

Important Content Update Message

We are currently updating the OP Help Center content for OP 20. We appreciate your patience as we continue to make these updates. To locate the version of your software, navigate to: **Help tab > About**

ePA Tasks

Last Modified on 03/05/2021 12:09 pm EST

Version 14.19

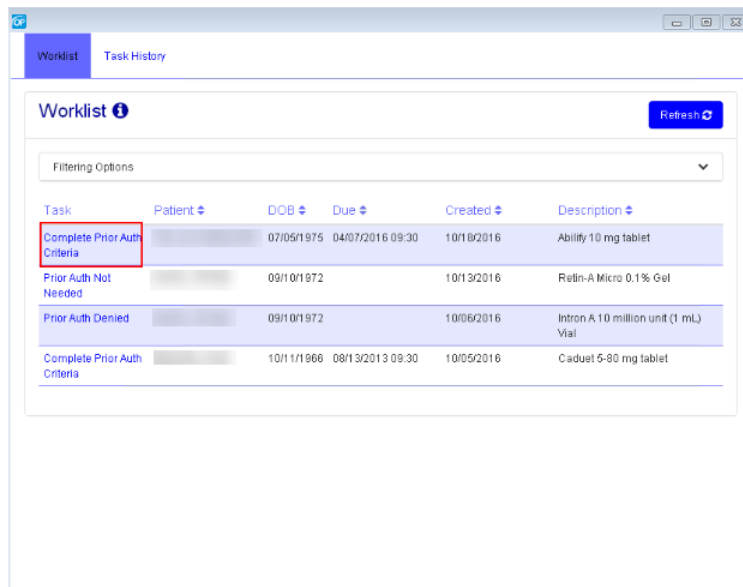
ePA Tasks

For ePA records with a Status of Action Required, a task is required to progress the PA. There are two response types:

1. **Open Response:** The PBM has responded that a PA is required for the selected drug based on patient-specific circumstances. The action required at this point is to complete the payer's Question Set. When a PBM responds to an initiated PA or if a PBM needs additional questions answered in response to an appeal or insufficient initial data, the PBM responds with an Open ePA message which contains a Question Set.
2. **Acknowledgement Response:** Responses of Approved, Denied, and Closed require you to acknowledge the response to indicate the outcome was accepted. The acknowledgement is required to finalize the PA. Acknowledging the response electronically eliminates any possibility for a user to appeal the response electronically, although a manual appeal is still possible.

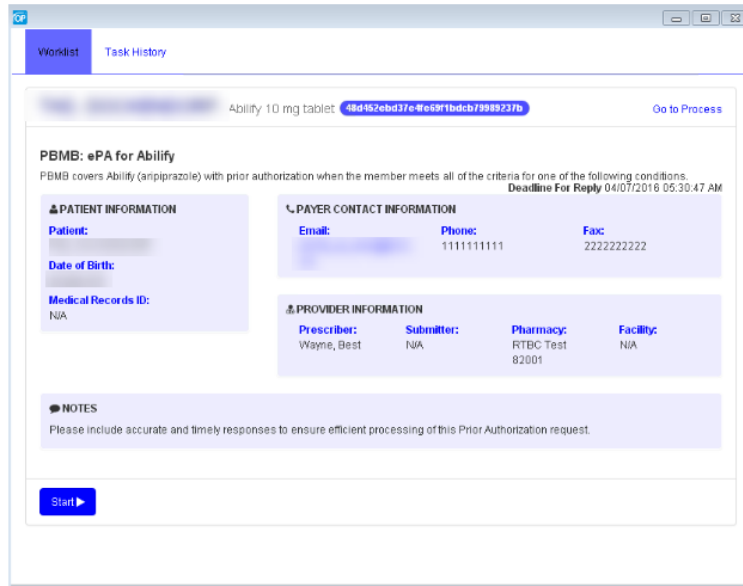
Users also have the ability to appeal a PA that has been denied.

Open Response



Task	Patient	DOB	Due	Created	Description
Complete Prior Auth Criteria		07/05/1975	04/07/2016 09:30	10/18/2016	Abilify 10 mg tablet
Prior Auth Not Needed		09/10/1972		10/13/2016	Relin-A Micro 0.1% Gel
Prior Auth Denied		09/10/1972		10/06/2016	Intron A 10 million unit (1 mL) Vial
Complete Prior Auth Criteria		10/11/1966	08/13/2013 09:30	10/05/2016	Caduet 5-80 mg tablet

By clicking on the record, CompleEPA immediately launches the task and displays a Question Set from the payer that the user begins by clicking Start.



