OptumRx Provider Welcome Kits

Your gateway to OptumRx Tools

OptumRx Provider Tools

PCMS

eServices: Real Time Benefit Check

eRx & ePrescribing

ePA's

Mail Order

Provider Specialty Kit

PCMS

- Link to demo and instructions;

[Pre-CheckMyScript (optumrx.com)](optumrx.com)

eServices: Real Time Benefit Check

Get patient-specific prescription data, compare lower-cost options and confirm benefits coverage details – right at the point of care! Using real-time benefit check tools saves your practice time – and your patients money.

What you should know about real-time benefit check:

- This tool is already in many EMR platforms. Simply ePrescribe a new medication, and your real-time benefit check tool will automatically run a trial claim.

- If you use an EMR where this tool is not yet embedded, use your OptumID to access real-time benefit checks.

How it works:

- You enter a medication.

- The benefit check tool runs a real-time, member-specific trial claim and checks the patient's benefit plan for current prescription coverage and prices, as well as possible medication alternatives to consider.

- An alert will display if the prescribed medication requires a prior authorization, if it's not preferred or if there is a supply limit issue.

How it improves adherence:

- Since OptumRx launched PreCheck MyScript (PCMS), we have found significant improvements in medication adherence rates for three chronic conditions:
  - Diabetes: 4% improvement
  - Statins: 4% improvement
  - Hypertension: 2% improvement

OptumRx Specialty Pharmacy Electronic Prescribing(eRx)

Optum Specialty Pharmacy offers the convenience of ePrescribing services to accurately, efficiently and directly send prescriptions via existing electronic medical records (EMR) systems.

How to start ePrescribing:

- Add the Optum Specialty Pharmacy profile in your EMR system to send the prescription directly to us.

- Verify your EMR software is certified for ePrescribing controlled

substances (EPCS).

How to submit an ePrescription

- If needed, submit a prior authorization request using your preferred electronic prior authorization portal, such as CoverMyMeds®.

- Submit the ePrescription to Optum Specialty Pharmacy.

ePrescribing

What is ePrescribing

- ePrescribing provides efficiency and safety of prescription, while decreasing costs and improving quality of care of our members at point of care

- Provides complete, accurate and clear prescription orders via electronically by providers directly to a patient choice of pharmacy
  - ✓ Removes delay in patient care, fast and time saving, convenient

  - Accurately and efficiently provides eligibility, drug therapy and other necessary data
    - ✓ Eliminates many common medication errors ahead of time

  - Permits lower cost drug substitutions by improving formulary adherence
    - ✓ Provides saving opportunities to member and payers

  - Allows automated of Electronic Prior Authorization process that helps both the prescriber and pharmacist
    - ✓ Reduce member medication disruption, adheres to ePA state mandates, ease the burden for providers and pharmacies

How ePrescribing Works

ePrescribing is the electronic transfer of prescriptions by Providers directly to a pharmacy.
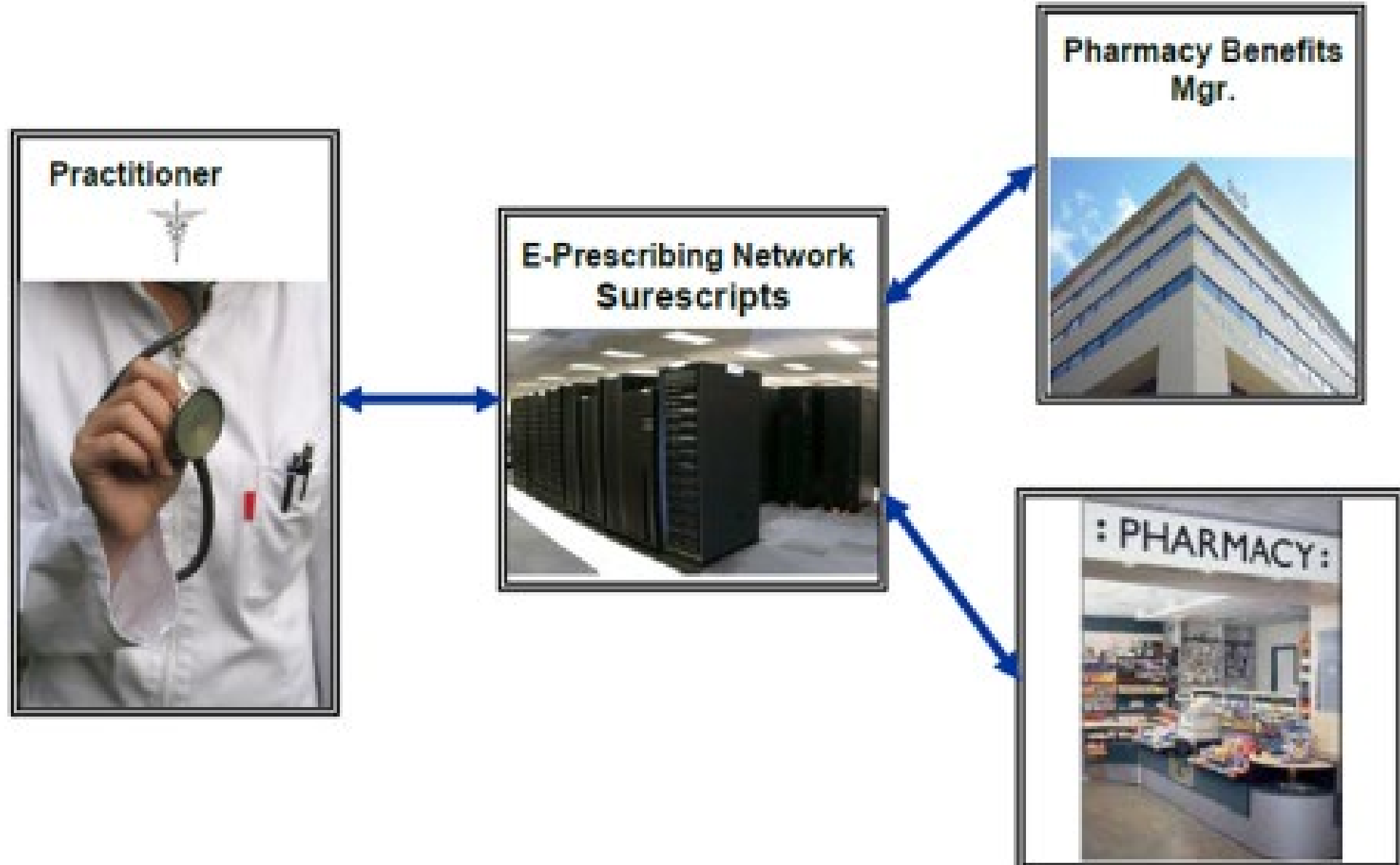
- OptumRx uses a network provided by SureScripts that links PBMs, Health Care Providers and Pharmacies.

