



Electronic Prior Authorization (ePA)

Users Impacted: Ambulatory Providers

Introduction

Electronic prior authorization (ePA) reduces the amount of time patients wait for prescriptions. It also streamlines and reduces correspondence between healthcare providers and Pharmacy Benefit Managers (PBM) or payers.

Patient Formulary Data Summary

The formulary data currently available in Epic is plan specific and designed to support a multitude of patient needs. Thus, a greater number of medications are flagged as possibly requiring prior authorization than you may be used to seeing using your current processes. Electronic Prior Authorization data is patient specific, so there are fewer medications flagged as potentially requiring prior authorization.

How to use Electronic Prior Authorization

First, you must ensure the correct formulary is used to determine if an ePA may be needed for a specific patient/medication/health plan combination. The following process is used when an order is created or when processing a refill request from a pharmacy:

1. Verify Rx benefits – **This can be done while rooming the patient or during check-in, depending on your clinic’s workflow. A coverage needs to be selected for electronic prior authorization to work.**

Verify Pharmacy Benefits

Selected coverage: Usumacintacoatzacoalcosniltepecvera, Juancarlosguadalupemaploapan Franciscolisandroculiacan, Junior - HEREISALONGPLAN-NAMEAT-35-CHARSLONG (PHARMA LITE SERVICES (PLS) PBM) Total coverages: 1

Usumacintacoatzacoalcosniltepecvera, Juancarlosguadalupemaploapan Franciscolisandroculiacan, Junior - HEREISALONGPLAN-NAMEAT-35-CHARSLONG (PHARMA LITE SERVICES (PLS) PBM)	
Covered: Retail, Mail Order, Specialty, Long-Term Care	
Member ID:	HEREISACARDHOLDERIDTESTINGMAXLENGTH 6/21/2004 - U
Group ID:	THISGROUPIDISATTHEMAXIMUMLENGTHOF35 27732 West Alameda Potholeladen Street APT 425B
Group Name:	HEREISAREALLYLONGANDOVERDONGROUPNAMETOTESTLONG,BUTNOTMAX,SUPPORT Rancho Cucamonga, CA 917011515

Demographics on File

Usumacintacoatzacoalcosniltepecvera, Juancarlosguadalupemaploapan Franciscolisandroculiacan Jr.
6/21/2004 - Male
27732 West Alameda Potholeladen Street Apt 425-B
RANCHO CUCAMONGA, CA 91701-1515

Ordering a medication

1. When searching for a medication, you will see the patient’s prescription benefits information listed.
 - a. **Preferred** medications have a green check mark next to them and are on the patient’s formulary. Note: these medications are usually generic.
 - b. **Non- Formulary** medications have a red “X” next to them and also say “**Prior Auth,**” meaning a prior authorization may be required.



Mount Sinai Health System

Epic Tip Sheet



✓ APOKYN 10 mg/mL cartridge Accept Cancel

Pharmacy: **Not on Formulary**

Coverage: Copay: Specialty pharmacy: 20 %, Tier 4 (of 5)
Coverage: Prior Authorization, Quantity Limit: 90 Quantity per 30 Day

Send prior authorization request to payer: Pharma Lite Services (🔍)

⚠️ This medication may already be authorized for this patient. Prior Authorization Details

📌 Prior authorization needed. The request for authorization will be sent electronically when the order is signed. Payer: Pharma Lite Services (PLS) PBM

5. Click “Accept.”
6. Prior authorization is needed and will be sent when you “sign” the orders.
7. Associate the medication with the diagnosis. **Associating a diagnosis code with the medication will accelerate the electronic prior authorization process and allow the PBM or payer to make a more efficient decision.**
8. Click “Sign Orders,” as doing so will send the prior authorization to the identified PBM or payer first. After orders have been signed, **medications that require prior authorization will **not** be sent to the pharmacy**. This status information will also be presented to the patient on the After Visit Summary and should be reviewed with the patient prior to leaving the clinic.

Dx Association Edit Multiple Estimate Options

After Visit

APOKYN 10MG/ML INJECTOR PEN 3ML PANEL (Outpatient)

APOKYN 10 mg/mL cartridge

Inject 1 mL subcutaneously 5 times a day, Disp-95 mL, R-2,
DAW, E-Prescribing

📌 Prior authorization needed. The request for authorization will be sent electronically when the order is signed. Payer: Pharma Lite Services (PLS) PBM

📌 MaximallyPopularly-HappyAndRapidDispensing Eureka/McKinleyville
Samoa - Eureka McKinleyville Samoa St City, CA - 228817 Anderson-
Williams Parkway South AT Anderson-Williams Pkwy at Pierson
📞 707-443-6659 x66452149





9. You can see the order in multiple places in the patient's chart. This view will provide many of the quick links associated with Electronic Prior Authorization:
 - a. Plan / Medication Management