OP Worklist Task History

Ability 10 mg tablet: 48d452ebd37e-4fe659f1bdcb79989237b [Go to Process](#)

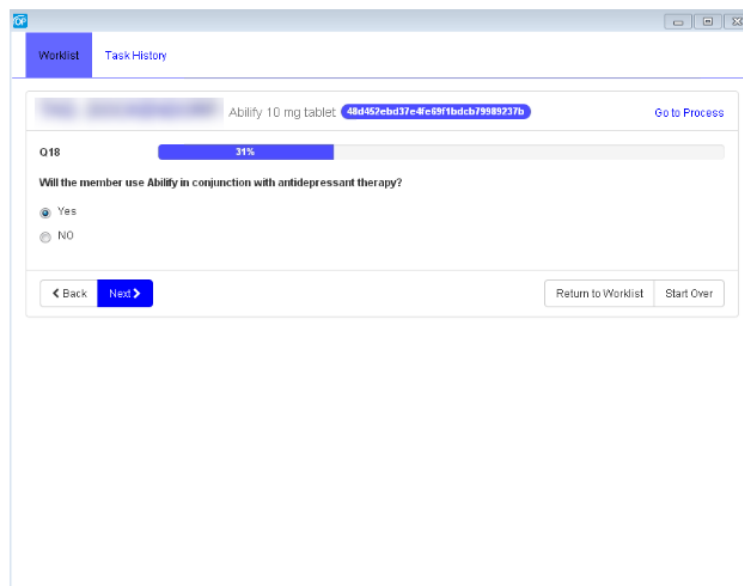
PBMB: ePA for Ability
 PBMB covers Ability (anipiprazole) with prior authorization when the member meets all of the criteria for one of the following conditions. **Deadline For Reply 04/07/2016 05:30:47 AM**

PATIENT INFORMATION		PAYER CONTACT INFORMATION	
Patient:	[Redacted]	Email:	[Redacted]
Date of Birth:	[Redacted]	Phone:	1111111111
Medical Records ID:	N/A	Fax:	2222222222
PROVIDER INFORMATION			
Prescriber:	Submitter:	Pharmacy:	Facility:
Wayne, Best	N/A	RTBC Test 82001	N/A

NOTES
Please include accurate and timely responses to ensure efficient processing of this Prior Authorization request.

[Start](#)

Question Sets are intended to have a built-in logic that prevents users from being presented with irrelevant questions. However, content and complexity of the question set logic varies by PBM or payer. The progress bar indicates current progress towards completing the Question Set.



OP Worklist Task History

Ability 10 mg tablet: 48d452ebd37e-4fe659f1bdcb79989237b [Go to Process](#)

Q18 31%

Will the member use Ability in conjunction with antidepressant therapy?

Yes

NO

[Back](#) [Next](#) [Return to Worklist](#) [Start Over](#)

Navigating to the next question automatically saves progress on previously answered questions. Progress is not automatically saved by clicking on 'Go to Process' or 'Return to Worklist'. Users must click the Next button to manually save progress on the current question.

Once a task is opened, it immediately becomes locked by the user that opened it.

Others are unable to open the task until the initial user manually chooses to release or exit the task (or times out after one hour of inactivity) . Returning to the Worklist will release the question set. This does not submit the question set to the PBM or payer but allows the user to finish it at a later point or allows another user to finish responding.

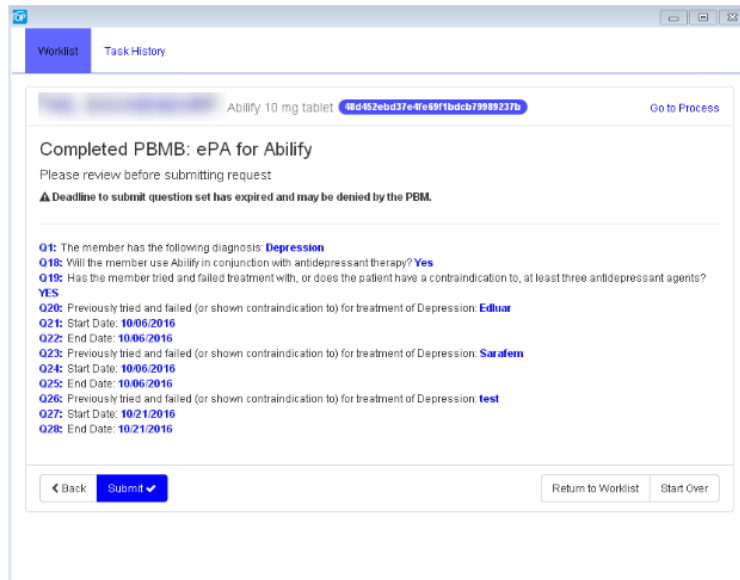
There are different options for answering a question based on the question type. Data-type validation on responses is performed

before allowing them to be saved or submitted to the PBM. This means that a single select question will not allow users to submit multiple selections and a number type question will be limited to numerical values. However, the validity of a response is not checked.

Question types:

1. **Single-select:** Indicates the answer to the question is to be selected from a set of choices. Radio buttons are displayed to indicate that a single response may be selected.
2. **Multi-select:** Indicates the answer to the question is to be selected from a set of choices. Check boxes are displayed to indicate that multiple responses may be selected.
3. **Date:** Indicates the answer to the question is a date.
4. **Numeric:** Indicates the answer to the question is numeric. Conditional logic is used to determine the next question based on an exact value provided or upper/lower bounds.
5. **Free Text:** Indicates the answer to the question is free text.
6. **Comments:** PBMs and Payers can indicate if free text comments are allowed or required for specific responses to questions.

After the question set is completed, a summary is presented.



