Using the Benefits Panel When Prescribing

Last modified on 11/12/2026 7:48 am EST

Sources of Medication Information | Benefits panel | Prior authorization | Medication alternatives | Change payer

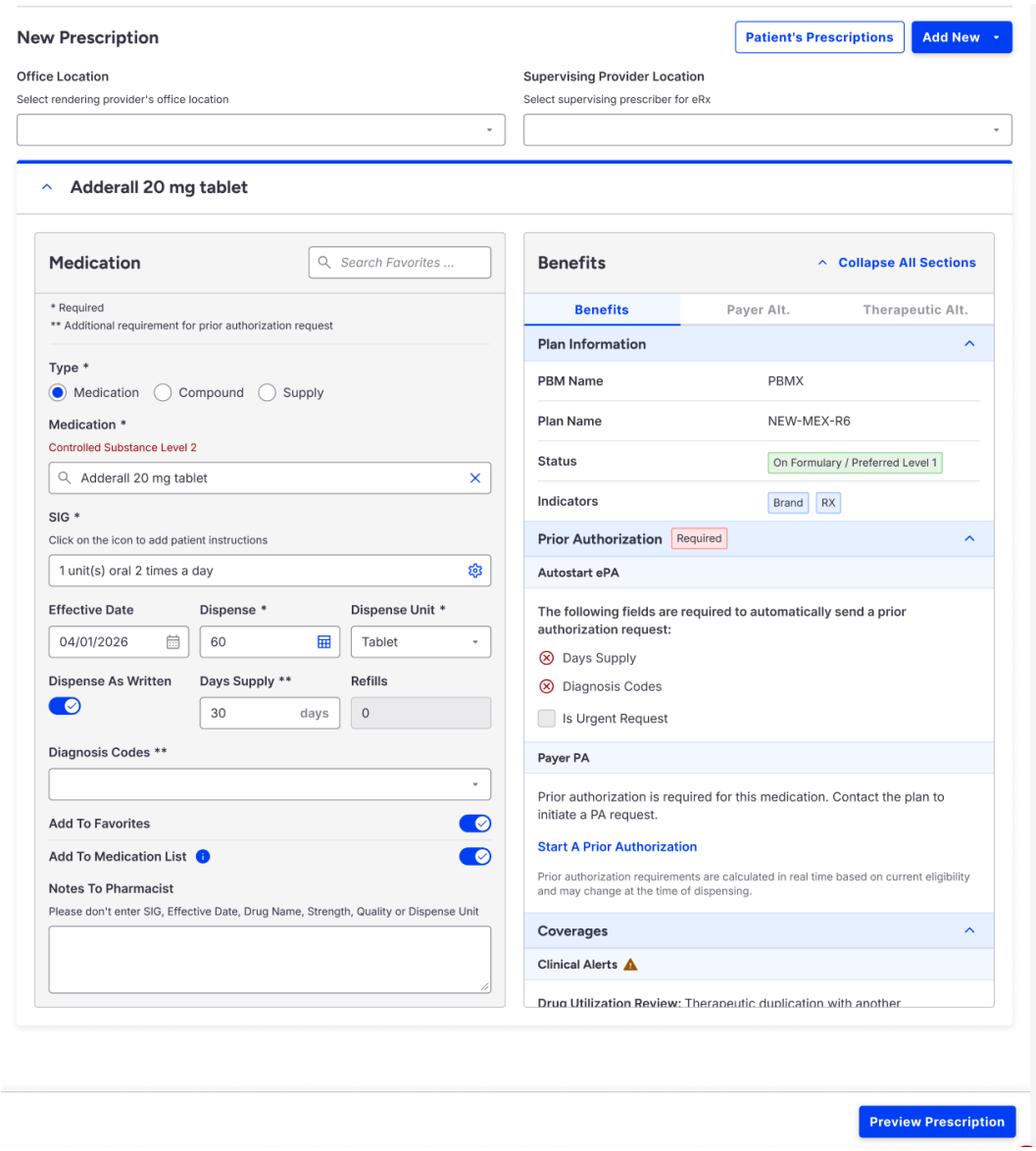
Additional resources

📖 Prescribing Medication

📖 Submit Multiple eRx Orders from the Patient Chart

When you select a medication, compound, or supply on the Send eRx page, a **Benefits panel** appears beside it. The panel shows the patient's plan, coverage rules, estimated out-of-pocket cost, and lower-cost alternatives, so you can choose a drug the patient can get and afford before you send the prescription.

