

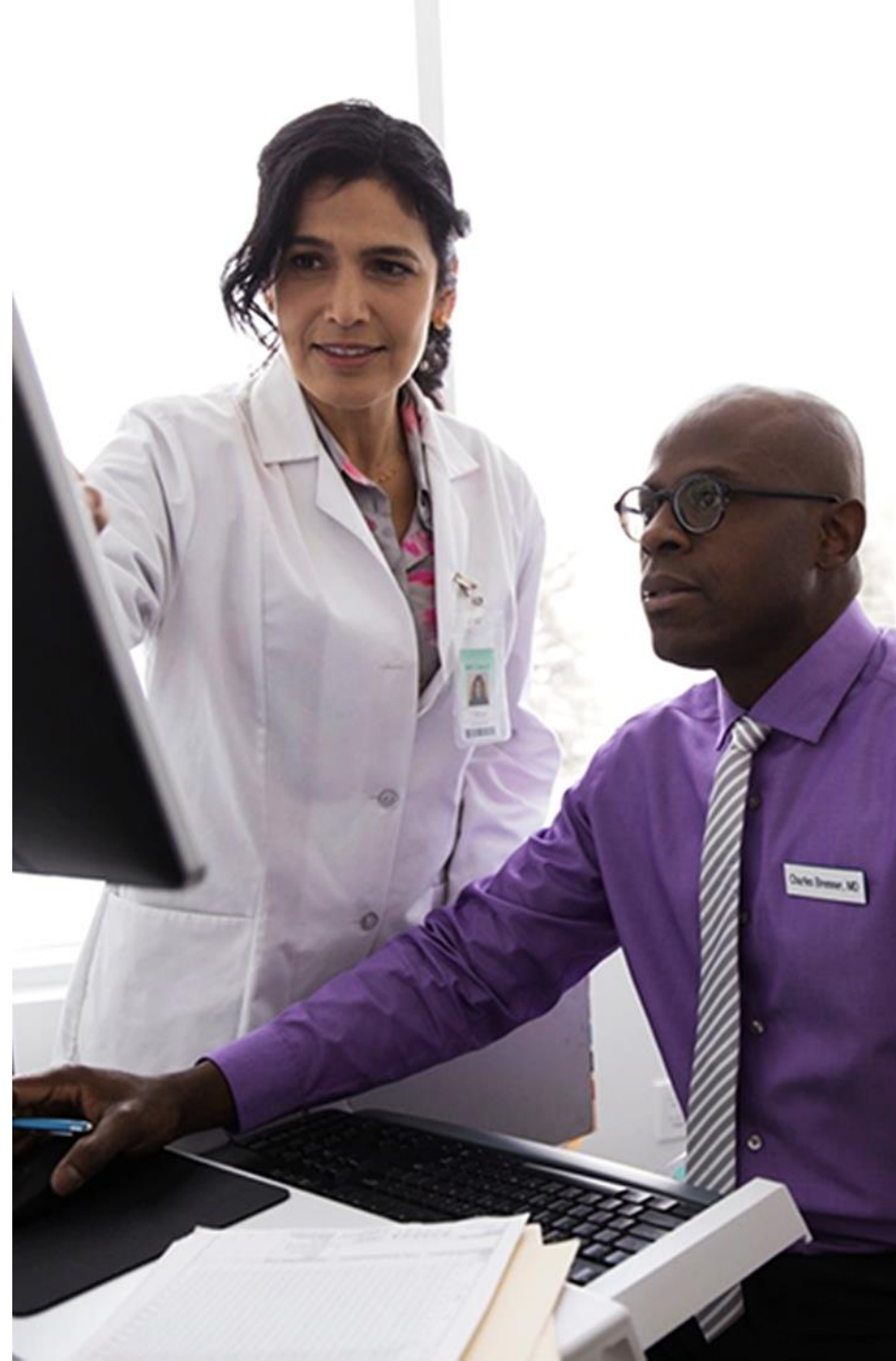


# ePA via Surescripts portal navigating the ePA workflow

**Presenter name**

Presenter title

Month 00, 2019





## Executive summary

- ▶ **The electronic prior authorization (ePA) is a fully electronic solution that streamlines the PA process**
- ▶ **Prescribers access the Surescripts portal or their Electronic health record (EHR) to easily initiate, request and receive determinations via ePA**
- ▶ **ePA supports both prior authorization (PA) requests alongside formulary and quantity limit exceptions**
- ▶ **The ePA solution eases the ePA process, provides timely determinations, and avoids delays due to unnecessary outreach and incomplete information**

# Agenda

**ePA overview**

**ePA Process flow**

**Additional scenarios**

**Recap**

The source for data in this presentation is CVS Health Enterprise Analytics unless otherwise noted. Please see the disclaimer page at the end of this presentation for more information.

