

FAQ: Electronic Prior Authorization with CoverMyMeds

This document provides summary information about the common questions and answers regarding the new integrated CoverMyMeds ePA feature within eMDs Prescribe. The CoverMyMeds ePA integration is specifically for medication authorizations, not for other referral authorizations.

THE BASICS

- **Q:** What is electronic prior authorization?
 - A: Electronic prior authorization (ePA) is the automated process of exchanging patient health and medication information, allowing providers to initiate PA requests after a rejection at the pharmacy or prospectively in their E-Prescribing workflow.
- Q: Why is prior authorization important for my patients?
 - A: Prior authorization (PA) is a process where a physician obtains approval from a health insurance plan to prescribe a specific medication for their patients. PA is a technique for minimizing costs, wherein benefits are only paid if the medical care has been pre-approved by the insurance company. This is usually required for more expensive medications. The patient's insurance plan may not pay for a medication without the PA. This may then affect whether the patient takes the medication. Abandonment can negatively impact the patient's treatment plan.
- **Q:** When will I be able to use the CoverMyMeds ePA integrated with eMDs Prescribe?
 - A: On the night of August 28, 2019 this feature will be released to all eMDs Prescribe users.
- Q: Who will be able to access the Integrated ePA option?
 - A: Users of eMDs applications with privileges to open eMDs Prescribe (Solution Series 9.1 and higher, Practice Partner 11.2 and higher, and Plus v4.0 and higher).
- Q: I already use the CoverMyMeds website, will my existing data be accessible from within eMDs Prescribe?
 - A: No, the integrated ePA feature does not carry over any information from previous CoverMyMeds logins. We recommend completing any PAs in progress with your existing login and starting new PAs with the eMDs Prescribe integrated option until you no longer have active work in the non-integrated worklist.
- **Q:** How much will the ePA integration cost?
 - A: Nothing, it is included with your ePrescribing tools. The CoverMyMeds system is also free to prescribers.
- Q: Will I need to remember a user name and password to access the CoverMyMeds dashboard from within eMDs Prescribe?
 - A: No, by logging into your EHR application, your eMDs credentials grant you access to the site.
- **Q:** How does the eMDs integration benefit me?
 - A: Instead of needing to open a browser, login to CMM, then start the process, it's a quicker workflow to simply click the 'Prior Auth' button and begin working. This saves time and clicks.

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- **Q:** Will I be able to share the PA I enter under my login to CoverMyMeds dashboard with another user?
 - A: At this time, the method for granting access to a PA (or PA sharing) is done by clicking the "Enter Key" button on the CoverMyMeds dashboard.



After clicking the "Enter Key" button, the "Access your Request" screen will appear for you to type in the unique PA key displayed on the dashboard of the user wishing to share the PA. The unique PA key may also be on a fax from a pharmacy or payer.

Doe, Jane Key: Q8VJ82

from either user's dashboard will be reflected for both.

| Acce | ess your Request |
|------|-----------------------------------|
| | Enter Key and Patient Information |
| | Request Key |
| | Patient Last Name |
| | Patient Birthdate mm/dd/yyyy |
| | VIEW AND SUBMIT PA |
| | |

- **Q:** How do I get back to my dashboard list of PAs once I have entered another area of the CoverMyMeds integrated site?
 - A: To get back to your PA dashboard, you can always click the CoverMyMeds logo at the top left region of the site. You will need to save your work before going back to the dashboard or your progress will be lost.
- Q: When I access eMDs Prescribe starting on August 29, 2019, how will I open the CoverMyMeds dashboard?
 - A: The button to open the Integrated ePA feature is on the bottom action row of the Send Rx screen with the text "Prior Auth."