The screenshot displays the 'Medication Management' interface in Epic. At the top, there is a purple header with the text 'Medication Management' and a '+ Comments' button with up and down arrows. Below this is a 'Patient-Reported' section with a plus sign and a lock icon. A prominent orange banner reads 'Medications from outside sources' with a warning icon. Below the banner, a light orange box states 'External medications need attention.' with a 'Go Reconcile' button. The main area is a table with columns for 'Name', 'Dose, Route, Frequency', and 'Adh'. The first entry is 'APOKYN 10 mg/mL cartridge' with a dose of '10 mg, subcutaneous, 5 TIMES DAILY'. Below the table, a detailed summary is provided: 'Summary: Inject 1 mL subcutaneously 5 times a day., Disp-95 mL, R-2, DAW, E-Prescribing. Dose, Frequency: 10 mg, 5 TIMES DAILY. Start: 10/5/2022. Ord/Sold: 10/5/2022 (O). Pharmacy: MaximallyPopular-HappyAndRapidDispensing Eureka/McKinleyville Samoa - Eureka McKinleyville Samoa St City, CA - 228817 Anderson-Williams Parkway South AT Anderson-Williams Pkwy at Pierson. Report and Med Dose History links are present. The status 'Prior Authorization Pending' is highlighted with a red box. At the bottom, there are buttons for 'Release Rx', 'Enter Details', 'Cancel', and 'Change Payer'.

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Epic Tip Sheet



The patient will see the following on their After Visit Summary:

Before ePA:

Instructions from MD



Today's medication changes

➔ START taking:

Apomorphine (APOKYN)

Accurate as of September 22, 2022 11:59 PM.

Review your updated medication list below.



These medications are not ready yet

We are checking if your insurance will help pay for these medications. We will let you know when they are ready. If you don't hear back within 3 business days, please contact us.

Apomorphine

After ePA or if no ePA is required

Instructions from MD



Today's medication changes

➔ START taking:

Apomorphine (APOKYN)

Accurate as of September 22, 2022 11:59 PM.

Review your updated medication list below.



Pick up these medications at MaximallyPopular-HappyAndRapidDispensing Eureka/McKinleyville Samoa - Eureka McKinleyville Samoa St City, CA - 228817 Anderson-Williams Parkway South AT Anderson-Williams Pkwy at Pierson

Apomorphine

Address: 228817 Anderson-Williams Parkway South At The North Side of The Pierson Park, Eureka

McKinleyville Samoa St City CA 95519-2665

Phone: 707-443-6659 x66452149

The patient can also see the prior authorization status in MyChart:

Enbrel 50 mg/mL (1 mL) syrin
Generic name: Etanercept
[Learn more](#)
Inject 1 mL subcutaneously once

Not yet sent to pharmacy ⓘ

This prescription has not been sent to the pharmacy yet because we are checking if your insurance will help you pay for it. If you do not hear back within 3 business days, please contact your health care provider.

Surescripts processes medication prior authorizations as they are received and will generally respond within a few seconds with the appropriate next steps for a specific request. These responses will be directed to the provider's designated in-box (or clinical pool in-box if available) and will appear in a folder named "Prior Authorization."

Messages in the "Prior Authorization" folder should be completed as soon as possible, as they expire after a specific amount of time. Expiration dates for medication prior authorizations vary depending on the PBM or payer and medication.



FAQs and Relevant Information

- 1. Who will utilize ePA? Will there be new staff to support this workflow?**- ePA is a new functionality that allows *existing* staff to complete prior authorizations in a more streamlined manner. This applies to whoever is currently processing prior authorizations in the clinic. There will be no new resources or personnel to complete this task, so whoever is currently processing prior authorizations for prescriptions through phone, fax or CoverMyMeds will be completing PAs through ePA instead.
- 2. ePA queue must be monitored throughout the day**
Prescriptions requiring a prior authorization will not be released to the pharmacy until addressed in the ePA pool. The In Basket folder should be monitored throughout the day to address any new ePAs that come through. It is **IMPORTANT TO NOTE** that this is not an optional workflow and this will replace other methods for completing prior authorizations for most payors.
- 3. How does Epic know if a patient's prescription requires a PA?**
ePA works by interfacing with the patient's specific payer, plan, and formulary, to determine if a PA is required. This is done through benefits verification, which is required in order for this workflow to work correctly. Epic obtains this information from a vendor called Surescripts, which automatically collects patient prescription benefit information every day at midnight. When the patient checks in for their appointment the following day, all payor and benefit information for prescriptions is already loaded into their chart. **If a patient is coming in as a walk-in appointment and hasn't been scheduled at least one day in advance**, front desk staff will need to obtain benefit information manually by clicking the VerifyRx Benefits button in the patient's chart. For more information on the steps for this process please refer to the demo recording titled 'Verifying Patient's Pharmacy Benefits' available on the Mount Sinai Health System Intranet
- 4. The Prior Authorization in-basket folder disappeared, where did it go?**
This folder will only appear if there is an ePA message available. If there are no prior authorization messages, the folder will not appear in the In Basket. Ensure that your practice manager has added you to the ePA pool. You should also double check that you are checked into the in-basket pool.
- 5. How will appropriate staff be added to the ePA pool?**
The practice manager for every department will be assigned to the pool. It is the manager's responsibility to add additional users to the pool that will be completing prior authorizations.
- 6. What if I need to release the prescription to the pharmacy before completing the PA?**
Prescriptions can be released to the pharmacy for emergency situations before a prior authorization is obtained by clicking 'Release Rx'. Please note when processing the prescription, the pharmacy will receive a notification that prior authorization is required and may contact you for more information, or, the patient can choose to fill the prescription by paying out of pocket.
- 7. Does every insurance and plan integrate with ePA?**
Although most large payors will use this new process, not every payor interfaces with Epic. In these cases, you may receive an in-basket message that prompts you to complete the PA online by clicking on the URL provided.