From the Office of Clinical Informatics

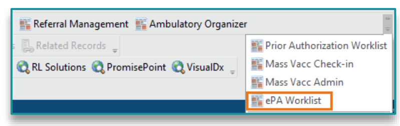
# Electronic Prior Authorization Pharmacy Workflow

**May 11, 2021**

**NL Pharmacy Electronic Prior Authorization is an electronic Prior Authorization (PA) process used by some health insurance companies and Pharmacy Benefit Managers (PBM) to ensure expensive medications are prescribed and utilized appropriately.**

## Accessing the ePA Worklist

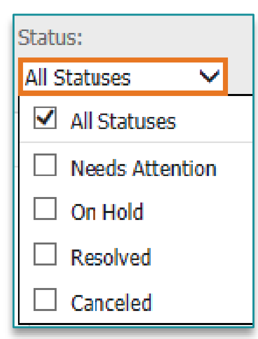
The **Worklist Prior Authorizations MPages** view allows for prior authorizations to be completed and routed electronically to Pharmacy Benefit Managers (PBM). The worklist also provides a comprehensive view of all electronically routed prior authorizations for patients at a specified facility or facilities. The worklist is only intended for prescription medications.




- **Access the ePA Worklist from the Organizer Bar.**

## Filtering the ePA Worklist for Actionable Items

- **The ePA Worklist can be filtered by the following qualifiers:**
  - **Location**
    - Facility of patient encounters with prescriptions requiring ePA.
  - **Provider**
    - Provider of patient encounters with prescriptions requiring ePA.
  - **Patient**
    - Patient with prescriptions requiring ePA.
  - **Status**
    - All Status, Needs Attention (default), Canceled, Resolved.
  - **Updated In**
    - Last 3 days, Last 7 Days, Last 30 Days, Last Year.
  - **From**
    - [Date Range] (Manually set).

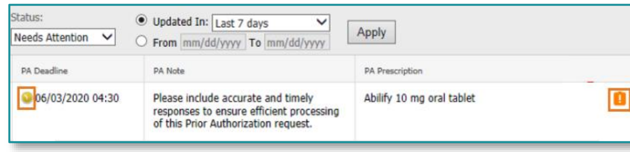



- **By default, All Statuses is selected in the Status box.**
  - Click the drop-down arrow to changestatus.

## Completing Prior Authorization Requests

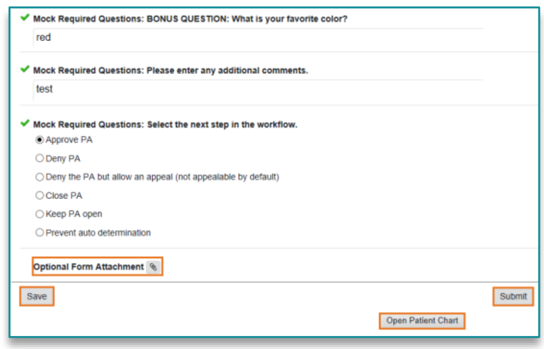
- **PA Deadline**
  - As requests that pass the deadline cannot be acted upon.

- Yellow Clock Icon is a PA with a deadline < 7days. 
- Red Clock Icon is a PA with a deadline < 24 hour. 




➢ **Select the Orange Clipboard to launch applicable Question Sets.** 

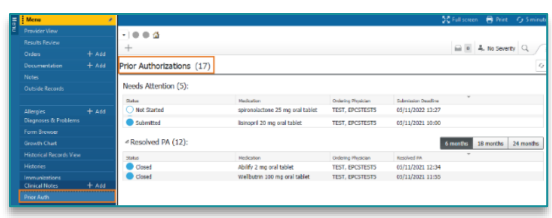
- Answer the questions required by the payer.
- The payer's phone number is available in the upper right corner of the question set.
- From the question set, the user can launch the patient's chart by clicking the **Open Patient Chart** buttonat the bottom.
- If the user is able to answer some, but not all questions and would like to save progress, click **Save** in the bottom left. Work will be saved for future users accessing the question set.




- Click **Attach Files** button if you would like to attach documents.
- Click **Submit** once all questions have been completed

## Accessing ePAs from Patient Chart

In addition to accessing ePAs from the ePA Worklist, patient-specific ePAs can be accessed from the Prior Auth tab of the Table of Contents in the patient chart.