| Send P _X (1) | | | | | | Save and Close | Send Selected Rx (0) | |
|---|---|--|--|---------|----------|--------------------------|----------------------|--------|
| Medication | Dose Form | Qty/Unit Sig Refills | | Refills | Pharmacy | | Method | |
| Tylenol | 325 mg oral tablet | 30 Tablet | take 1 - 2 tablets (325 - 650 mg) by oral route | • • | Lawrenc | e Academy Rx 10.1 • | eRi | • × |
| New Rx | | Formula | ry Information | | War | ning! (1) A potential in | iteraction has been | |
| Tylenol 325 mg tablet take 1 - 2 tablets (325 every 4-6 hours as nee | Sing tablet O Non-Formulary associated with medication. <u>View dr</u> blets (325 - 650 mg) by oral route No attemptives inotts ours as needed who attemptives inotts | | Vew.dop.aled | | | | | |
| Allow Generic Substi | tution | Pharmac | a. | | | | | |
| Provider Information: Campos, Elena, MD 842 Discovery Blvd Apt1 Austin, TX 78428 \$ (545) 897-5123 | | Lawrency 235 Main Groton, N C (978) 4 IB (978) | Academy Rx 10.6 181 AA 01450 151-4477 460-1122 | | | | | |
| 🖬 (866) 384-0053 Add Another | Prior Auth | | | | | Save and Close | Send Selected | Rx (0) |

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- Q: How do I get help with questions once I am using the CoverMyMeds integrated dashboard?
 - A: Need help? You have access to 600+ staff for live PA support. Live support is available Monday-Friday 8 a.m. – 11 p.m. ET and Saturday 8 a.m. – 6 p.m. ET.

eMDs Prescribe Integrated Dashboard

- Chat in the lower right corner of the CoverMyMeds App
- **Call** at 866-452-5017
- Email at help@covermymeds.com
- **Q:** I am using CoverMyMeds today, how will I tell the difference between the integrated ePA dashboard within eMDs Prescribe and the website outside of eMDs Prescribe?
 - A: The two sites look different (shown below).

| covermymeds | Your Preferences Verify Prescri | bers Help Privacy & Terms Logged in as Ray McFerren Log Out | cover my meds [,] | | Help Privacy & Terms Logged in as Jordan Hilsher | Log Out |
|---|--|---|------------------------------------|-------------------------|---|-------------|
| New Request | Current Sent to Plan 27 requests 2 requests | Search | START NEW ENTER KEY | | Patient name, Drug name, or Request key | ٩ |
| View Recent Activity | A Activity Unitide Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables United Request (Key QUMADF) CVS Omepazole ZOMG dr tables CVS Omepazole ZO | | STATUS: Current • | | | |
| | Untitled Request (Key: LDF7XW) Sodium Christofie 3% solution tatea: New Created September 2nd, 2016 Goen Mark.as.ser/Lip.stan Archive | | (No patient info) Key: A7CBHCQB | New Not sent to plan | PA Support Enabled Ozempic 0.25 or 0.5Mg/DOSE pen-injectors | C Remove |
| South Control & | | (No patient info) | New | Lisinopril | 0 | |
| | Constituted Tequest (Key: XFOMVQ) Disabetry Timor Tequids Constitute 1 Annu 1 An | | Key: G9968K | Not sent to plan | 20MG sablets | Remove |
| | John Doe (Key: H2D2D7) SEROquel XR 200MG er tablets Batter i New Created Nay 2014 2015 Open Mark as sent lo plan Archive | | Conner, Sarah Key: UGGYW3 | New Not sont to plan | Triamcinolone Acetonide 0.025% cream | Remove |
| | 1284 | Click to Chat with CoverMyMeds ^ | | | Click to Chat with Cov | erMyMeds ^ |

CoverMyMeds Website

FEATURES COMING SOON

- Q: Can I access the eMDs Prescribe integrated dashboard from outside eMDs applications?
 - A: No, the data entered from the eMDs Prescribe integrated CoverMyMeds dashboard can only be accessed within eMDs Prescribe. eMDs will be placing additional access points within the EHRs in the future.
- **Q:** Will any data from my EHR populate the PA once I open the integrated CoverMyMeds dashboard?
 - A: At this time, no, but this will be added over the course of future releases.

WORKFLOW RECOMMENDATIONS

- Q: What are the example workflows for using the ePA integration?
- Q: How will I know I need to enter a PA?

