



TEXAS
Health and Human
Services

**Texas Department of State
Health Services**



Medication Orders, Order Conflicts and Medication Transfers



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Learning Objectives

In this module, you will learn how to:

- Order medications
- Review automated checks and understand how they affect medication orders
- Submit an override request for orders that do not meet normal approval conditions
- Transfer a medication from one client to another
- Look up past orders



TCT Brief Overview & Pharmacy Features



Why TCT?

The TCT Pharmacy Portal **Improves Efficiency** by allowing pharmacies to directly place orders to the warehouse



Texas Department of State
Health Services



Medication Ordering

- The TCT portal allows pharmacists and designated DSHS workers to order medications directly from the warehouse.
- Pharmacists can order directly without the need of additional review from DSHS if the requested orders fulfill the automated order criteria.
- Orders can be placed for clients with active drug regimens who are assigned to a pharmacy.



Features with Medication Ordering through TCT



Medication ordering and tracking directly from the warehouse



Access to Pharmacy Reports



Access to client drug regimen



Notifications for important pharmacy-related communication



Consolidated client information



Pharmacy Life Cycle

Navigating the System – Step by Step



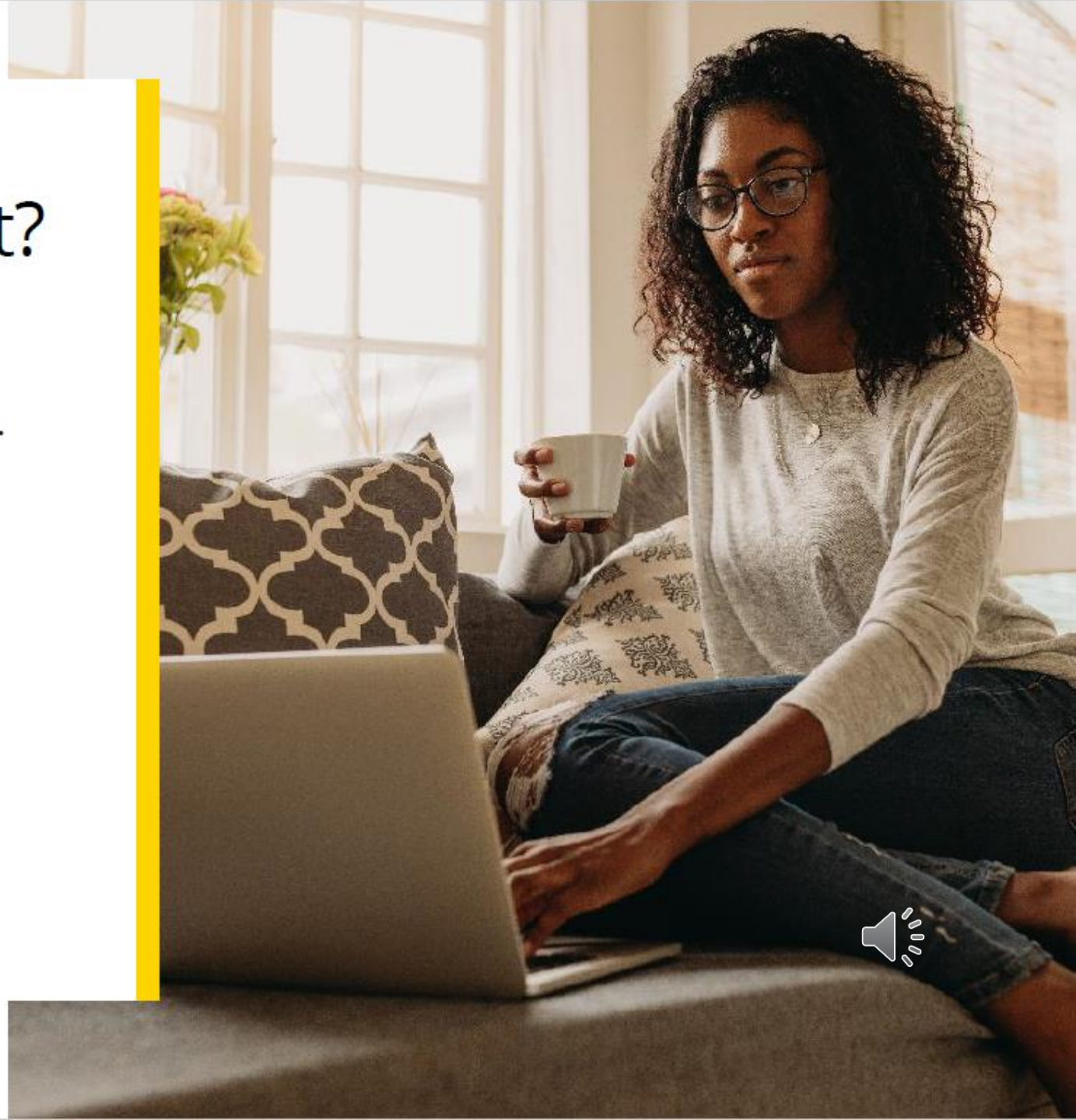
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When can you order medications for a client?

