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 9.1and 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.

- **Q:** Will I be able to share the PA I enter under my login to CoverMyMeds dashboard with another user?

  - o **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.

   Any updates to the PA from either user's dashboard will be reflected for both.

- **Q:** How do I get back to my dashboard list of PAs once I have entered another area of the CoverMyMeds integrated site?

  - o **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?

  - o **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."

- **Q:** How do I get help with questions once I am using the CoverMyMeds integrated dashboard?
  - o **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.
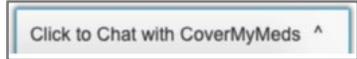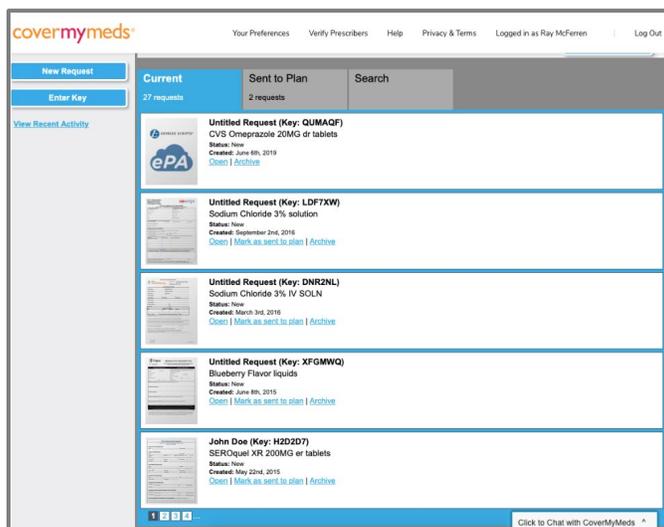
  - o **Chat** in the lower right corner of the CoverMyMeds App | Click to Chat with CoverMyMeds ^ |

  - o **Call** at 866-452-5017

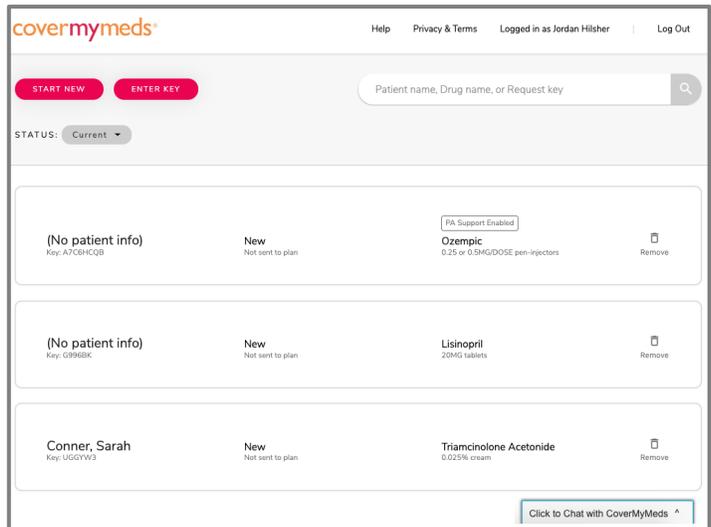 - o **Email** at help@covermymeds.com

- **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?

  - o **A:** The two sites look different (shown below).

CoverMyMeds Website   *eMDs Prescribe Integrated Dashboard*

FEATURES COMING SOON

- **Q:** Can I access the eMDs Prescribe integrated dashboard from outside eMDs applications?
  - o **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?
  - o **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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EXAMPLE WORKFLOW 1

Provider:	Best, wayne onehundred, MD
Name:	CeleXA 10 mg tablet
Dose:	10 mg oral tablet — Dosage 🔢
Sig:	take 1 tablet (10 mg) by oral route once daily

46 of 140 characters used

Dispense:	Rx Only
Quantity:	30 — Tablet — Refills: 0 — Pkg Sizes
Future Effective Date:	
Fill Indicator:	All Fill Statuses ✎

☑ Allow Generic Substitution

Real Time Benefits

✔ Prescriber	✔ Pharmacy	✔ Quantity

Quantity	Copay	Remaining Deductible	Applied Deductible	
#45	- -	- -	- -	PA Required

Est Pay High	Est Pay Low
$40.00	$10.00

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

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.