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FAQ on ePA

CMDs EXAMPLE WORKFLOW 1

| Provider: | Best, wa | yne onehundred, MD | | | • | | |
|---|--|------------------------------|------------------------------|----------|-------------------------------|--|--|
| Name: | CeleXA 1 | CeleXA 10 mg tablet | | | | | |
| Dose: | 10 mg ora | al tablet | | Dosage 📰 | | | |
| Sig: | take 1 ta | blet (10 mg) by oral route o | | • * | | | |
| | | | | 46 o | f 140 characters used | | |
| Dispense: | Rx Only | | | | • | | |
| Quantity: | 30 | Tablet | Refills: | 0 | Pkg Sizes | | |
| Future Effe | ctive Date: | | <u>199</u> | | | | |
| Fill Indicato | r | All Fill Statuses 📝 | | | | | |
| Allow Ge | neric Subs | titution | | | | | |
| | | | | | | | |
| | | Real Time I | Benefits | | | | |
| 0 | Prescriber Phar | | macy 📀 Quantity | | | | |
| | | | | | | | |
| Quantity | Copay | Remaining Deductible | Applied Dec | ductible | | | |
| #45 | | | | | PA Required | | |
| | Est F | Pay High | Est Pay Low | | | | |
| | - - - - | +0.00 | | \$10.U | 10 | | |
| Estimated price range is based on historical data | | | | | | | |
| Powered by RelayHealth - The Patient Pay Amount displayed is an estimate at the aforementioned pharmacy above | | | | | | | |
| Plan Limitations Exceeded - Prior Auth May Be Required | | | | | | | |
| This medication is not covered by the patient's insurance. A prior authorization is required for coverage. | | | | | | | |

- 1. While entering the details of a new prescription, the user sees the patient's Rx Benefit Clarity data populate the Script Writer screen. The screen shows that a PA may be required for this medication (shown above).
- 2. The user should then complete the script details and proceed to Send Rx to finalize the submission of the electronic prescription.
- 3. Within Send Rx, the user should click the Prior Auth button on the bottom action row and enter the patient and medication data needed. At this point, the data entered could also be completed by a staff member rather than the prescribing physician.
- 4. Once the data for the PA is entered within the integrated CoverMyMeds site and submitted, the user should electronically send the prescription to the pharmacy.
 - a. If the PA request entered for the medication is responded to quickly (within minutes) the pharmacy will see this when running the patient benefit data from their application when filling the prescription.
 - b. If the response to the PA entered for the medication takes longer, the practice may receive a fax or phone call from the pharmacy. In this case, the authorization number can be communicated once it is received. The user may check the status by opening their ePA dashboard within any Send Rx screen.

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EXAMPLE WORKFLOW 2

| Send R _X (7) Send Patient | SMS text notifica | tions: | | | |
|---|--------------------------|--|--|---------|-----|
| Medication | Dose Form | Qty/Unit | Sig | Refills | Pha |
| 🗋 lisinopril 0 | 1 mg/mL oral Solution | 30 Tablet | take 1 tablet (10 mg) by oral route once daily | 2 - | ТХ |
| Current Rx | | Change | Request 🌡 | | |
| Iisinopril 20 mg tablet take 1 tablet (20 mg) by oral route once #30 Tablet Allow Generic Substitution Provider Information: Guntu, Jyothi, MD 842 Discovery Blvd Apt1 Austin, TX 78428 ↓ (546) 897-5123 Iiii (866) 384-0053 Supervisor: Hanlin, Prov, MD Written Date: 03/14/2019 Original Rx Date: 03/14/2019 Last Prescribed: 03/18/2019 | e daily | Prior At LISINOF take 1 ta #30 Tab Allow G Notes F This is a Prior At Prior At | thorization Required PRIL 10 MG TABLET blef (10 mg) by oral route once dail let with <u>2 refills</u> eneric Substitution rom Pharmacy: Prior Authorization message. thorization: The second | Approve | |
| Notes to Pharmacy: Prescriber aware of potential drug-drug |) interaction. | | | | |

- 1. From the EHR prescription worklist, a user sees a PA change request (shown above).
- 2. While reviewing the prescription change request from the pharmacy, the user should click the Prior Auth button on the bottom action row of the Send Rx screen.
- 3. The user can then enter the necessary patient and prescription details within the integrated CoverMyMeds application and submit the PA.
- 4. Once the response is received within the integrated ePA solution, the user can add the authorization number to the change request field.
- 5. After filling in the authorization number, the user should then click the Approve button to submit the response to the pharmacy.

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