> The Benefits panel is available for medications, compounds, and supplies. However, Real-Time Prescription Benefit (RTPB) and On - Demand Formulary (ODF) information is available only for medications.



Sources of medication information

Two real-time checks run for every item you select. The panel shows both results side by side but never blends them into one number or label. Each section tells you which check is behind it.

Check	What it is
• Formulary (Surescripts On-Demand Formulary)	• Checks whether the patient's insurance plan covers the medication.
• RTPB (Real-Time Prescription Benefit, through CoverMyMeds)	• Checks the patient's actual benefit at the selected pharmacy

> Real-Time Prescription Benefit (RTPB) pricing depends on the selected pharmacy. If you change the pharmacy, the panel clears and both checks run again.

Benefits panel

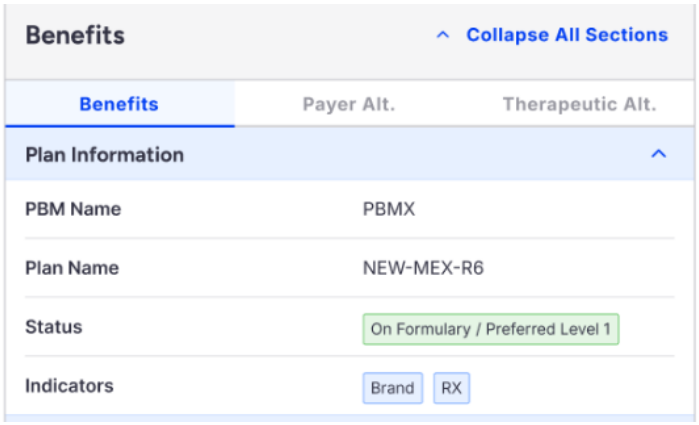
Use **Expand All** or **Collapse All** at the top of the panel to open or close every section at once. Sections only appear

when the plan returns information for them.

Plan Information

Shows automatically as soon as you select an item, with no clicks needed:

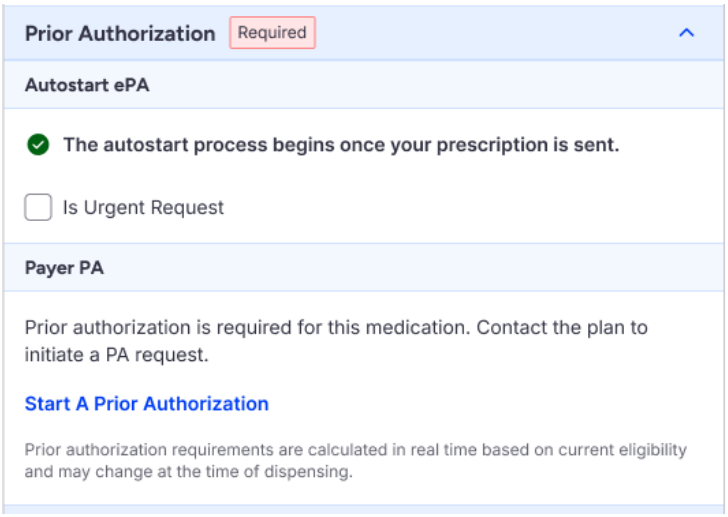
- PBM name and plan name
- Formulary status, shown as a plain-language badge
- Brand or Generic, and Rx or OTC indicators



Prior Authorization

Appears only when the real-time benefit check says prior authorization (PA) is required. This includes standard PA requirements and related cases such as transition fills, emergency fills, level-of-care changes, and a PA already approved on file.

- Select **Start a Prior Authorization** to begin the PA through CoverMyMeds, where available. See Auto-Start ePA using the CoverMyMeds Integration.
- PA status is calculated in real time and may change by the time the prescription is dispensed.