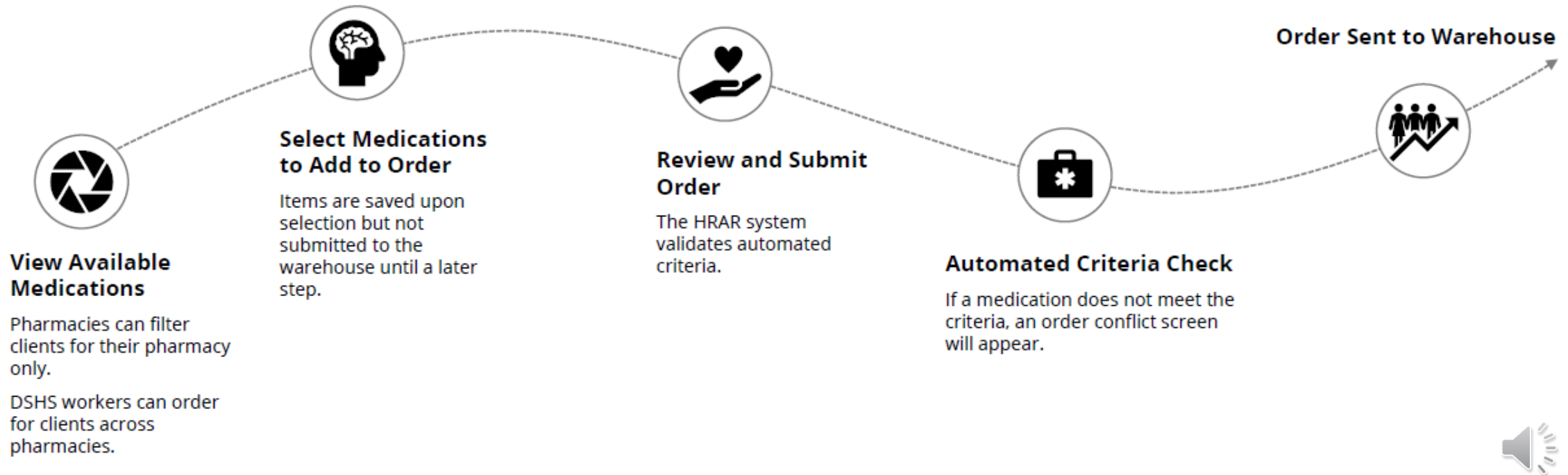
Clients meeting the following criteria will appear on the pharmacy's Ordering screen.

- Are approved for ADAP
- Have an active drug regimen
- Have an active pharmacy assignment



