

ePA Basics

Last Modified on 08/29/2023 11:26 am EDT

Version 21.3

ePA Basics

Office Practicum has elected to integrate seamlessly with CompletEPA from Surescripts, our nation's ePrescribing network with connections to the major Pharmacy Benefits Managers or PBMs. Their ePA Worklist has been inserted into various points within the ePA workflow inside Office Practicum. As a result, when detailed information about a PA is available or when an action is required, a new window opens enabling navigation in the Worklist. Basic information such as the status of a PA request is shared between OP and CompletEPA.



Note: Based on timing, it is possible that OP and CompletEPA may be out of sync. The CompletEPA Worklist will always be the system of record concerning the most up-to-date information regarding prior authorization requests.

On the Prescription Writer, below the drug name there is a button with the image of a pill. This icon informs the user whether or not a PA is indicated at the plan level based on formulary. The button is tri-state, meaning it is visually different depending on the situation. The three possible states of this tri-state button are:

- Disabled (grayed out): This state indicates that no medication is selected and/or the patient does not have pharmacy benefits.
- Enabled, no check mark: This state indicates that the end user has selected a medication for which PA is not indicated but that the patient does have pharmacy benefits.
- Enabled, with check mark: This state indicates that the end user has selected a medication that requires a PA and that the patient has pharmacy benefits. Formulary checking must be enabled and the patient must have pharmacy benefits for this state to occur.

In the screen capture below, ePA button is disabled, which indicates that no medication is selected and/or the patient does not have pharmacy benefits.

Prescription: HEIDI TEST (265) Sex: F DOB: 01/09/2019 Age: 4 yrs. 4 mos... X

Allergies/ Reactions: Rx Group: HYDRALAZINE

Wt : 28 lb 2 oz (12.8 kg) on 05/22/2023 Ht : 36.5 in (92.7 cm) on 05/22/2023

Date: 06/02/2023 08:30 AM Prescriber: 470 Ives Moss

Purpose: Med - to dispense Supervisor: []

Pharmacy: []

Prescription Notes/Visibility Status

Primary DX: []

ICD-9 ICD-10

Type: Standard Medication

Drug: []

Type: Unknown RxNorm: NDC: []

Formulary/cov limits: []

Copays: []

SIG: Freeform Formatted Liquid

Action	Dose lookup	Units	Route	Frequency
[]	[]	[]	[]	[]

Maximum Daily Dose: [] (N/A) PRN as dir

Days supply: 0

Disp #: 0

Refills: 0

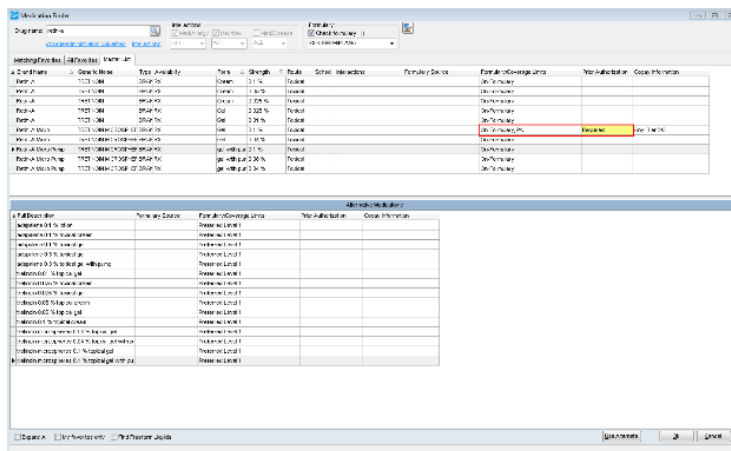
Refill as needed

Rx start date: 06/02/2023

Rx end date: []

Links Continue Print Save Cancel

The Medication Finder displays whether a plan-level PA is indicated on both the Matching Favorites and Master List tabs but not the All Favorites tab.



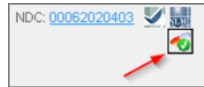
Name	Strength	Route	Formulation
Hydralazine	100 mg	Tablet	Tablet
Hydralazine	25 mg	Tablet	Tablet
Hydralazine	50 mg	Tablet	Tablet
Hydralazine	100 mg	Tablet	Tablet
Hydralazine	25 mg	Tablet	Tablet
Hydralazine	50 mg	Tablet	Tablet
Hydralazine	100 mg	Tablet	Tablet
Hydralazine	25 mg	Tablet	Tablet
Hydralazine	50 mg	Tablet	Tablet
Hydralazine	100 mg	Tablet	Tablet

If the end user selects a drug for which PA is not indicated but the patient has pharmacy benefits, OP enables the ePA button does not add a check mark.