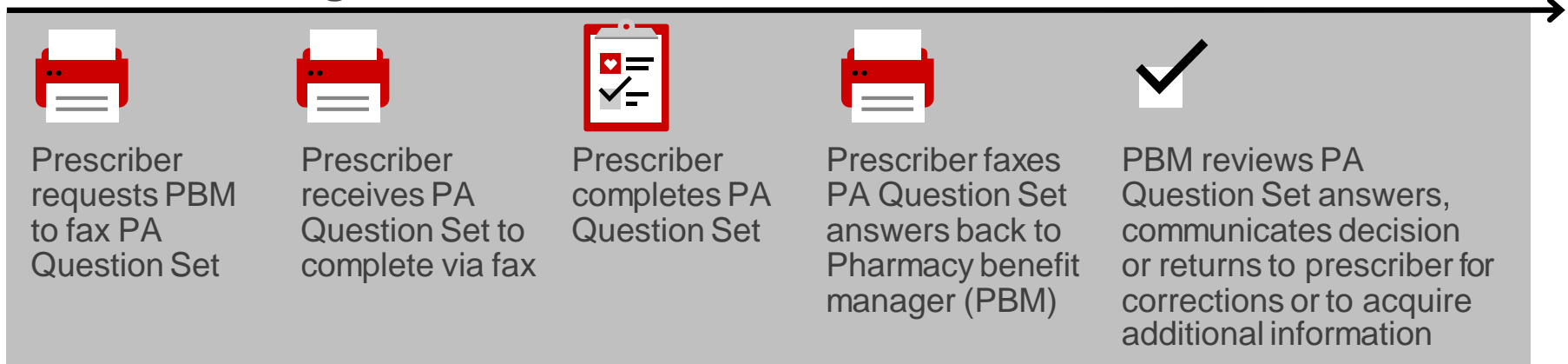
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# **ePA overview**

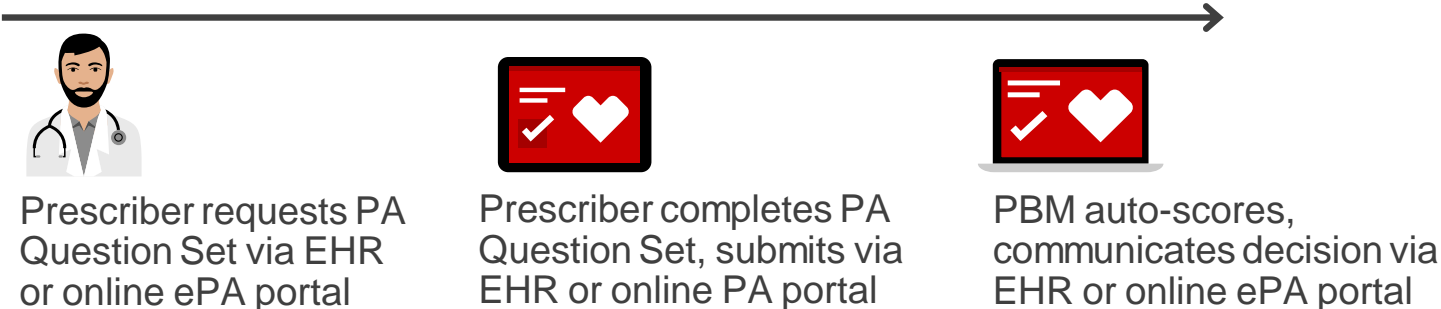
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# ePA overview: ePA streamlines PA process, providing timely determinations

**Non-ePA relies on fax-based communication and manual review, resulting in turnaround time of minutes to hours**



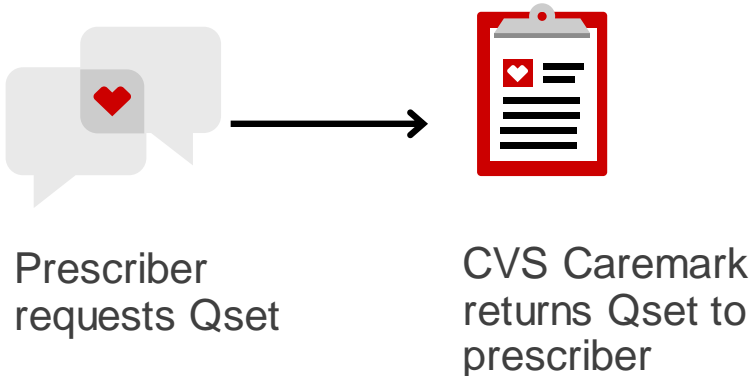
**ePA enables automated processing, resulting in turnaround time of minutes-hours**