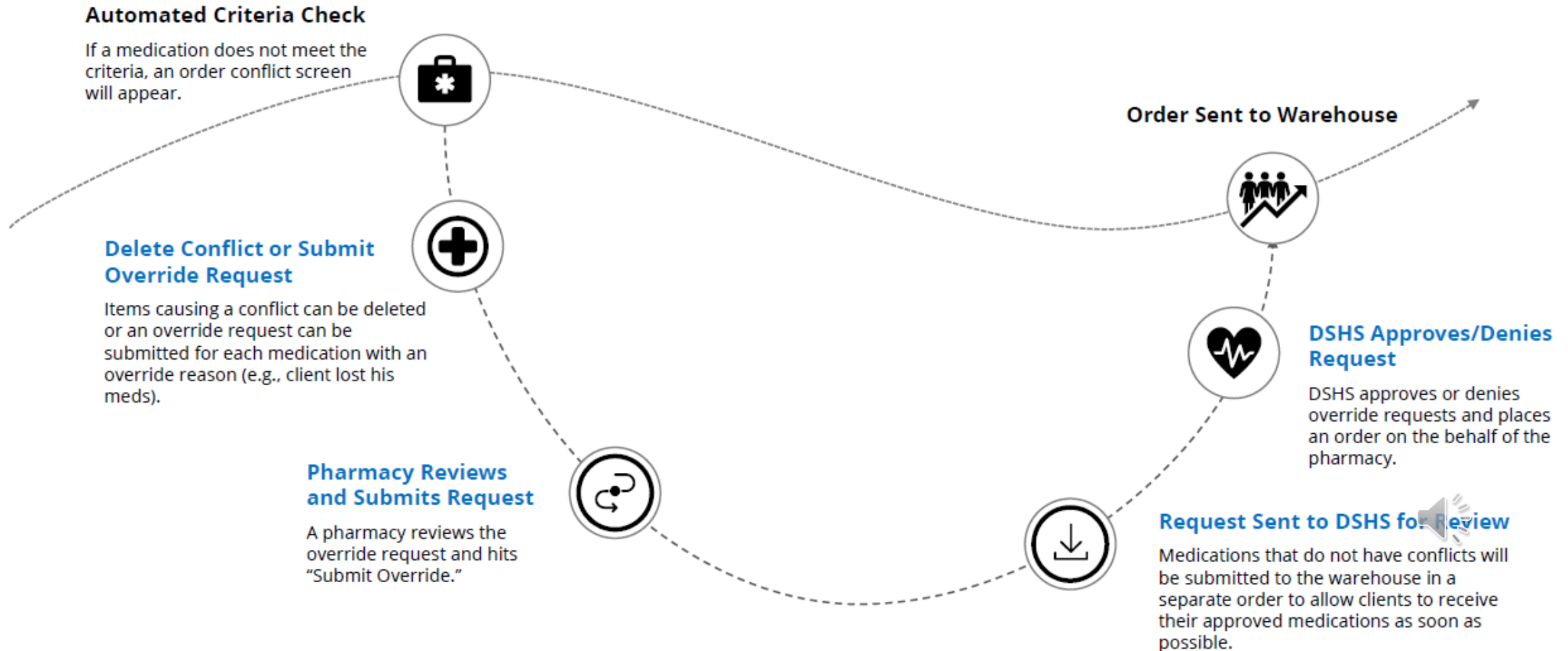
Pharmacy Ordering Lifecycle

If the medication **meets the automated order criteria**, the medication can be ordered by the pharmacy and sent to the warehouse for fulfillment. Otherwise, an override request can be sent.



Pharmacy Ordering Conflicts

If the medication **meets the automated order criteria**, the medication can be ordered by the pharmacy and sent to the warehouse for fulfillment. Otherwise, an override request can be sent.



Medication Ordering



Accessing Orders

Pharmacists, ADAP Order Processors, and designated DSHS workers can directly submit orders to the warehouse.

- 1 To access the Orders page, click on the **Orders** tile in the TCT Worker Portal Dashboard.

Hello Pharmacy UAT,
Welcome to your Dashboard!



Searching Order History

The Search Order History screen is used to access submitted and open orders. Upon clicking Open Orders, you can add or update selected items before submitting to the warehouse.

- 2 There are a variety of filters, including: submission, start date, and pharmacy ID. Filters are required to view results. To **create a new order, select Add Order**

Orders

Order ID

Order Start Date

Order End Date

Status

Client ID

Pharmacy ID

MM/DD/YYYY

MM/DD/YYYY

Select

X Clear Search

Q Search

Add Order

X

W

P

Order ID	Status	Order Creation Date	Order Submission Date
No orders found matching your search criteria.			

50

Showing rows 0 to 0 of 0



Placing a New Order

The New Order screen will populate with the list of available client medications. Pharmacists can only order for clients within their pharmacy. Note: Filters are required to produce output.

- To begin a new order, search for the **Client or Pharmacy by ID or Name**
Note: Pharmacy ID and Name filters will be disabled for pharmacy users.

Order ID: 1605

Worker Portal Order Screen

Client ID

101209

D.O.B.

11/17/2021

Client First Name

Avery

Pharmacy ID

850

Client Last Name

Adrian

Pharmacy Name

Community Walgreens #16468

Search

Clear Search

Pharmacy ID

Client ID

Client Name

D.O.B

Trade Name

Generic Name

Dosage Strength

Measure

Form

Day Supply

Quantity

Last Order Date

Medicaid/CHIP ID

Select

850

101209

Adrian, Avery

11/17/2021

DULOXETINE HCL

duloxetine

30

MG

TAB

30

1

11/11/2021

Placing a New Order

- 4 Select the medication, dose, and quantity for each medication. Select **Add to Order** at the bottom of the page. The screen will refresh as soon as you click the button. Add to Order will not submit the order; it adds the medication to the order to be reviewed.