Worklist Task History

Abilify 10 mg tablet [06d452ebd37e4fe69f1bdcb79989237b](#) [Go to Process](#)

Completed PBMB: ePA for Abilify

Please review before submitting request

▲ Deadline to submit question set has expired and may be denied by the PBM.

Q1: The member has the following diagnosis: **Depression**

Q18: Will the member use Abilify in conjunction with antidepressant therapy? **Yes**

Q19: Has the member tried and failed treatment with, or does the patient have a contraindication to, at least three antidepressant agents?
YES

Q20: Previously tried and failed (or shown contraindication to) for treatment of Depression: **Edhax**

Q21: Start Date: **10/06/2016**

Q22: End Date: **10/06/2016**

Q23: Previously tried and failed (or shown contraindication to) for treatment of Depression: **Sarafem**

Q24: Start Date: **10/06/2016**

Q25: End Date: **10/06/2016**

Q26: Previously tried and failed (or shown contraindication to) for treatment of Depression: **test**

Q27: Start Date: **10/21/2016**

Q28: End Date: **10/21/2016**

[← Back](#) [Submit ✓](#) [Return to Worklist](#) [Start Over](#)

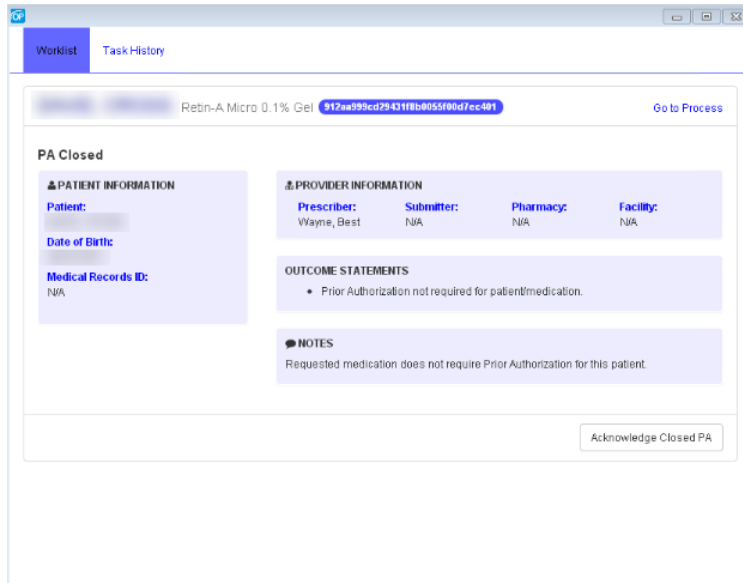
The user should carefully review all responses to ensure accuracy and prevent delay in processing. If a response needs to be changed, the user may click the back button to navigate to the most recently saved question, select the specific response for a particular question and go back and make changes to it, or select Start Over to begin the Question Set from the beginning.

Once responses have been verified, select the Submit button to send the completed Question Set to the PBM/payer.

ePA Responses

When the response from the PBM/payer is Approved, Denied, or Closed, the prescriber must submit an acknowledgement.

A Closed response (when a PA is not needed) or an Approved PA only require the prescriber to click the Acknowledge button.



Worklist Task History

Retin-A Micro 0.1% Gel [912aa99cd29431f1b605510d7ec401](#) [Go to Process](#)

PA Closed

PATIENT INFORMATION
 Patient: [REDACTED]
 Date of Birth: [REDACTED]
 Medical Records ID: N/A

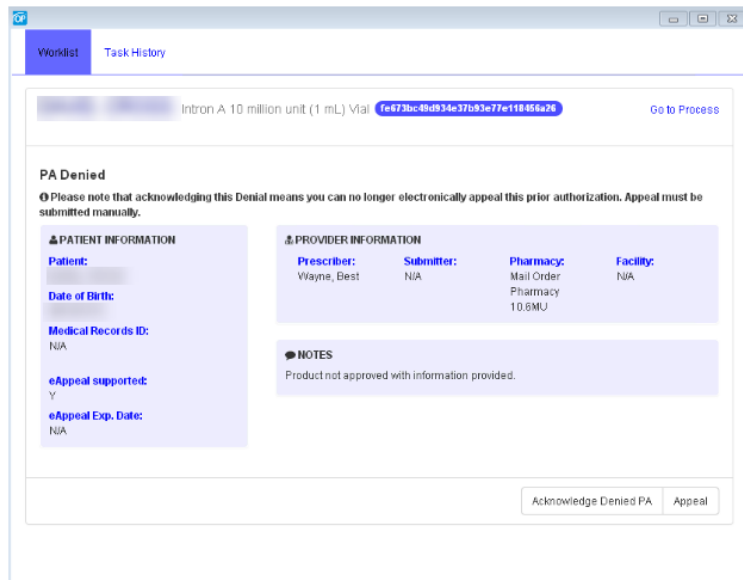
PROVIDER INFORMATION
 Prescriber: Wayne, Best Submitter: N/A Pharmacy: N/A Facility: N/A

OUTCOME STATEMENTS
 • Prior Authorization not required for patient/medication.

NOTES
 Requested medication does not require Prior Authorization for this patient.