- SureScripts has certified our claims, eligibility, and medication history system/processes for ePrescribing purposes. SureScripts also serves as a network routing solution for transmitting ePrescribing communications between PBM, EMR and pharmacy.

- OptumRx sends Formulary and Membership files to SureScripts via an automated scheduled process once initial set up of an eProfile is completed.

- Eligibility is monitored & updates are sent daily to SureScripts for their Master Patient Index (MPI). Eligibility includes basic demographic data for look-up purposes (gender, name, DOB). Eligibility check is done to determine if the member is covered and the formulary file has basic information about which drugs are / are not covered by the plan.

- Prescribers use a computer or handheld device which allows them to access patient eligibility and medication history (list of dispensed medication). Prescribers can also route the prescriptions to the patient's choice of pharmacy. SureScripts requires the consent process with the EMRs. This is handled between the doctor, EMR and SureScripts.

ePrescribing Network

ePA's

- Save time today and submit your PA requests to OptumRx through any of the following online portals:**

- **The ePA solution supports all forms of PA and formulary exception requests. Exclusions may include cost reduction requests such as tiering exception, copay waiver, and tier cost sharing.

- OptumRx is not authorized to review requests for medications supplied by the physician's office. For requests for buy and bill, please contact the patient's medical benefit.

covermymeds®

Electronic prior authorization (ePA)

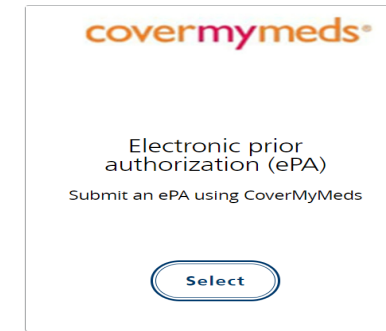Submit an ePA using CoverMyMeds

Select

surescripts®

Electronic prior authorization (ePA)

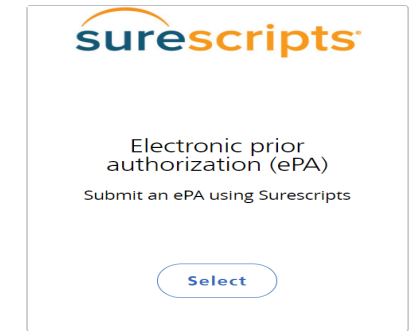Submit an ePA using Surescripts

Select

ePA's Continued

- On this page you will select the option that you will be using.

- Each option will take you to that sites register/ sign in page.

- If you have not yet registered, you will do so and then you will be able to sign in moving forward. Please don't forget to save your choice in your favorites for easy go to.

Electronic prior authorization (ePA)

Submit an ePA using CoverMyMeds

Select

Electronic prior authorization (ePA)

Submit an ePA using Surescripts

Select

OptumRx's Preferred Method for Prior Authorization Requests

CoverMyMeds is the fastest and easiest way to review, complete and track PA requests. Our electronic prior authorization (ePA) solution is HIPAA-compliant and available for all plans and all medications at no cost to providers and their staff.