Pharmacy ID	Client ID	Client Name	D.O.B	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Last Order Date	Medicaid/CHIP ID	Select
850	101209	Adrian,Avery	11/17/2021	DULOXETINE HCL	duloxetine	30	MG	TAB	30	1	11/11/2021		☐
850	101209	Adrian,Avery	11/17/2021	MYCOBUTIN aaaa	Rifabutin aa	150	MG	CAP	30	1	09/13/2021		☐
850	101209	Adrian,Avery	11/17/2021	VIDEX CHEWABLE	Didanosine (DDI)	100	MG	TAB CHEW	30	1			☐

50 Showing rows 1 to 3 of 3

[Review Order](#) [+ Add to Order](#)

Placing New Order

- Once all the medications have been added, select **Review Order**. This will take you to the Review Order page.

Order ID: 200406

Worker Portal Order Screen

Client ID

Client First Name ⓘ

Client Last Name ⓘ

D.O.B.

Pharmacy ID

Pharmacy Name ⓘ

MM/DD/YYYY

Search

Clear Search

Excel

Word

PDF

Pharmacy ID	Client ID	Client Name	D.O.B	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Last Order Date	Medicaid/CHIP ID	Select
There are no order line items for this order!													

50 ▾

Showing rows 0 to 0 of 0

Review Order

Add to Order



Reviewing an Order

The Review Order screen allows users to review selected entries before submitting an order. You can add items to the review order and the system will automatically save your additions for later. Go to Order History to access the open order.

- 6 The Review Order page shows the name and quantity of added medications. If any medications need to be added, select **Back** to return to the New Order page and add more items. If any medications are incorrect, remove them before submitting the order.

After the order is reviewed, select **Submit to Warehouse**. This initiates the request but does not submit it until it is validated. Once it is successfully submitted, you will be directed to the Order History screen. If there are conflicts, a Conflict screen will appear.

Order ID: 200406

Review Order



Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Last Order Date	Medicaid/CHIP ID	Client ID	Client Name	D.O.B	Remove from Order?
There are no order line items for this order!													

50 ▾ Showing rows 0 to 0 of 0

< Back

Submit To Warehouse



Important Notes

- THMP cannot backdate orders for any reason. Please note that THMP is not a reimbursement program. The medications that THMP sends, are the medications that must be dispensed to the client. Do not dispense from your pharmacy's stock except in extremely limited circumstances that are authorized by THMP such as inclement weather emergencies. In order to be notified of delays, please subscribe to the THMP Pharmacies mailing list at http://service.govdelivery.com/service/subscribe.html?code=TXHHSC_594
- Please note:** That each order should be submitted no later than end of workday. Each order should be less than 200 line items.
- Keep in mind that Extra medication forms must be submitted and approved by THMP prior to early or extra medication order.



Order Conflicts



Automated Checks – Accepted Criteria

Upon submitting an order to the warehouse, the system performs a validation to ensure medications meet guidelines for direct submission.

In order for a medication to be auto-approved, it must pass the following criteria:

- 1. Is the order from the client's assigned pharmacy?**
- 2. Is the drug in the client's regimen?**
Check to see if the drug being ordered is within the client's prescription.
- 3. Did any medicines exceed the MaxPerMonth?**
Each medication is assigned a maximum allowance quantity per month
- 4. Is the patient ready for a refill?**
- 5. Does the order medication strength match the strength on the client drug regimen?**



Order Conflicts Found

If a medication fails the order criteria, the Conflict screen appears with the denial reason. Either remove the medication from the order or submit an override request with a reason. **The reason for an override is mandatory for DSHS to evaluate the request.**

Note: Upon submitting all the requests, the medications without a conflict will be ordered and sent to the warehouse as a separate order.

Order Conflicts														
														
Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Last Order Date	Denial Reason	Client ID	Client Name	D.O.B	Reason for Override	Actions
850	DULOXETINE HCL	duloxetine	30	401	130	30	1	11/11/2021	Too early for a refill.	101209	Adrian, Avery	08/24/1991	Reason for Override Lost Me	Submit Override Request Remove
850	MYCOBUTIN aaaa	Rifabutin aa	150	401	53	30	20	09/13/2021	Quantity has exceeded MaxPerMonth for Medication.	101209	Adrian, Avery	08/24/1991	Reason for Override Client o	Submit Override Request Remove

50

Showing rows 1 to 2 of 2

1

Back



Medication Transfer



How to transfer orders

Hello admin admin,
Welcome to your Dashboard!



TASKBOARD



CLIENT



CONTRACTS



PHARMACY



REPORTS



ORDERS



LETTERS



ADMIN



SERVICE REFERRAL BOARD



Look up order

Orders

The orders screen allows you to view previously submitted and open orders. To create a new order, select the 'Add Order' button.