# Two key stages of ePA process: retrieve question set and render determination

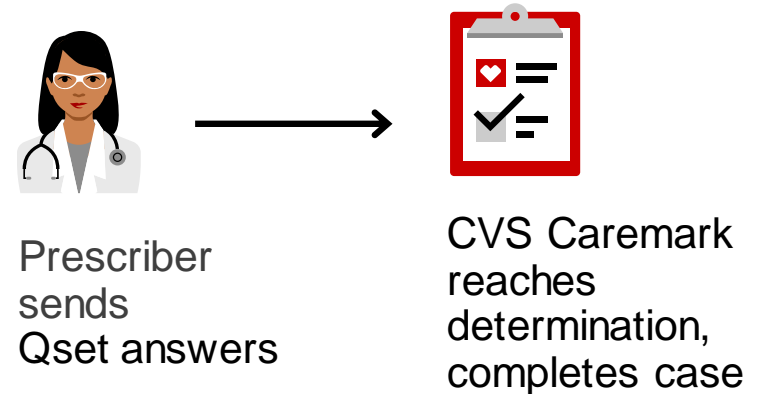
## Loop 1

Prescriber requests Question Set (Qset),  
CVS Caremark returns to prescriber



## Loop 2

Prescriber returns Question Set answers,  
CVS Caremark reaches determination

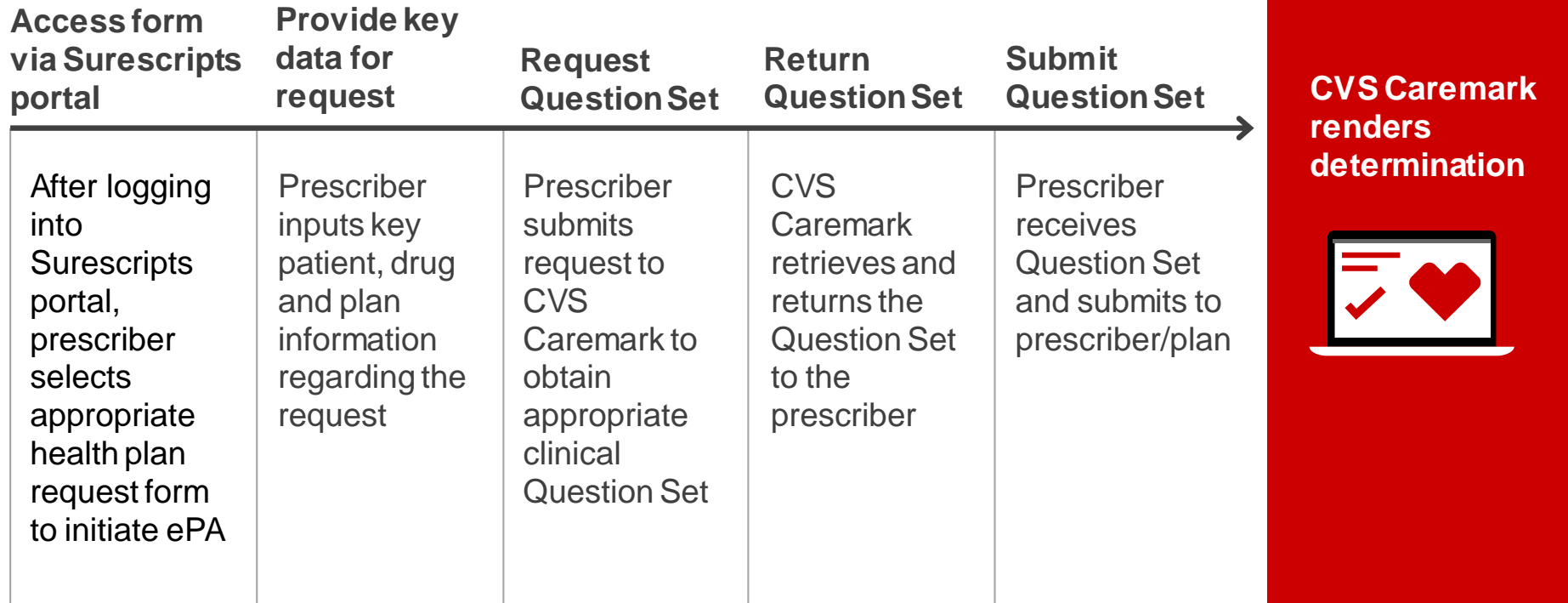


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# **ePA process flow**

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# High-level prescriber summary