[Acknowledge Closed PA](#)

However, a Denied response provides two options: Acknowledge or Appeal.



Worklist Task History

Intron A 10 million unit (1 mL) Vial [fe873bc49d934e37b93e77e118456a76](#) [Go to Process](#)

PA Denied
 Please note that acknowledging this Denial means you can no longer electronically appeal this prior authorization. Appeal must be submitted manually.

PATIENT INFORMATION
 Patient: [REDACTED]
 Date of Birth: [REDACTED]
 Medical Records ID: N/A
 Appeal supported: Y
 Appeal Exp. Date: N/A

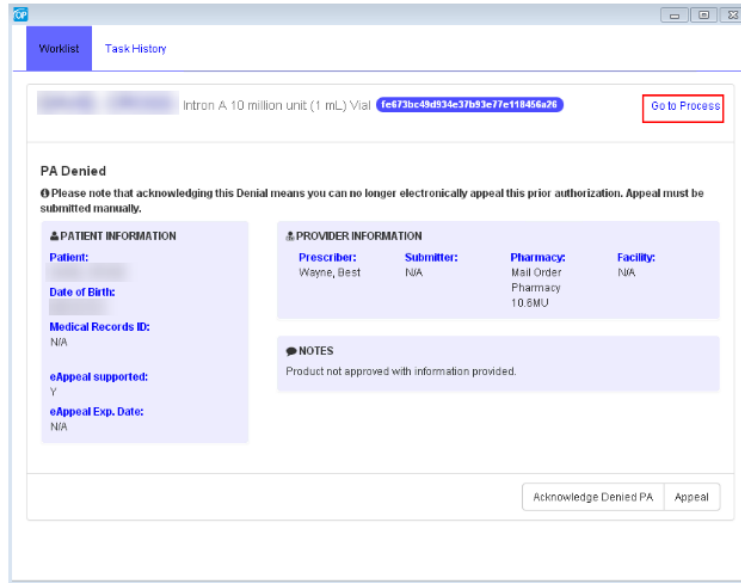
PROVIDER INFORMATION
 Prescriber: Wayne, Best Submitter: N/A Pharmacy: Mail Order Pharmacy 10.0MU Facility: N/A

NOTES
 Product not approved with information provided.

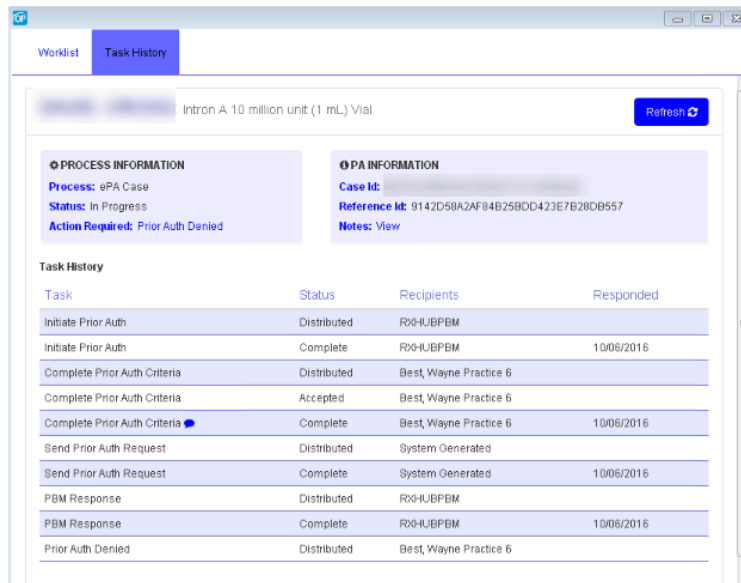
[Acknowledge Denied PA](#) [Appeal](#)

An appealed response may result in an additional Question Set and requires an additional response from the PBM/payer with another acknowledgement before the PA reaches its final state.

To view details of a task, click Go to Process.



Clicking the Go to Process button provides a history of that particular record.

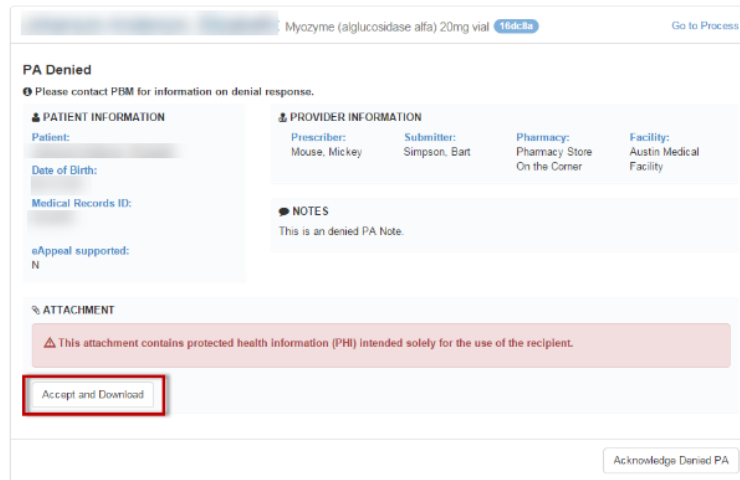


Click the Action Required link in order to return to the task.



