



Steps on how to process tickets through Pioneer Partner Network:

LTC/Compound Process

Assign prescriptions to Partner Network:

1. Select Rx
2. Select Rx Profile
3. Check all prescriptions for processing
4. Select Actions
5. Select Priority Change
6. Change Priority to Partner Network
7. Save & Close
8. Select the pencil icon
9. Select Profile
10. Ensure that the proper pick-up location is selected for Home Pharmacy
11. Print receipt and highlight {Partner Network} at the top of the receipt (with highlighter or marker)

Receiving Retail Locations Process

Process POS transactions

1. Select the Sale tab
2. Select Point of Sale
3. In the Item field, input LTC receipt number
 - a. If a box appears asking to import the patient, import the patient and select save and close
4. Select Enter
 - a. If a copayment is on the LTC ticket, the line item displaying the patient's name on the register will **always be zero.**
 - b. To enter the copayment in the POS follow these steps
 - i. Select the LTC hotkey
 - ii. Enter the copay amount
 - iii. Select Enter
5. Collect payment if applicable
6. Obtain signature from patient
 - a. Please note the patient's signature will immediately be viewable at the retail location. LTC will be able to view the signature within 1-2 hours of the completed transaction
7. Complete the transaction

*If Pioneer displays a message for identification follow these steps

1. In the identification box, select other
2. Input 123 in the box next to other
3. Select Patient F12