Note: Formulary checking must be enabled. [Click here](#) to learn how to enable formulary checking.

When a PA is indicated for a specific drug, a prescriber may elect to choose another drug if appropriate, including an Alternative Medication presented on the lower half of the Medication Finder in order to avoid the PA process.

After the end user selects a drug that requires a PA, OP adds a check mark to the ePA icon on the Prescription Writer. Formulary checking must be enabled and the patient must have pharmacy benefits for this feature to work.



Should there be an issue that prevents the ePA process from initiating or completing (such as a PBM being down) and the prescriber believes the drug selected typically does require a PA, the prescriber may manually indicate a PA by clicking on or toggling the ePA icon.

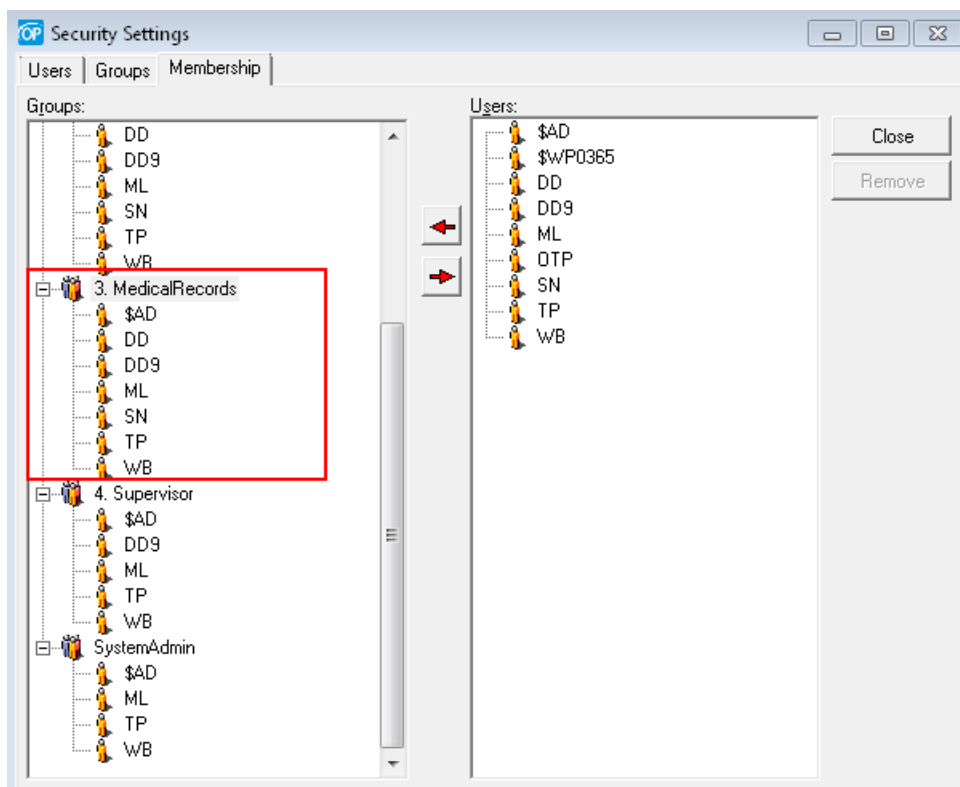


Once indicated either automatically by formulary or manually, OP automatically sends the request through CompletEPA to the PBM/payer when the end user clicks the Print or Send button.

At this point in the workflow we've been describing, we know the drug selected requires a PA at the plan level but we do not yet know if it will be required by the payer based on the patient's specific circumstances.



Note: OP initiates an ePA for any medication that is indicated regardless of the privacy setting of the medication. Any user in the Medical Record group will therefore have access to those PA records, as indicated in the following screen capture.



Version 21.2

ePA Basics

Office Practicum has elected to integrate seamlessly with CompletEPA from Surescripts, our nation's ePrescribing network with connections to the major Pharmacy Benefits Managers or PBMs. Their ePA Worklist has been inserted into various points within the ePA workflow inside Office Practicum. As a result, when detailed information about a PA is available or when an action is required, a new window opens enabling navigation in the Worklist. Basic information such as the status of a PA request is shared between OP and CompletEPA.