Prescribers use ePA for both PAs and exceptions



# Log into Surescripts portal

PRIOR AUTHORIZATION PORTAL surescripts

Submit Electronic Prior Authorization Requests

✓ Free ✓ Secure ✓ Easy

The Prior Authorization Portal makes it easy for you to submit fully electronic prior authorization requests right away. No EHR needed, no technology integration, and no cost to you—just quick and easy electronic prior authorizations

1 

**Register**

You can create a prescriber account using your NPI—or work on behalf of a prescriber with a delegate account

[Register Now](#)

2 

**Sign In**

Sign in to access your workload, view your task history and manage your account settings

3 

**Start Your Prior Authorization**

Use the TRX code on your fax or verify your prescribers and start prior authorizations at the time of prescribing

**Sign In**

Email

Password

TRX Code (optional)

[Sign In](#)

[Forgot Password?](#)

**Register**

Create a delegate or prescriber account to start processing prior authorizations today

[Register](#)

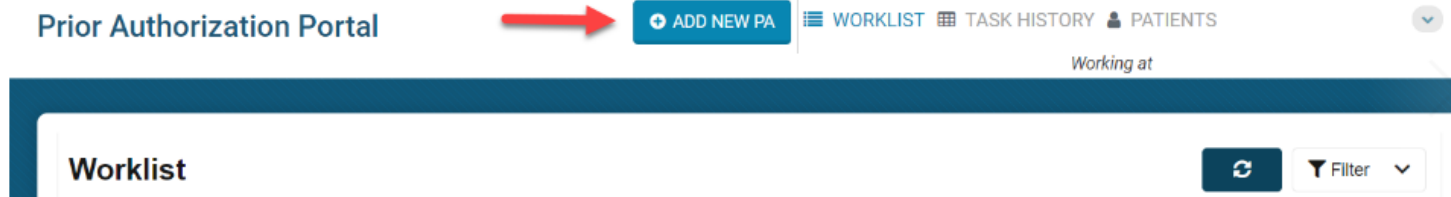
Questions about Prior Authorizations  
[Get answers here.](#)

Prescriber proceeds to <https://providerportal.surescripts.net/providerportal/> and logs in using credentials.

**NOTE: See Appendix to learn how to 'Register Now' if you don't have an account.**

- 1 Access Form in Surescripts
- 2 Input Key Data
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 CVS Caremark Renders Decision

# Add new ePA



Upon logging in, click the 'Add New PA' button on the navigation bar and then click the 'Start Prior Authorization' button.

- 1 Access Form in Surescripts
- 2 Input Key Data
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 CVS Caremark Renders Decision

# Input patient information

The screenshot shows a web interface for managing a patient list. At the top left is a 'PATIENT LIST' header with a menu icon. Below it is a table with four columns: 'Patient Name', 'Date of Birth', 'Gender', and 'ZIP/Postal Code'. The first row contains the data: 'JOHN', '08/06/1980', 'Male', and '55555'. To the right of the table is a 'CREATE NEW PATIENT' button, which is highlighted with a red rectangle. Below the table is a '10' dropdown menu. To the right of the table is a '1' button. Below the '1' button is a 'CONFIRM PATIENT' button.

Patient Name	Date of Birth	Gender	ZIP/Postal Code
JOHN	08/06/1980	Male	55555

CREATE NEW PATIENT

10

1

CONFIRM PATIENT

Prescribers can search for a patient using first name, last name, date of birth, gender and ZIP/postal code.


Select the applicable patient from the list and confirm the patient.




If the patient is not available after the search is complete, create a new patient by clicking the 'Create New Patient' button and filling in the applicable fields.

- 1 Access Form in Surescripts
- 2 **Input Key Data**
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 CVS Caremark Renders Decision


# Verify plan

Patient Information

 PATIENT DETAILS

NAME	GENDER	DATE OF BIRTH
John 	Male	01/01/19 
ADDRESS		
123  Street		
Minneapolis, MN 55445		

☒ COVERAGES


Plan/PBM Name	Bin	Pcn	Created By		
ggghhh / Unknown	000000	566	Frank	START PRIOR AUTH	


Click on the applicable health plan in the Plan section and click the 'Confirm Plan' button.

