# Submitting a Prior Authorization using the CoverMyMeds integration (Web)

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DrChrono has implemented a CoverMyMeds (CMM) new enhancement, *Electronic Prior Authorization (ePA)*. The improvement will allow for a Prior Authorization to be submitted to the Payer directly from the "send eRx" page, making it quicker for a patient to immediately begin or continue treatment with as little delay as possible.

#### **Key Enhancements**

- Information will be sent to the provider indicating whether Prior Authorization is required for a medication.
- Patient information will be sent to CMM's allowing the provider to submit an ePA request to the payer through CMM's platform.
- ePA message populates in the DrChrono message center.

#### **Workflow Overview**

- 1. Initiate PA Request from Send eRx page
- 2. PA Request & Responses are saved under: Patient Chart > Demographics > Authorizations
- 3. Payer Responses are forwarded to the Message Center, tagged with the patient's name.

## **Initiating a Prior Authorization Request**



You do not need to use the *Eligibility* tab in the patient chart for the ePA process to work. The electronic prior authorization will function automatically using prescription benefit information from Surescripts.

- · Open the Patient Chart
- Navigate to **Send eRx** (left menu bar)
- Enter all required fields:
  - Medication
  - o SIG
  - Dispense
  - o Dispense Unit
  - Days Supply
  - Diagnosis Code (must exist in the Problem List)
- If a PA is required, the **Initiate PA** option will appear:
  - Click Initiate Standard Request or
  - o Click Initiate Urgent Request

- Urgent = Payer must respond within a specified timeframe (typically 24 hours)
- If an existing PA request exists for the selected medication, a pop-up will notify you. Otherwise, continue to the next step.



Once the PA request has been initiated, typically it will take 1-2 minutes to appear in the Message Center / Patient's Chart to complete. However, the timeframe is ultimately based on the payer.

### **Completing a Prior Authorization Request**

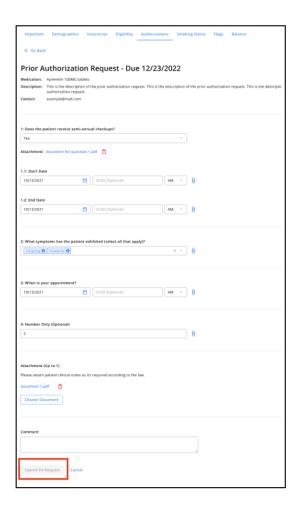
You can complete the PA request from either the Message Center or the Authorizations tab in the patient's chart.

#### **Option 1: Via Message Center**

- Click the **Envelope icon** (top-right of the screen)
- In the left menu under ERX, select Prior Authorization
- Click the message titled **START PA**
- In the message, click Start PA
- You'll be redirected to the **Prior Authorization Request** screen
- Complete all required fields
  - o Attach supporting documents (e.g., clinical notes) if necessary
- Click Submit Request

#### **Option 2: Via Authorizations Tab in Patient Chart**

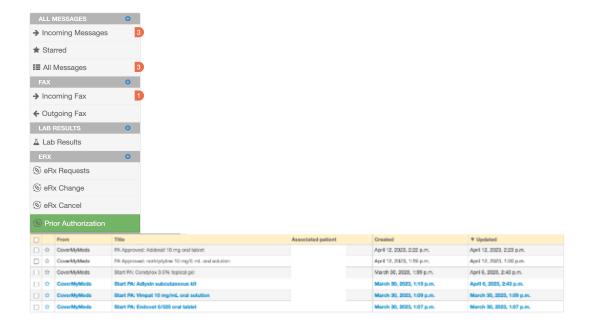
- Go to Demographics > Authorizations
- Find the relevant medication request with a status showing Open
- Click the three dots (...) under the Action column
- Select Send PA
- Complete all required fields
  - o Attach supporting documents (e.g., clinical notes) if needed
- Click **Submit** at the bottom of the form



Staff can utilize this functionality in conjunction with the **Draft Prescriptions** feature. If a provider has access to eRx, the CoverMyMeds functionality is also available to them.

# **Viewing PA Responses from the Payer**

- Navigate to the Message Center
- Under the ERX section, click Prior Authorization
- Select the message associated with the patient's name
- Review the response type:
  - Approved
  - Complete More Questions
  - Denied
- Payer Notes and attached files (e.g., denial reasons) are viewable at the bottom of the response message.



#### If the Response Requires More Information

- Click Complete More Questions
- Provide the additional information requested by the payer
- Click Submit PA again

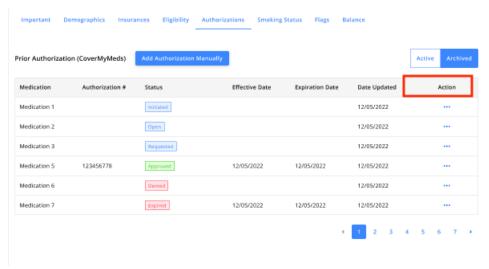
#### **Example Payer Responses**

- Approved: PA Approved- Flonase 50mcg/inh nasal spray
- Complete More Questions



- o Click the Complete More Questions button
- o Answer all follow-up questions
- o Click Submit
- Denied: PA Denied- Flonase 50mcg/inh nasal spray

# **Viewing Existing PA Requests**



#### Open the Patient Chart

• Navigate to Demographics > Authorization

- Under the Action column, click the three dots (...) to:
  - Send a PA
  - Cancel a request
  - Archive a request
  - View Payer Response



If a **canceled** PA request has since been **approved**, a new PA request can be initiated using the same drug from the **Send eRx** page.

# **Related Articles**

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