



## Processing the Cycle Fill

When processing the Cycle Fill daily you may either process after 5:00pm for the next day or first thing in the morning to count for the current day.

- Go to ToDo lists on the right side of of the screen
  - Click on Cycle Fills
- You will choose a pharmacist that is working
- Click on the empty check box on the left side of the screen so that all boxes are checked
- Scroll through all of the checked boxes and look at the day supply and uncheck the following:
  - Inhalers, patches, creams, ointments, injectables, insulin, pen needles, test strips, eye drops, ear drops, syringes, **birth control**, any oral liquids
  - Uncheck anything that has a day supply of anything other than **30**
- **ONLY** fill **pills** and **ONLY** fill medications for a **30** day supply
- You will then go to the bottom left of the screen and click the down arrow under Process and choose Automatic Process. All of the claims you just selected will then process automatically.
- After those are finished you will then go back to the Cycle Fill and manually process the rest of your claims.
- After processing, you will fix your rejections
  - Go to Third Party rejections under the Todo Lists and work through your rejections
    - If a PA is needed start the PA process and make notes in sync note section
    - If the rejection states that you need to change the NDC then change is and notify the store as to why you did so.
    - If the rejection states that you need to fill brand vs generic choose the appropriate DAW and reprocess. Make appropriate notes as to why
    - If you have a Refill Too Soon you will need to put the claim in “Future Fill” for the date the insurance stated it will go through. Do not put it in “Future Adjudicate”
  - Make notes in the sync note section with any rejection and what you did to fix the rejection so your health coach will know.