**NOTE: See Appendix to learn how to 'Create New Plan' if a plan cannot be found for a patient.**


- 1 Access Form in Surescripts
- 2 **Input Key Data**
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 CVS Caremark Renders Decision

# Enter drug quantity, days supply and diagnosis

 **PRESCRIPTION**

 **DRUG SEARCH**

Imitrex 50 mg tablet **Search**

 **IMITREX 50 MG TABLET**

SIG  
1T PO PRN Migraines

Quantity	Delivery	Days Supply
28	Tablet	7

PREVIOUS STEP **CONFIRM PRESCRIPTION**


To start the new request, use the type-ahead field to search for the medication.

Available formulations will appear in a drop-down list to select.

Fill in the remaining prescription fields and click the Confirm Prescription button.

- 1 Access Form in Surescripts
- 2 **Input Key Data**
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 CVS Caremark Renders Decision

# Select pharmacy

 PHARMACY

**PHARMACY SEARCH**

Name  
Portal Test Pharmacy

NCPDP ID

Address

City State ZIP Code  
55402-

Pharmacy Type  
☐ Retail  
☐ Mail Order  
☐ LTC  
☐ Specialty

**Search** Clear

**Portal Test Pharmacy**  
123 Drive Lane Road Boulevard  
Eagan, MN 55402

10

**1**

PREVIOUS STEP

**CONFIRM PHARMACY**

Search for the pharmacy using one or more of the applicable fields.

Select the appropriate pharmacy and click the 'Confirm Pharmacy' button.

- 1 Access Form in Surescripts
- 2 **Input Key Data**
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 CVS Caremark Renders Decision

# Initiate ePA and send to plan

Create New Prior Authorization

<b>PATIENT</b>			
<b>NAME</b> [REDACTED]	<b>GENDER</b> Female	<b>DATE OF BIRTH</b> 10/31/[REDACTED]	<b>ADDRESS</b> 1515 Authorization Lane N. Minneapolis, MN 55402

<input checked="" type="checkbox"/> <b>PLAN</b>		
<b>PLAN / PBM NAME</b> Unknown / SSPbmSimulator	<b>BIN</b> N/A	<b>PCN</b> N/A

<b>PRESCRIPTION</b> <span>EDIT</span>		
<b>DRUG</b> Zoloft 25 mg tablet	<b>QUANTITY</b> 10	<b>DAYS SUPPLY</b> 10
<b>SIG</b> Test		

<b>PHARMACY</b> <span>EDIT</span>	
<b>PHARMACY</b> Build Test 10.6	<b>ADDRESS</b> 123 Main St Alexandria, VA 22315

Initiate PA

Click the 'Initiate PA' button to send your prior authorization request to the patient's PBM/health plan.

Once the PA has been created, the response will automatically show up on the user's Worklist to process.

- 1 Access Form in Surescripts
- 2 Input Key Data
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 CVS Caremark Renders Decision

# CVS Caremark returns question set

After submitting ePA, CVS Caremark uses patient, plan and drug information to identify and return the Question Set to the prescriber.

The initial page for responding to a Question Set contains information that was submitted in the initial request as well as new information.

██████, █████ : Zoloft 25 mg tablet **dfb6df** Options ▾

**Surescripts ePA PBM Prior Authorization Criteria**  
Standard Clinical Criteria - 2019 Plan Year Deadline For Reply 07/28/2019

**PATIENT INFORMATION**

Patient: █████	Date of Birth: 10/31/19██	Medical Records ID: N/A
----------------	---------------------------	-------------------------

**MEDICATION**

Name: Zoloft 25 mg tablet	Qty: 30 Tablets	Days' Supply: 30	Sig: Take one tablet by mouth daily
---------------------------	-----------------	------------------	-------------------------------------

Start ▶

- 1 Access Form in Surescripts
- 2 Input Key Data
- 3 Request Qset
- 4 **Return Qset**
- 5 Submit Qset
- 6 CVS Caremark Renders Decision



# Answer the question set

Completed Surescripts ePA PBM Prior Authorization Criteria

Please review before submitting request

Q1: What is the patient's diagnosis? **Active ankylosing spondylitis**

Q8: Is this request for a NEW START or CONTINUATION OF THERAPY? **New start**

Q13: Has the patient had prior therapy, contraindication or intolerance to any of the following: (Please mark all that apply) **None of the above**

Q14: Has the patient been on any other therapies that may be pertinent to the review of the requested medication? If yes, please provide medication name(s) with start/end dates and reason for discontinuation **No**

Attach supporting documentation (optional)

Upload File

PDF Files only. 18MB max file size

< Back

Submit ✓

The prescriber can provide all relevant clinical information to help CVS Caremark render a determination.