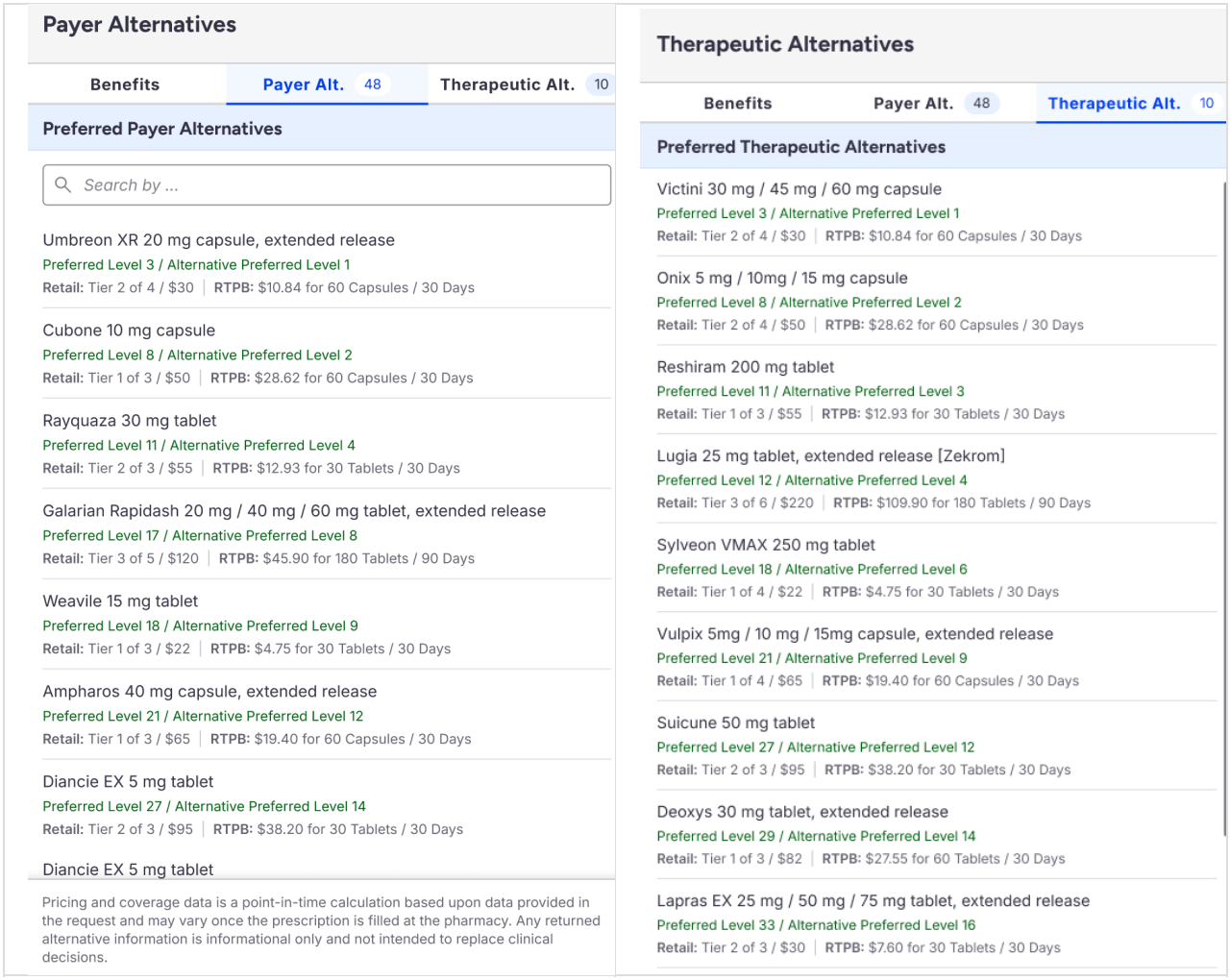
Payer & Therapeutic Alternatives

Payer

- Alternatives the patient's payer recommends, each with its own real-tim
- The list may include up to 250 alternative medications, organized by insurance preference.
- Scroll through the list or use the search bar to find a specific alternative. The list loads 20 medications at a time.
- Important disclaimer information remains visible at the bottom of the list, even when the list is long.

Therapeutic

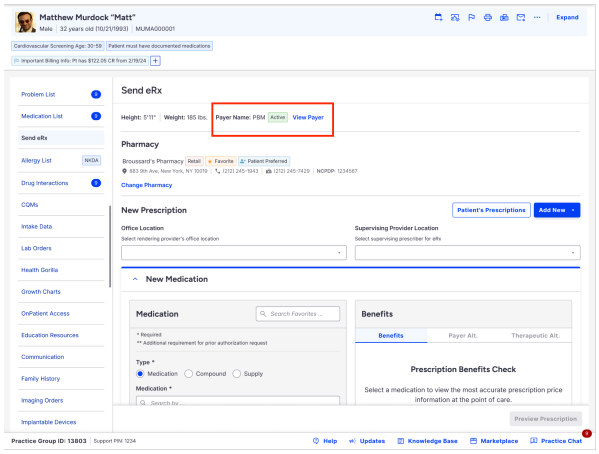
- The list displays up to 10 alternative medications, ordered by relevance.
- Important disclaimer information appears at the end of the list.