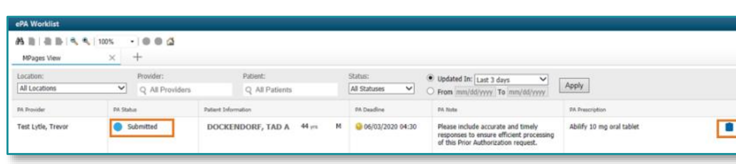



**NOTE:** **Prior Authorization will be in status of Not Started or In Progress if saved.**

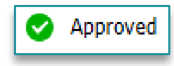
## Prior Authorization Status Column

Once the questions have been answered and the form submitted, the status will change to **Submitted**. Once the form has been reviewed by the payer the status will change depending on review to:

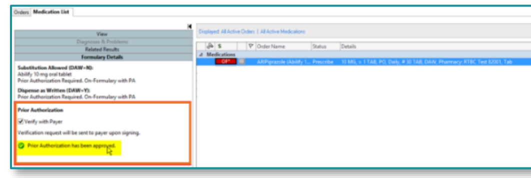
- **Approved**
- **Denied**
- **Closed** – with reason in **Prior Authorization Note column.**
- **Info Needed** – with additional questions needed.



## Approved



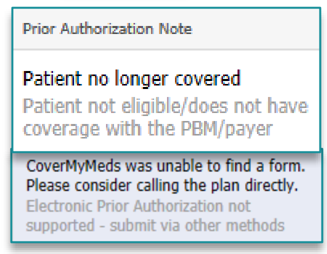

If the payor approves the PA, it will automatically update the status on the **ePA Worklist**. If additional prescriptions or renewals are needed, the order formulary details will state **Prior Authorization has been Approved**.



## Denied

Denied PAs will update in the **Prior Authorization Status** column stating **Denied**.


## Closed Status with Prior Authorization Note

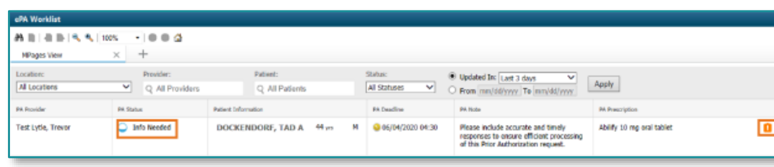



If the patient status is closed, the **Prior Authorization Note** will describe the reason for the closer of the PA. This will either require additional information to re-submit PA by fax, phone, or electronic.

## Additional Follow Up Requests from Payer 1

If payers have follow-up questions, additional question sets will be sent.

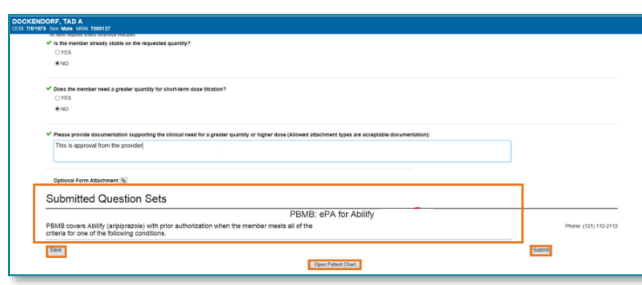
- Click the Orange Clipboard. 
- Answer the additional question set.
  - The PA will return to the **Needs Attention** component and to the worklist with a PA Status of **Info Needed**.




## Follow Up Requests from an additional Payer 2

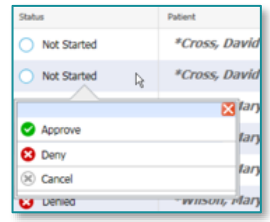
If there is an additional payer, answers from the previous question set will be added to the end of the Follow-Up Question Set.

- Save, Open Patient Chart, and Submit will be available.
- Attachments may be required by the PBM for some authorizations.



## Manually updating a worklist status

In scenarios where Prior Authorization workflow is completed offline, the Pharmacist/Pharm Tech will need to manually update these statuses.




- Click in the **Not Started** column.
- Select from the status options: Approve, Deny, or Cancel.

## The Retrospective Workflow

There are instances where the retrospective workflow may be utilized.

- Prescriptions may require prior authorization, but the provider does not initiate the prospective workflow.
- Pharmacy claim may be denied due to required prior authorization and will request a retrospective PA.
- Notification sent to provider electronically.
  - PA will hit the worklist as either matched or unmatched result.

## The Unmatched Retrospective Workflow

A blue banner bar will appear on the worklist when an Inbound unmatched retrospective PA is present.

- Click in the blue bar.
  - A pop-up box with the results of the unmatched prior authorizations will appear.
- Click the person icon to match the patient. 
  - Once the data is matched to the patient the patient will appear on the ePA Worklist.
  - If the patient or encounter is not valid, click the **Rejection** button to remove the request.