- 1 Access Form in Surescripts
- 2 Input Key Data
- 3 Request Qset
- 4 Return Qset
- 5 **Submit Qset**
- 6 CVS Caremark Renders Decision

# Review and submit the question set

Lasix 20 mg tablet 4909et

Options

### Completed Title of Question Set

Please review before submitting request

1 Q1: Is this patient a neonate? Yes 3

Q2: What is the diagnosis. Turner Syndrome

Q3: What is the patient's weight (in pounds)? 8

Attach supporting documentation (optional)

5 Upload File PDF Files only. 18MB max file size

Additional comments (optional):

6

Note: The addition of free text comments and/or attachments may result in a manual request review. As a result, response times may be delayed.

2 < Back Submit

Upon answering the Question Set, the prescriber clicks the 'Submit' button.

- 1 Access Form in Surescripts
- 2 Input Key Data
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 CVS Caremark Renders Decision

# Decision rendered and accessible in Surescripts

Lasix 20 mg tablet 4909ef Options

**PA Approved** <sup>1</sup>

Please note that acknowledging this Approval means you can no longer electronically appeal this prior authorization. Appeal must be submitted manually.

**PATIENT INFORMATION** <sup>2</sup>

Patient:	Date of Birth:	Medical Records ID:
	10/31/	N/A

**MEDICATION**

Name:	Qty:	Days' Supply:	Sig:
Lamisl 250 mg tablet	30 Tablets	30	Take one tablet daily by mouth.

**PAYER CONTACT INFORMATION**

Name:	Phone:	Fax:
AcceleratorPBM	(651) 855-3000	(651) 855-3001

**PROVIDER INFORMATION**

Prescriber:	Submitter:	Pharmacy:	Facility:
	Simpson, Bart	Build Test 10.6	N/A

**AUTHORIZATION DETAILS**

Pharmacy Type:	Refills:	Days' Supply:	Auth Notes:
Long Term Care	8	4	N/A
Effective Date:	Expiration Date:	eAppeal Supported:	eAppeal Exp. Date:
03/23/2018	04/01/2018	Y	03/27/2018
Authorization Number:			
111222333			

**NOTES**

This is an approved PA Note.

Acknowledge Approved PA Appeal <sup>3</sup>

CVS Caremark's rendered decision appears in Surescripts.

The prescriber can access the decision from their Worklist Overview dashboard.

To access the details of the response, click on the 'Active List Name' under task.

- 1 Access Form in Surescripts
- 2 Input Key Data
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 CVS Caremark Renders Decision

# Acknowledge a response

██████████, ██████████ : Lamisil 250 mg tablet **04c99d** Options

**PA Approved**

**PATIENT INFORMATION**

Patient: ██████████	Date of Birth: 10/31/19██	Medical Records ID: N/A
---------------------	---------------------------	-------------------------

**MEDICATION**

Name: Lamisil 250 mg tablet	Qty: 30 Tablets	Days' Supply: 30	Sig: Take one tablet daily by mouth
-----------------------------	-----------------	------------------	-------------------------------------

**PAYER CONTACT INFORMATION**

Name: AcceleratorPBM	Phone: (651) 855-3000	Fax: (651) 855-3001
----------------------	-----------------------	---------------------

**PROVIDER INFORMATION**

Prescriber: ██████████	Submitter: Simpson, ██████████	Pharmacy: Build Test 10.6	Facility: N/A
------------------------	--------------------------------	---------------------------	---------------

**AUTHORIZATION DETAILS**

Pharmacy Type: Mail-Order	Refills: 8	Days' Supply: 4	Auth Notes: N/A
eAppeal Supported: N			

**ATTACHMENT**

⚠ This attachment contains protected health information (PHI) intended solely for the use of the recipient.

**Accept and Download**

**Acknowledge Approved PA**

The prescriber is required to acknowledge a response.

Click the 'Accept and Download' button to view the .zip file containing the attachment. Ensure that proper security protocols are followed when viewing protected health information.