Order ID

Order Submission Start Date

Order Submission End Date

Order Creation Start Date

Order Creation End Date

Pharmacy ID

Status

Client ID

1 Search orders by submission start and end date

2 Check the Status box for Submitted status

3 Then select 'Search'



Select the order

1 Select the order ID you are looking for

X Clear Search

Q Search

+ Add Order

1

Order ID	Status	Order Creation Date	Order Submission Date	Shipping Status
42412	Submitted	08/29/2023	08/29/2023	Shipping Status
42410	Submitted	08/28/2023	08/28/2023	Shipping Status
42409	Submitted	08/28/2023	08/28/2023	Shipping Status
42408	Submitted	08/28/2023	08/28/2023	Shipping Status
42407	Submitted	08/28/2023	08/28/2023	Shipping Status
42406	Submitted	08/28/2023	08/28/2023	Shipping Status
42404	Submitted	08/18/2023	08/18/2023	Shipping Status



Transfer Order

Order ID: 42373

Order Submitted Date: 09/28/2023

Order Status: Submitted

Order Details

Client ID

421014

D.O.B.

MM/DD/YYYY

Client First Name

Client Last Name

Pharmacy ID

Pharmacy Name

Filter

Clear Filters

X

W

P

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Shipped Date	Tracking Number	Dispensed Date	Client ID	Client Name	D.O.B	Select
855	BIKTARVY (30/btl)	bictegravir/emtricitabine/tenofovir ala	50;200;25	MG;MG;MG	TAB	30	1			Dispensed Date MM/DI	421014	MEYERHOLZ, Nicolas	07/29/1980	☒

50 Showing rows 1 to 1 of 1

Save

Transfer

1

Find the client who originally ordered the medication you are transferring, and if it looks correct, check the select box.

Note: You can filter by client ID if there are multiple clients on the order

2

2

Check the 'Select' box and then
Click 'transfer'

Transfer Order Error Page

Order ID: 42373

Order Submitted Date: 09/28/2023

Order Status: Submitted

Order Details

Client ID

414721

Client First Name

Client Last Name

D.O.B.

MM/DD/YYYY

Pharmacy ID

Pharmacy Name

Filter

Clear Filters

X

W

P

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Shipped Date	Tracking Number	Dispensed Date	Client ID	Client Name	D.O.B	Select
855	BIKTARVY (30/btl)	bictegravir/emtricitabine/tenofovir ala	50;200;25	MG;MG;MG	TAB	30	0			Dispensed Date MM/DD	414721	Flores Ochoa, Rosalba	01/19/1977	

50 Showing rows 1 to 1 of 1

Save

Transfer

1

Verify the order information and if it looks correct, check the select box.

Note: You can filter by client ID if there are multiple clients on the order

2

2

The select box is grayed out because there is not quantity available to transfer

Transfer Order

Order Transfer Screen

1

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Quantity to be Transferred	Last Order Date	Client ID	Client Name	Transfer Recipient ID	Transfer Recipient Name	D.O.B
855	BIKTARVY (30/btl)	bictegravir/emtricitabine/tenofovir ala	50;200;25	MG;MG;MG	TAB	30	1	Quantity to be Transferred	07/24/2023	414721	Flores Ochoa, Rosalba	Search		01/19/1977

50

Showing rows 1 to 1 of 1

Back

Confirm Transfer

Transfer Client Search

Client ID

224764

Client Name

Patricio, Roberto

Message

2

Search

Save

Cancel

1 Select the search icon and look up the client ID of the client you would like to transfer the order to.

2 Look up client ID and click 'Search'. Once the client appears, click 'Save'.

If the client is not eligible for an order, the reason will appear in the Message box, and Save will be grayed out.

Transfer Order

Order Transfer Screen

1

X

W

P

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Quantity to be Transferred	Last Order Date	Client ID	Client Name	Transfer Recipient ID	Transfer Recipient Name	D.O.B
855	BIKTARVY (30/btl)	bictegravir/emtricitabine/tenofovir ala	50;200;25	MG;MG;MG	TAB	30	1	Quantity to be Transferred 1	07/24/2023	414721	Flores Ochoa, Rosalba	224764	Patricio, Roberto	01/19/1977

50 Showing rows 1 to 1 of 1

← Back

1
⇌ Confirm Transfer

1 Verify the transfer recipient ID (client ID and name) and quantity to be transferred.

Note: Cannot transfer more orders than original quantity

2 Select 'Confirm Transfer' and then you will return to the orders page

Thank You!