Responses that Contain Attachments

If the response from the PBM/payer contains an attachment, CompletEPA displays an attachment tab.



Myozyme (alglucosidase alfa) 20mg vial 16dcba Go to Process

PA Denied
Please contact PBM for information on denial response.

PATIENT INFORMATION
Patient: [Redacted]
Date of Birth: [Redacted]
Medical Records ID: [Redacted]
eAppeal supported: N

PROVIDER INFORMATION
Prescriber: Mouse, Mickey
Submitter: Simpson, Bart
Pharmacy: Pharmacy Store On the Corner
Facility: Austin Medical Facility

NOTES
This is a denied PA Note.

ATTACHMENT
⚠ This attachment contains protected health information (PHI) intended solely for the use of the recipient.

Accept and Download

Acknowledge Denied PA

Click the Accept and Download button to view the .zip file containing the attachment. Ensure that you follow proper security protocols when viewing Protected Health Information (PHI).

PDF Form Functionality

If CompletEPA is unable to find an electronic route for an ePA, a search for an online form can be automatically initiated through the use of electronic forms provider PDR. Using the information submitted in the original request, PDR is able to search their online library of PA forms and return a link to a user that allows them to enter the required details. The ePA process within the EHR is completed once the link is returned and the task is acknowledged. At this point, the user receives no further communication regarding the ePA within OP.

Version 14.10

ePA Tasks

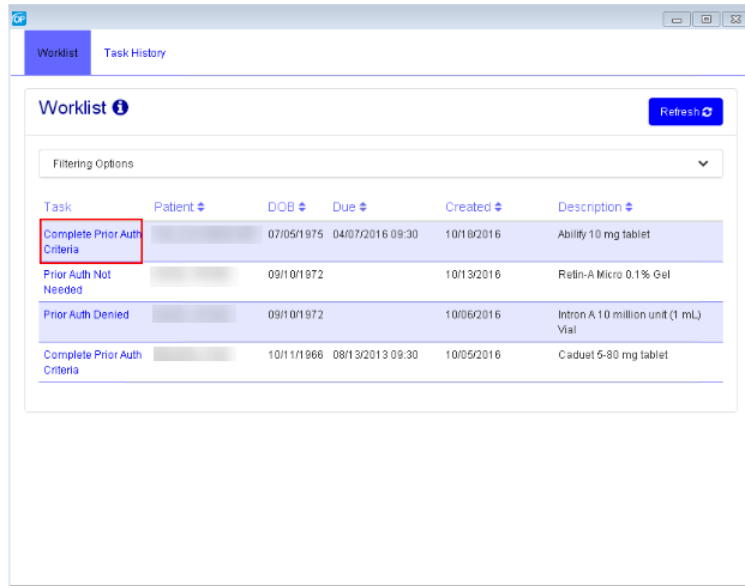
For a video on ePA Tasks, [click here](#).

For ePA records with a Status of Action Required, a task is required to progress the PA. There are two response types:

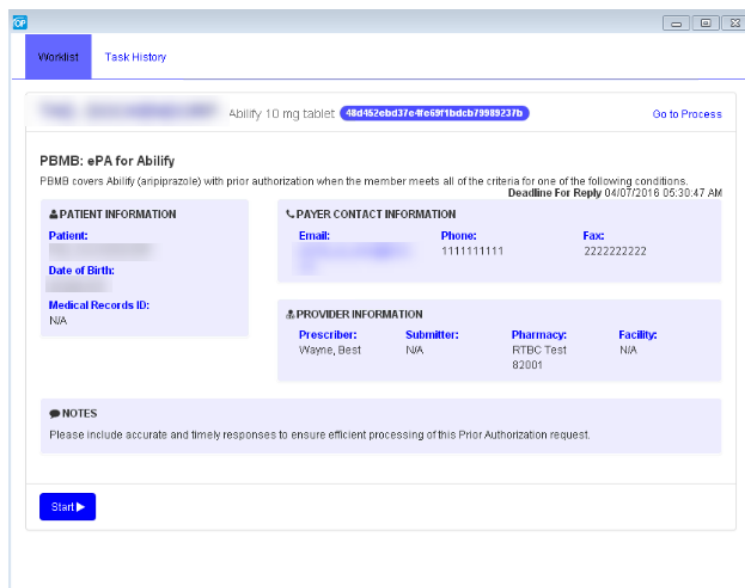
1. **Open Response:** The PBM has responded that a PA is required for the selected drug based on patient-specific circumstances. The action required at this point is to complete the payer's Question Set. When a PBM responds to an initiated PA or if a PBM needs additional questions answered in response to an appeal or insufficient initial data, the PBM responds with an Open ePA message which contains a Question Set.
2. **Acknowledgement Response:** Responses of Approved, Denied, and Closed require you to acknowledge the response to indicate the outcome was accepted. The acknowledgement is required to finalize the PA. Acknowledging the response electronically eliminates any possibility for a user to appeal the response electronically, although a manual appeal is still possible.

Users also have the ability to appeal a PA that has been denied.