ABOUT COVERMYMEDS

Get started by entering your patient's medication and state

Enter medication name

Enter state

OptumRx Commercial Prior Authorization Request Form

PRIOR AUTHORIZATION PORTAL

surescripts | OPTUMRx

Submit Electronic Prior Authorization Requests
✔ Free ✔ Secure ✔ Easy

Through their ongoing collaboration, OptumRx and Surescripts have teamed up to provide free ePA services for all your OptumRx patients.

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

Sign In

ePA Resources

- OptumRx ePA Tutorial (kaltura.com)

- OptumRx Prior Authorization Guidelines and Procedures

    a. Prior Authorization Guidelines and Procedures (optumrx.com)

- ePA portal support:

    b. Support | CoverMyMeds: Electronic Prior Authorization Platform

    c. Electronic Prior Authorization for Faster Approvals | Surescripts

- The American Medical Association (AMA) wants to help bring ePA awareness to physician practices. Click this link to leverage the **AMA's video series** to educate your staff about the advantages of ePA.

- **Other ways to submit a prior authorization**

-    Having difficulties with ePA? You can submit a verbal PA request.
Call 1-800-711-4555, 5 a.m. – 10 p.m. PT, Monday-Friday and 6 a.m. – 3 p.m. PT, Saturday

Supporting resources

We offer other various resources to help support your understanding and use of ePA.

ePA Overview

Mail Order

Search   Sign in

Prior authorizations ∨   Resources ∨   Clinical publications ∨   Services and solutions ∨   Contact us

Welcome, health care professionals

Access tools and resources that help you serve your patients and manage your business.

A WEALTH OF TOOLS AND RESOURCE

∧

∨

- OptumRx Mail Order Site –www.optumrx.com

a.   Allows members to sign up for home delivery and request refills from Providers

b.   Allows Providers to access forms and submit PA's.

https://professionals.optumrx.com/resources/forms/physicianfaxmailorder.html

c.   Provides additional resources and Publications

Provider Specialty Kit

OPTUM®

Optum Specialty Pharmacy: Provider Portal

Optum Specialty Pharmacy offers a secure online location to access patient information.

What you should know about Optum Specialty Pharmacy provider portal:

The benefits

Login and securely view patient referral information and prescription status, verify patient insurance details, and look up their current medications, allergies, and diagnoses

To Get Started

1   Use this link to request access

Optum Specialty Provider Portal Access Request (optumrx.com)

2   We'll send each user in your practice an email to set up an Optum ID.

What you will experience

The Home Page will display a list of patients recently associated with your practice.

Click on your patient's name to view the following:

Active orders: view order status, tracking information, and prescriber

Prescription details: view refills remaining, expiration date, and prescriber information for each prescription

Prior authorizations: view the status of Optum prior authorizations

Patient profile: view patients' contact information, diagnostics, allergies, and insurance

Optum Specialty Pharmacy Electronic Prior Authorization

Using electronic prior authorization (ePA) helps you simplify administrative tasks by reducing paperwork, expediting approvals and allowing easy follow-up. It also improves patient experience and minimizes therapy disruption

How to check your ePA request status;

- Login to your CoverMyMeds dashboard

- "Current" requests have been sent to plan, and "Sent to Plan" requests are awaiting determination.

How to submit a new ePA request

1

Log in to your preferred ePA portal account, such as CoverMyMeds®.

2

Select "New Request" within your Dashboard and complete the prompts.

3

Select the image for the request you need and "Start Request."

4

Enter the PA details and select "send to plan" or "send to prescriber" for completion.

Important Links

- OptumRx Website: www.optumrx.com

- Home Delivery: OptumRx Home Delivery

- Successfully Submitting a Prescription to OptumRx: Submitting a successful prescription (optumrx.com)

- Prior Authorization for prescribers: OptumRx Prior Authorization

- Prior Authorization Process: Prior Authorization Guidelines and Procedures (optumrx.com)

- Real Time Benefits Check(PCMS):Pre-CheckMyScript (optumrx.com)

OptumRx Contact Numbers

- OptumRx Help Desk- 877-449-9574

- OptumRx Customer Service -800-356-3477 – Available 24/7

- OptumRx Pharmacists Line- 855-842-6337 Available to assist members 24/7.

- Specialty Pharmacy: 1-855-427-4682

PA Contact Numbers

Prior Auth LOB	PA Phone	PA Fax
Commercial	844 -720-0035	844-403-1029
Community Care	844 -720-0035	844-403-1029
Fallon Medicare Plus	844- 657-0494	844-403-1028
Medicaid ACO	844 -720-0033	844-403-1029
Navicare	844- 657-0494	844-403-1028
PACE	844- 657-0494	844-403-1028
FHW PACE	844-722-1701	844-403-1028

Thank you