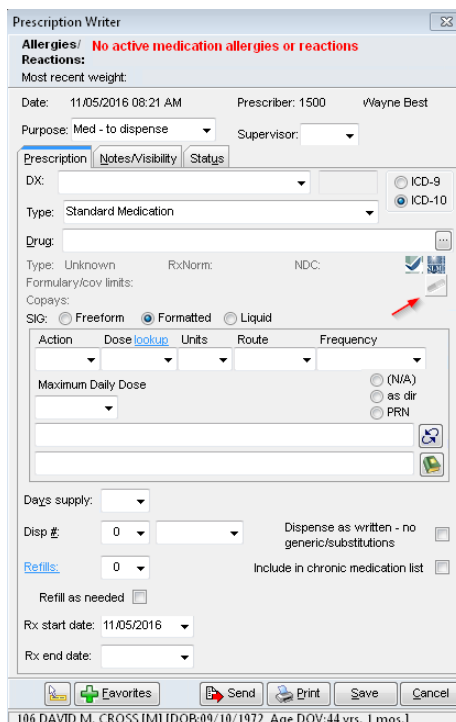


Note: Based on timing, it is possible that OP and CompletEPA may be out of sync. The CompletEPA Worklist will always be the system of record concerning the most up-to-date information regarding prior authorization requests.

On the Prescription Writer, below the drug name there is a button with the image of a pill. This icon informs the user whether or not a PA is indicated at the plan level based on formulary. The button is tri-state, meaning it is visually different depending on the situation. The three possible states of this tri-state button are:

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- Enabled, with check mark: This state indicates that the end user has selected a medication that requires a PA and that the patient has pharmacy benefits. Formulary checking must be enabled and the patient must have pharmacy benefits for this state to occur.

In the screen capture below, ePA button is disabled, which indicates that no medication is selected and/or the patient does not have pharmacy benefits.



Prescription Writer

Allergies/ Reactions: **No active medication allergies or reactions**

Most recent weight:


Date: 11/05/2016 08:21 AM Prescriber: 1500 Wayne Best

Purpose: Med - to dispense Supervisor:

Prescription Notes/Visibility Status

DX: ICD-9 ICD-10

Type: Standard Medication

Drug: Type: Unknown RxNorm: NDC: 

Formulary/cov limits: Copays: SIG: Freeform Formatted Liquid






Action	Dose lookup	Units	Route	Frequency
Maximum Daily Dose				<input type="radio"/> (N/A) <input type="radio"/> as dir <input type="radio"/> PRN

Days supply: Disp #: 0 Dispense as written - no generic/substitutions

Refills: 0 Include in chronic medication list

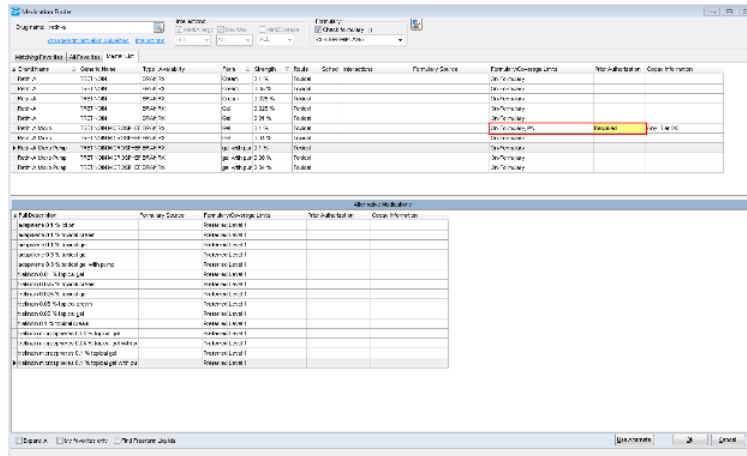
Refill as needed

Rx start date: 11/05/2016 Rx end date:

 Favorites  Send  Print  Save  Cancel

106 DAVID M. CROSS IM1 IDOB:09/10/1972 Age DOV:44 yrs. 1 mos.1

The Medication Finder displays whether a plan-level PA is indicated on both the Matching Favorites and Master List tabs but not the All Favorites tab.



