Permitted***.

If *Dispense as Written* is selected, click the ***Click to Sign*** button. Write *Dispense as Written* or *DAW* in the signing box, then click ***Save***.

Note: This signing box is ***NOT*** for the prescriber's signature.

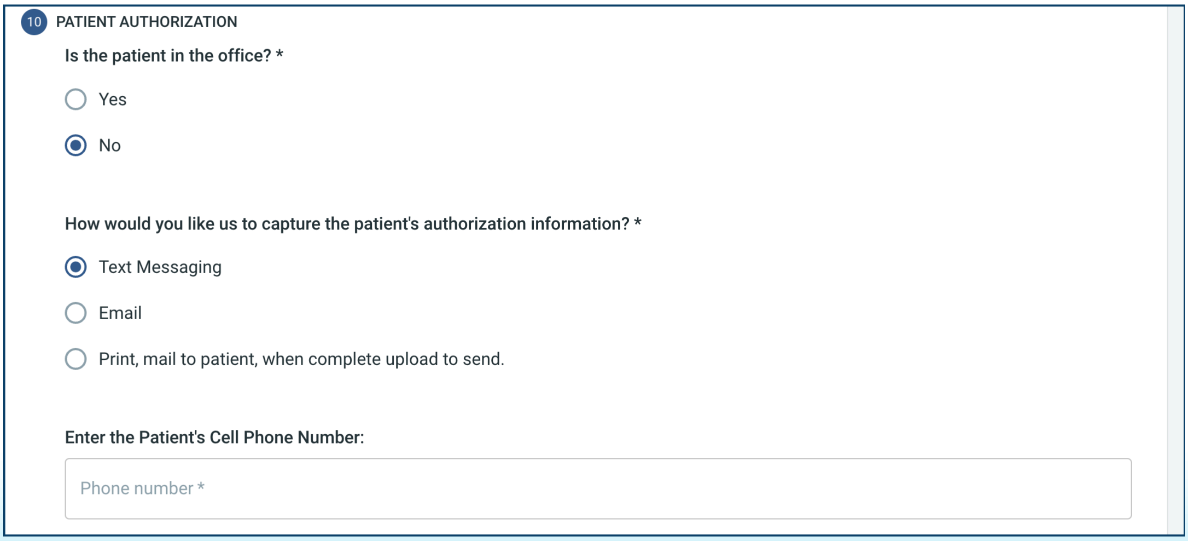


The prescriber, or a prescriber's delegate/designee, will enter the prescriber's authorization code. Choose the date using the date picker, or type it into the date field. The prescriber or the prescriber's delegate/designee will click the ***Certification*** checkbox to certify that the prescriber is a licensed provider within their state to prescribe medication for the patient.

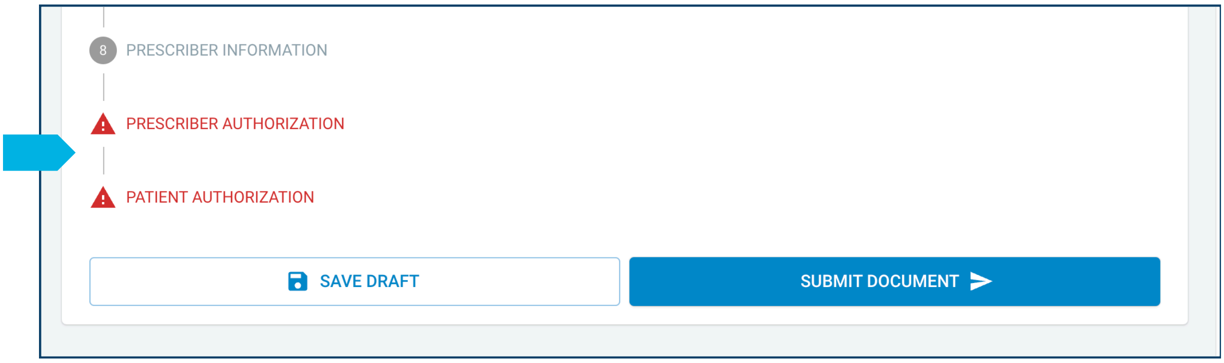


The Patient will need to provide their consent to submit the application. If the patient is in the office, click ***Yes***. The patient will fill in the details of the form in the office using a computer, tablet, or other device.

If the patient is not present, click ***No***. The patient's consent can be collected electronically by sending a secure link via text or email. The text will be active for 72 hours. If the 72 hour window lapses, the link can either be sent again, or a different option can be chosen.



Once all needed information on the form is filled in, click ***Submit Document***. If any required questions are missed, the form will not submit and the missing fields will be highlighted in red. Fill in the missing information and click ***Submit Document*** again. The portal will then return to the *Enrollments* screen.



The *Enrollments* screen will show all submitted enrollment forms available for your profile. Each listing will show the *patient name*, *prescriber name*, the *requested drug*, the *destination*, the name of the person who submitted the enrollment as well as the most recent *status*.

Click the ***Actions*** menu to view additional options for the enrollment. You can download a copy of the completed enrollment form by clicking ***Download Enrollment Document***.