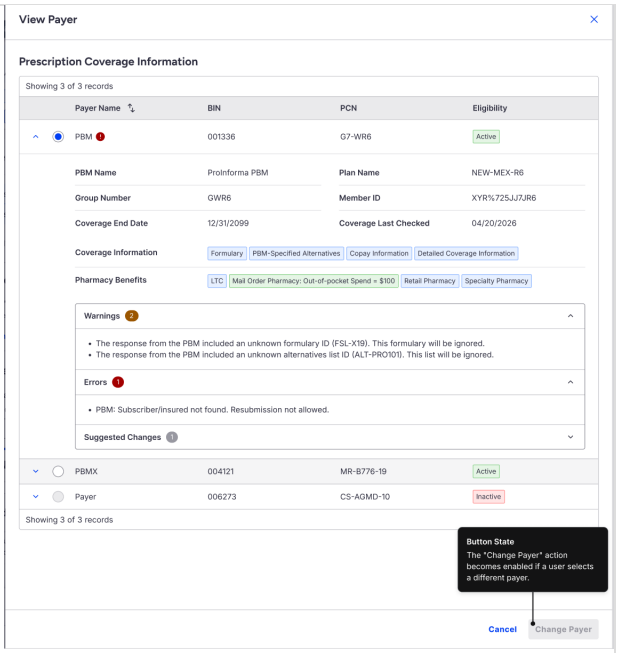


Changing the patient's payer

If the eligibility check finds more than one payer for the patient, you can choose which one the benefit checks use.

- Select **Change Payer** to open the payer drawer.
- Review the **Prescription Coverage Information** table. Active payers can be selected; inactive payers are listed but grayed out.
- Select a different active payer. The **Change Payer** button becomes available only after you pick a payer other than the current one.
- Select **Change Payer** to confirm. The payer summary on the Send eRx page updates.


Matthew Murdock "Matt"
Male | 32 years old (10/21/1993) | MUMA000001
Expand
Cardiovascular Screening Age: 30-59 | Patient must have documented medications
Important Billing Info: Pt has $122.05 CR from 2/19/24
Problem List
Medication List
Send eRx
Allergy List
NKDA
Drug Interactions
CQMs
Intake Data
Lab Orders
Health Gorilla
Growth Charts
OnPatient Access
Education Resources
Communication
Family History
Imaging Orders
Implantable Devices
Send eRx
Height: 5'11" | Weight: 185 lbs. | Payer Name: PBM Active View Payer
Pharmacy
Broussard's Pharmacy Retail Favorite Patient Preferred
Change Pharmacy
New Prescription
Patient's Prescriptions
Add New
Office Location
Supervising Provider Location
New Medication
Medication
Search Favorites ...
Type *
Medication Compound Supply
Benefits
Benefits Payer Alt. Therapeutic Alt.
Prescription Benefits Check
Select a medication to view the most accurate prescription price information at the point of care.
Preview Prescription
Practice Group ID: 13803 | Support PIN 1234
Help Updates Knowledge Base Marketplace Practice Chat


View Payer
Prescription Coverage Information
Showing 3 of 3 records
Payer Name
BIN
PCN
Eligibility
PBM
001336
G7-WR6
Active
PBM Name
ProInforma PBM
Plan Name
NEW-MEX-R6
Group Number
GWR6
Member ID
XYR%725JJ7JR6
Coverage End Date
12/31/2099
Coverage Last Checked
04/20/2026
Coverage Information
Formulary
PBM-Specified Alternatives
Copay Information
Detailed Coverage Information
Pharmacy Benefits
LTC
Mail Order Pharmacy: Out-of-pocket Spend = $100
Retail Pharmacy
Specialty Pharmacy
Warnings 2
• The response from the PBM included an unknown formulary ID (FSL-X19). This formulary will be ignored.
• The response from the PBM included an unknown alternatives list ID (ALT-PRO101). This list will be ignored.
Errors 1
• PBM: Subscriber/Insured not found. Resubmission not allowed.
Suggested Changes 1
PBMX
004121
MR-B776-19
Active
Payer
006273
CS-AGMD-10
Inactive
Showing 3 of 3 records
Button State
The "Change Payer" action becomes enabled if a user selects a different payer.
Cancel
Change Payer