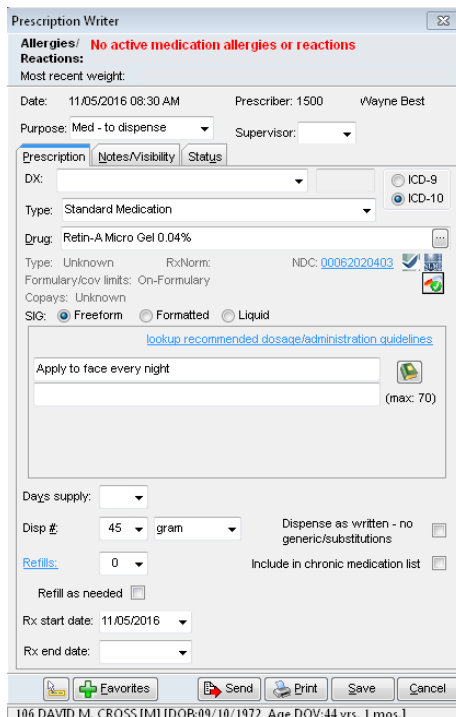
Name	Strength	Route	PA
Retin-A	0.04%	Gel	PA
Retin-A	0.05%	Gel	PA
Retin-A	0.1%	Gel	PA
Retin-A	0.2%	Gel	PA
Retin-A	0.3%	Gel	PA
Retin-A	0.4%	Gel	PA
Retin-A	0.5%	Gel	PA
Retin-A	0.6%	Gel	PA
Retin-A	0.7%	Gel	PA
Retin-A	0.8%	Gel	PA
Retin-A	0.9%	Gel	PA
Retin-A	1.0%	Gel	PA

If the end user selects a drug for which PA is not indicated but the patient has pharmacy benefits, OP 14 enables the ePA button does not add a check mark.

Note: Formulary checking must be enabled. [Click here](#) to learn how to enable formulary checking.

When a PA is indicated for a specific drug, a prescriber may elect to choose another drug if appropriate, including an Alternative Medication presented on the lower half of the Medication Finder in order to avoid the PA process.

After the end user selects a drug that requires a PA, OP 14 adds a check mark to the ePA icon on the Prescription Writer. Formulary checking must be enabled and the patient must have pharmacy benefits for this feature to work.



Prescription Writer

Allergies/ Reactions: No active medication allergies or reactions

Reactions:

Most recent weight:

Date: 11/05/2016 08:30 AM Prescriber: 1500 Wayne Best

Purpose: Med - to dispense Supervisor:

Prescription Notes/Visibility Status

DX: ICD-9 ICD-10

Type: Standard Medication

Drug: Retin-A Micro Gel 0.04%

Type: Unknown RxNorm: NDC: 00062020403

Formulary/cov limits: On-Formulary

Copays: Unknown

SK: Freeform Formatted Liquid

[lookup recommended dosage/administration guidelines](#)

Apply to face every night (max: 70)

Days supply: Disp # 45 gram Dispense as written - no generic/substitutions

Refills: 0 Include in chronic medication list

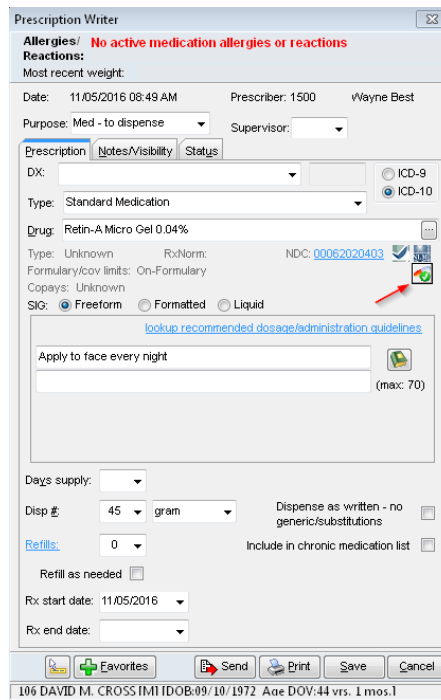
Refill as needed

Rx start date: 11/05/2016 Rx end date:

106 DAVID M. CROSS IMI IDOB:09/10/1972 Age DOV:44 yrs. 1 mos.1

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