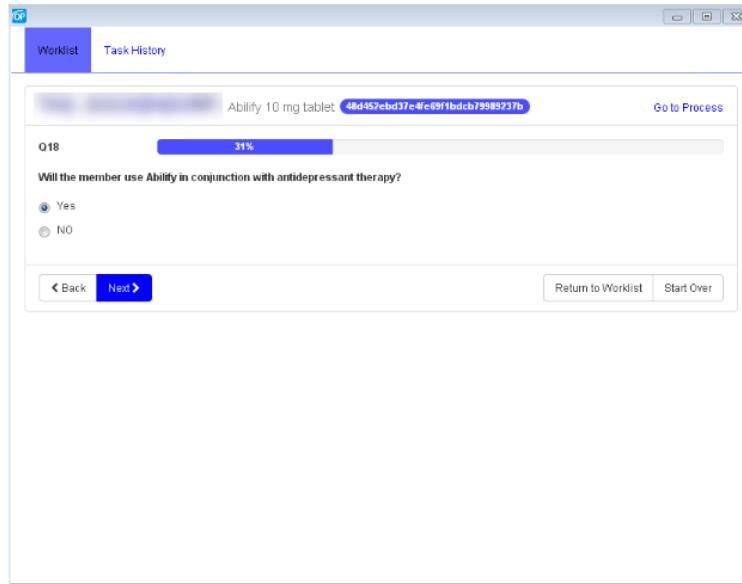
Open Response



By clicking on the record, CompleEPA immediately launches the task and displays a Question Set from the payer that the user begins by clicking Start.



Question Sets are intended to have a built-in logic that prevents users from being presented with irrelevant questions. However, content and complexity of the question set logic varies by PBM or payer. The progress bar indicates current progress towards completing the Question Set.



Navigating to the next question automatically saves progress on previously answered questions. Progress is not automatically saved by clicking on 'Go to Process' or 'Return to Worklist'. Users must click the Next button to manually save progress on the current question.

Once a task is opened, it immediately becomes locked by the user that opened it.

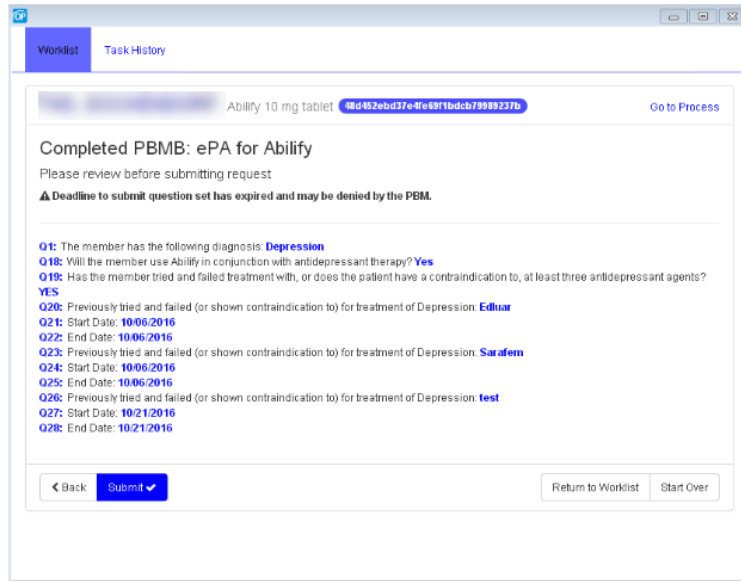
Others are unable to open the task until the initial user manually chooses to release or exit the task (or times out after one hour of inactivity) . Returning to the Worklist will release the question set. This does not submit the question set to the PBM or payer but allows the user to finish it at a later point or allows another user to finish responding.

There are different options for answering a question based on the question type. Data-type validation on responses is performed before allowing them to be saved or submitted to the PBM. This means that a single select question will not allow users to submit multiple selections and a number type question will be limited to numerical values. However, the validity of a response is not checked.

Question types:

1. **Single-select:** Indicates the answer to the question is to be selected from a set of choices. Radio buttons are displayed to indicate that a single response may be selected.
2. **Multi-select:** Indicates the answer to the question is to be selected from a set of choices. Check boxes are displayed to indicate that multiple responses may be selected.
3. **Date:** Indicates the answer to the question is a date.
4. **Numeric:** Indicates the answer to the question is numeric. Conditional logic is used to determine the next question based on an exact value provided or upper/lower bounds.
5. **Free Text:** Indicates the answer to the question is free text.
6. **Comments:** PBMs and Payers can indicate if free text comments are allowed or required for specific responses to questions.

After the question set is completed, a summary is presented.