- 1 Access Form in Surescripts
- 2 Input Key Data
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 **CVS Caremark Renders Decision**


—

## **Additional scenarios**

—

# Question set not immediately returned

## Task History

Task	Status	Recipient(s)	User	Date/Time
Initiate Prior Auth	Assigned	AcceleratorPBM		07/09/2019 10:10:51 AM
Initiate Prior Auth	Completed	AcceleratorPBM		07/09/2019 10:11:03 AM
Complete Prior Auth Criteria	Assigned	ePAI, ePAuser		07/09/2019 10:11:03 AM
Complete Prior Auth Criteria	Locked	ePAI, ePAuser		07/09/2019 10:11:12 AM
Complete Prior Auth Criteria 	Completed	ePAI, ePAuser		07/09/2019 10:12:35 AM
Send Prior Auth Request	Assigned	System Generated		07/09/2019 10:12:35 AM
Send Prior Auth Request	Completed	System Generated		07/09/2019 10:12:43 AM
PBM Response	Assigned	AcceleratorPBM		07/09/2019 10:12:43 AM
PBM Response	Completed	AcceleratorPBM		07/09/2019 10:12:46 AM
Prior Auth Not Needed	Assigned	ePAI, ePAuser		07/09/2019 10:12:46 AM

If a Question Set is not immediately returned upon sending a PA initiation request, the record of sending the request resides in the “Task History” tab on the Portal.

Once the Question Set is returned, it will appear in the “Worklist” tab.

# Question set not returned (PA not needed)

Prior Authorization Portal

ADD NEW PA WORKLIST TASK HISTORY PATIENTS

Working at Fax: (651) 855-3001 as Blake Testa

**Worklist**

Task	Patient	DOB	Due	Created	Description
Prior Auth Not Needed		10/31/1950		07/09/2019	Humira 10 mg/0.2 mL subcutaneous syringe kit
Prior Auth Approved		10/31/1950		07/09/2019	Zoloft 25 mg tablet
Complete Prior Auth Criteria with PDR		12/11/1982		06/28/2019	Prilosec 10 mg oral suspension, delayed releas ...

If a PA is not needed, this decision will be listed on the prescriber's "Worklist Overview" dashboard.

# Workflow task history

Task History <span>1</span>						
Filtering Options <span>2</span> <span>3</span> <span>Refresh</span>						
Process <span>4</span>	Status	Provider	Patient	DOB	Created	Description
ePA Case	In Progress	Attending	Middle-	11/23/19	03/10/2016	Chlorthalidone 25 mg tablet
ePA Case	Complete	Attending	Middle-	08/13/19	03/10/2016	Myozyme (alglucosidase alfa) 20mg vial
ePA Case	Complete	Attending	Middle-	11/23/19	03/10/2016	Botox (onabotulinumatoxina) 20mg vial
ePA Case	Complete	Attending	Middle-	11/23/19	03/10/2016	Chlorthalidone 25 mg tablet

To track the status and details of any action that has been completed on an ePA process, users can select task history to see if Question Sets have been completed, responses have been acknowledged, or if an ePA is waiting for a response from the PBM/payor.



# Reviewing ePA task history

Myozyme (alglucosidase alfa) 20mg vial

Refresh

1

**\* PROCESS INFORMATION**  
Process: ePA Case  
Status: In Progress

2

**e PA INFORMATION**  
Case Id: fb90e9  
Reference Id: 0\_DEMO\_22bc0c546839473087c84fb90e9  
Notes: View

Process History

3

Task	Status	Recipients	Responded
Initiate Prior Auth	Distributed	Jones, Jack	
Initiate Prior Auth	Complete	Jones, Jack	03/10/2016
Complete Prior Auth Criteria	Distributed	Doe, Jane	
Complete Prior Auth Criteria	Accepted	Doe, Jane	
Complete Prior Auth Criteria	Complete	Doe, Jane	03/10/2016
Send Prior Auth Request	Distributed	System Generated	

4

5

Cancel Process

A specific process related to an ePA case can be accessed by opening the task history from the top navigation menu.

—

# ePA recap

—

# ePA helps improve provider prescriber and patient experience

## Non-ePA

Prescriber must communicate with the PBM by fax or phone

Requests are reviewed manually and decisions can take several days

Frequently, the prescriber must provide additional information before a decision can be reached

- Often requires multiple phone calls and/or faxes to the prescriber
- Often results in delays in receiving a decision

## ePA

Prescriber can communicate with the PBM electronically

Requests are processed automatically yielding responses within minutes to hours

ePA solution can render near real-time decisions for certain approval scenarios

Requires prescriber to submit all necessary information for a decision prior to submission

Formulary/quantity (post) limit exceptions are ePA enabled

- Tier exceptions are not ePA compatible



Prescribers recognize  
the benefits of ePA  
and adoption is  
growing

—

# Appendix

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# Prescriber registration

**Prior Authorization Portal**

## Account Registration

Already have an account? [Sign in here](#)

Choose the registration type from the list below. Please note that if you are the prescriber, you will be asked for your NPI during registration. If you do not have an NPI, please register as a Delegate.

