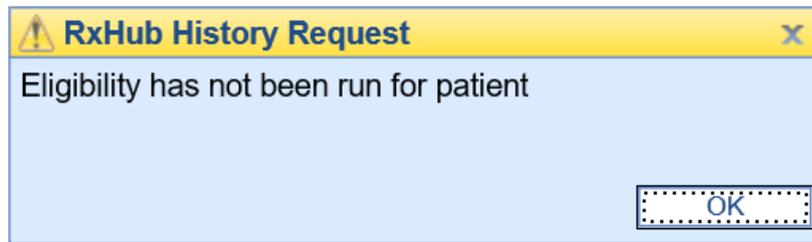


RxHub History Request: Eligibility has not been run for patient

Last Modified on 04/18/2025 11:24 am EDT

This article will describe the reason you may receive the following error when running the RxHub History for a patient.



Potential Cause

The patient's insurance information is inaccurate or incomplete within the Patient Setup.

Try This:

1. Verify that the primary insurance subscriber detail matches the scanned insurance card - this is necessary for RXHUB and for claim processing
2. When the insurance subscriber is DIFFERENT than the patient, THEN be sure that you list the patient as the FIRST person in the Responsible Party screen. *This is where we look when the Insurance Subscriber is not the patient. That is because RXHUB need to know the the "patient" to look up.*
3. With steps 1 and 2 properly completed, re-run the patient's eligibility.
4. Reset your EMR screen (important step to refresh your cached data)
5. Load the patient's chart and run RXHUB again and you should have success.
If not successful, and you still see "Eligibility error" then escalate and be certain to include the details above

Verify Issue

1. Navigate to the **Prescription Pad** for the patient in question
2. Select **Coverage**

Prescribe		Phone: (208) 639-4900 DEA: FS9627540	
Patient:	june, test 03/08/1968 (54y) Male 2855 E Magic View Drive Meridian, ID 83642 Phone (208) 283-7662 Night (208) 639-4945	Written:	05/04/2022
Drug:		Diagnosis:	
Sig:			
Dispense:			
Refills:	Effective:	Void:	Dispense as Written: No
Note:			
Pharmacy:			
More+	Send Prescription Information <input type="text"/>	<input type="checkbox"/> Benefit Check	Coverage Save Print Send

3. From the top section of **Coverage**, there will either be a valid or error response. Errors will be indicated in red as shown below.

Coverages	None	Missing or Invalid Responsible Party Information as of 05/04/2022
Prescription Information	Payer Suggested Formulary Alternatives	
No Coverage Restrictions found	None available	
	Therapeutic Alternatives	
	None available	

- If you see this banner is **Red**, verify the patient's insurance details with the patient or by reviewing the insurance cards. Modify any details if necessary. (Patient Setup > Insurance)
 - If you see this banner is **Blue**, contact support for further troubleshooting.
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