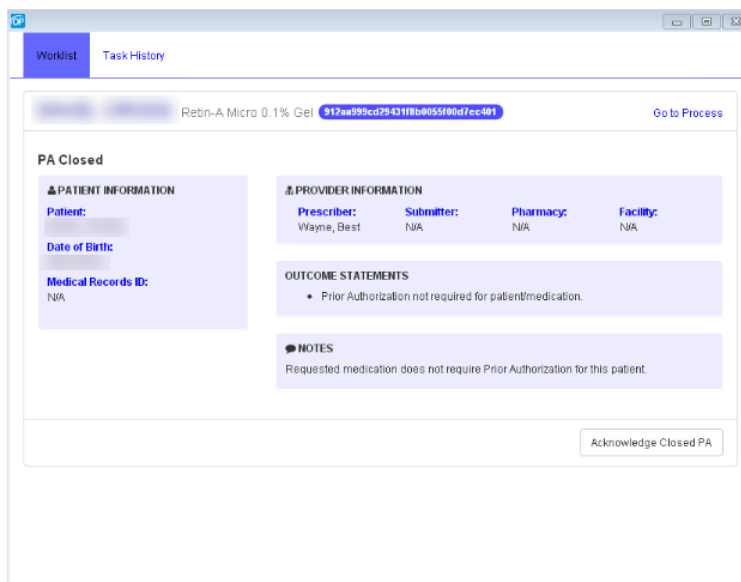
The user should carefully review all responses to ensure accuracy and prevent delay in processing. If a response needs to be changed, the user may click the back button to navigate to the most recently saved question, select the specific response for a particular question and go back and make changes to it, or select Start Over to begin the Question Set from the beginning.

Once responses have been verified, select the Submit button to send the completed Question Set to the PBM/payer.

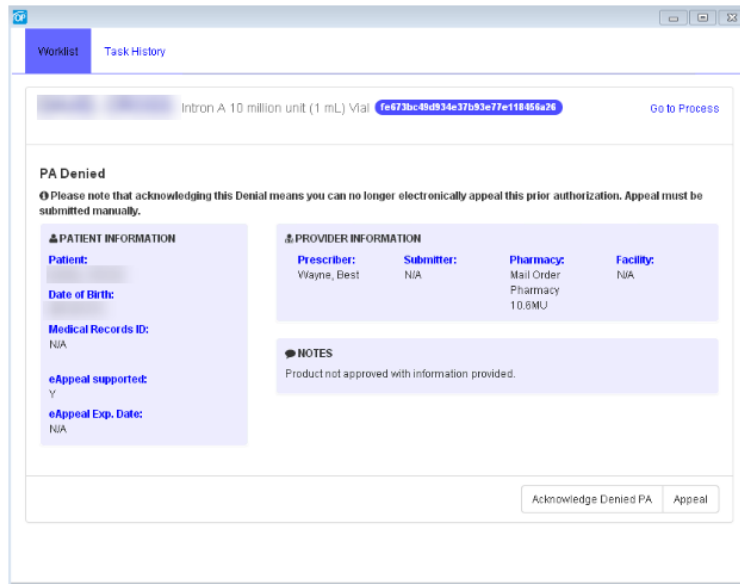
ePA Responses

When the response from the PBM/payer is Approved, Denied, or Closed, the prescriber must submit an acknowledgement.

A Closed response (when a PA is not needed) or an Approved PA only require the prescriber to click the Acknowledge button.

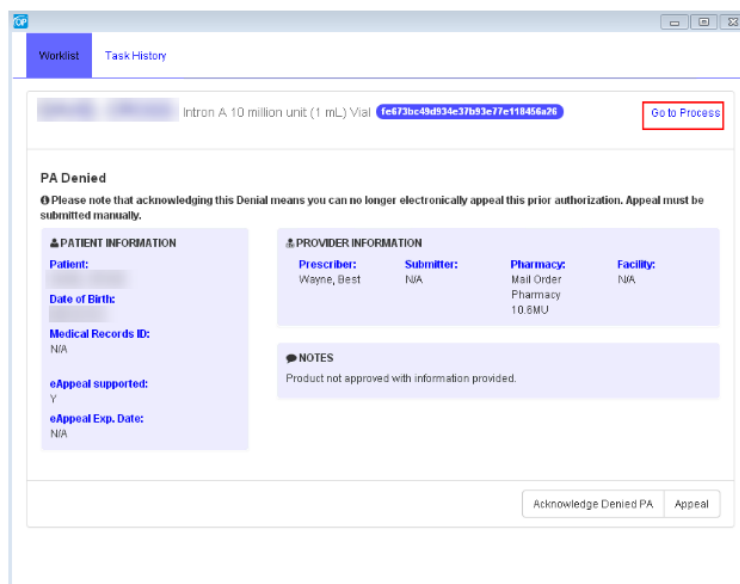


However, a Denied response provides two options: Acknowledge or Appeal.

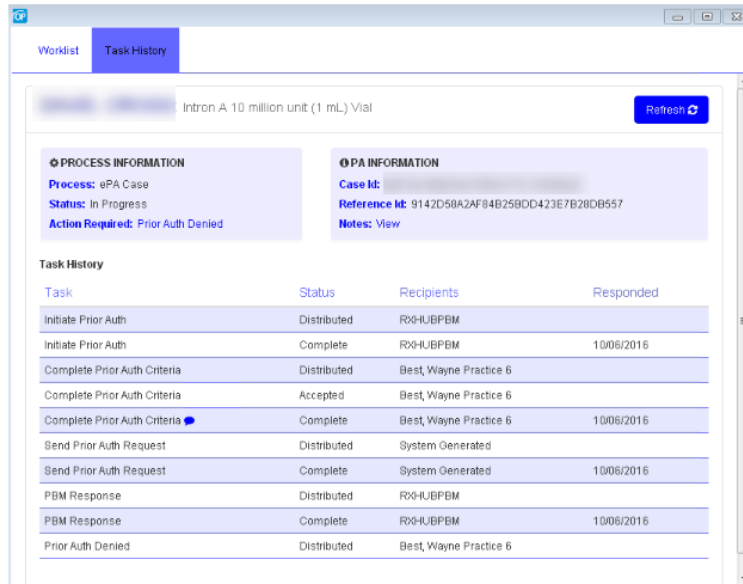


An appealed response may result in an additional Question Set and requires an additional response from the PBM/payer with another acknowledgement before the PA reaches its final state.