☒ **Prescriber**

☐ Delegate

Registration Type

- Select--
- Physician
- Advanced Practice Registered Nurse
- Physician Assistant
- Pharmacist

Users must register before using the Prior Authorization Portal. This is a one-time process.

Prescriber accounts are available for users with a registered National Provider Identifier (NPI) who manage the PA for a prescription they have written.

Delegate accounts are available for users who manage a PA on behalf of the prescriber.

Once registration is complete, users may log in using the associated email address and password.

# Prescriber registration (cont.)

## Prior Authorization Portal

### Account Registration

Already have an account? [Sign in here](#)

Please enter the information requested below to begin ID verification for your prescriber.

Please note: the name and NPI must match the NPPES registry exactly to be able to proceed. You may check the listing [here](#). Once entered, the name and NPI cannot be changed.

**Registering as: Physician**

[Prescriber First Name](#)

[Prescriber Last Name](#)

[Prescriber NPI](#)

Users must register (one-time process) before using the Prior Authorization Portal.

Prescriber accounts are available for users with a registered NPI that will manage the prior authorization for a prescription they have written.

Delegate accounts are available for users that are managing a prior authorization on behalf of the prescribing provider.

Once registration is complete, users may log in using the associated email address and password.

# Prescriber ID verification


This one-time process for a newly created account can be completed by the prescriber or a delegate working on their behalf.

Click the 'Start Prescriber ID Verification' button under Create New Prior Authorization. If the user is a delegate, enter the prescriber's information.

### Create New Prior Authorization

#### USE AN EXISTING TRX CODE


Enter TRX Code:

 Case Sensitive

SUBMIT


#### ID VERIFICATION FOR PRIOR AUTHORIZATION

You can initiate prior authorizations for any patient at any time before the prescription is sent to the pharmacy. To use this service, Surescripts must first verify prescriber identification.

START PRESCRIBER ID VERIFICATION 

# Prescriber ID verification (cont.)

## Start Prescriber ID Verification


 COMPLETE PRESCRIBER INFORMATION

**Prescriber Name:**

**Prescriber NPI:**

**Prescriber Email:**

Please choose a method of completing prescriber ID verification.

☐ **Fax option** 

Select a fax number below to receive a confirmation code.

☐ **Third party ID verification**

This option can be completed using our Online ID Verification Self Service Portal and does not require you to have access to your fax.

Select method for ID verification. If fax was selected as ID verification, the user must click 'Enter Code,' enter the Fax Confirmation Code and click 'Confirm.'

Enter prescriber's location information and click 'Save Location.'



# Create new plan

## Patient Information



### PATIENT DETAILS

#### NAME

John Doe

#### GENDER

Male

#### DATE OF BIRTH

01/01/1950

#### ADDRESS

123 Elm Street

Minneapolis, MN 55445



### COVERAGES

Plan/PBM Name

ggghhh

Bin

000000

Pcn

566

Cancel

Submit

If a plan cannot be found for the patient, click 'Create New Plan' to manually enter the Plan/PBM Name, Bank Identification Number (BIN) and Processor Control Number (PCN).

- 1 Access Form in Surescripts
- 2 **Input Key Data**
- 3 Request Qset
- 4 Return Qset
- 5 Submit Qset
- 6 CVS Caremark Renders Decision

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The source for data in this presentation is CVS Health Enterprise Analytics unless otherwise noted.

All data sharing complies with applicable law, our information firewall and any applicable contractual limitations.

Adherence results and savings projections are based on CVS Caremark data. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. Client-specific modeling available upon request.

The Maintenance Choice program is available to self-funded employer clients that are subject to ERISA. Non-ERISA plans such as fully insured health plans, plans for city, state or government employees and church plans need CVS Caremark legal approval prior to adopting the Maintenance Choice program. Prices may vary between mail service and CVS Pharmacy due to dispensing factors, such as applicable local or use taxes.

Specialty Expedite is available exclusively for providers who use compatible electronic health record (EHR) systems, including Epic Systems and others that participate in the Carequality Interoperability Framework.

Specialty delivery options are available where allowed by law. In-store pick up is currently not available in Oklahoma. Puerto Rico requires first-fill prescriptions to be transmitted directly to the dispensing specialty pharmacy. Products are dispensed by CVS Specialty and certain services are only accessed by calling CVS Specialty directly. Certain specialty medication may not qualify. Services are also available at Long's Drugs locations.

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