To view details of a task, click Go to Process.



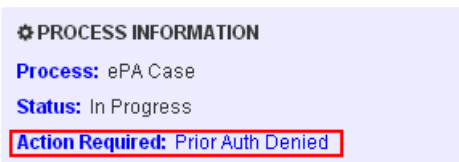
Clicking the Go to Process button provides a history of that particular record.



The screenshot shows the 'Task History' tab for a specific medication. The medication name is 'Intron A 10 million unit (1 mL) Vial'. There are two main information sections: 'PROCESS INFORMATION' and 'PA INFORMATION'. Below these is a table of task history.

Task	Status	Recipients	Responded
Initiate Prior Auth	Distributed	RX-HUBPBM	
Initiate Prior Auth	Complete	RX-HUBPBM	10/06/2016
Complete Prior Auth Criteria	Distributed	Best, Wayne Practice 6	
Complete Prior Auth Criteria	Accepted	Best, Wayne Practice 6	
Complete Prior Auth Criteria	Complete	Best, Wayne Practice 6	10/06/2016
Send Prior Auth Request	Distributed	System Generated	
Send Prior Auth Request	Complete	System Generated	10/06/2016
PBM Response	Distributed	RX-HUBPBM	
PBM Response	Complete	RX-HUBPBM	10/06/2016
Prior Auth Denied	Distributed	Best, Wayne Practice 6	

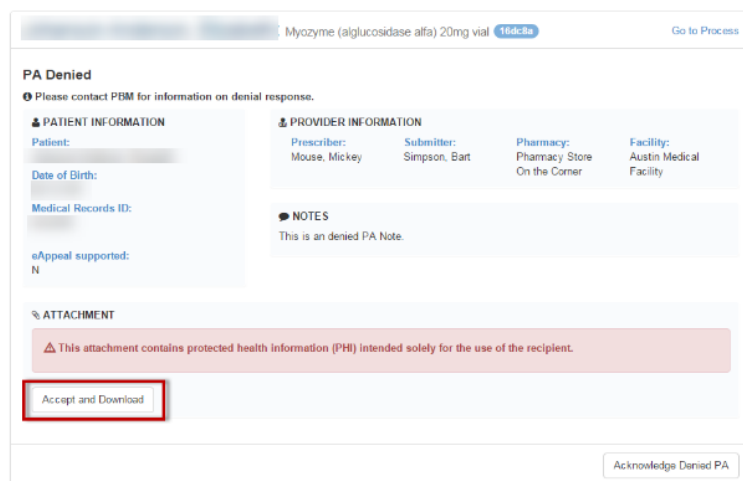
Click the Action Required link in order to return to the task.



The image shows a close-up of the 'PROCESS INFORMATION' section. It contains the following text: 'Process: ePA Case', 'Status: In Progress', and 'Action Required: Prior Auth Denied'. The 'Action Required' text is highlighted with a red rectangular box.

Responses that Contain Attachments

If the response from the PBM/payer contains an attachment, CompletEPA displays an attachment tab.



The screenshot shows the 'PA Denied' screen. It includes sections for 'PATIENT INFORMATION', 'PROVIDER INFORMATION', and 'NOTES'. There is also an 'ATTACHMENT' section with a warning message and an 'Accept and Download' button highlighted with a red box.

PATIENT INFORMATION

- Patient: [Redacted]
- Date of Birth: [Redacted]
- Medical Records ID: [Redacted]
- eAppeal supported: N

PROVIDER INFORMATION

- Prescriber: Mouse, Mickey
- Submitter: Simpson, Bart
- Pharmacy: Pharmacy Store On the Corner
- Facility: Austin Medical Facility

NOTES

- This is an denied PA Note.

ATTACHMENT

⚠ This attachment contains protected health information (PHI) intended solely for the use of the recipient.

Accept and Download

Acknowledge Denied PA

Click the Accept and Download button to view the .zip file containing the attachment. Ensure that you follow proper security protocols when viewing Protected Health Information (PHI).

PDF Form Functionality

If CompletEPA is unable to find an electronic route for an ePA, a search for an online form can be automatically initiated through

the use of electronic forms provider PDR. Using the information submitted in the original request, PDR is able to search their online library of PA forms and return a link to a user that allows them to enter the required details. The ePA process within the EHR is completed once the link is returned and the task is acknowledged. At this point, the user receives no further communication regarding the ePA within OP.
