

ePA Basics with Priority (Coming Soon!)

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Version 21.4

This article is based off of the content from the [ePA Basics](#) article, and showcases the upcoming ePA Priority option.

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.

About the ePA Button

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/ Rx Group: HYDRALAZINE

Reactions:

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

Rx start date: 06/02/2023 Rx end date: Refill as needed

Dispense as written - no generic substitutions Include in chronic medication list

Links Continue Print Save Cancel

Identifying Medications with a Plan-Level PA

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.

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

Medication Finder

Drug name: dexal Interactions: Med/Allergy Med/Med Med/Disease Formulary: Check Formulary 0 OPTUM_RX/TENNCARE

Weight: 6 lb 10.5 oz (3.0 kg) on 10/03/2023

Brand Name	Generic Name	Type	Availability	Form	Strength	Route	Sched	For	Form NDC #	Prior Authorization	Copy Information
Dexilant	dexlansoprazole	BRAND	RX	capsule, delayed release, biphasi	30 mg	oral			Pref 64764017130	Required	
Dexilant	dexlansoprazole	BRAND	RX	capsule, delayed release, biphasi	60 mg	oral			Pref 64764017530	Required	

Expand All My favorites only Find Freeform Liquids OK Cancel

Disclaimer: Formulary checking must be enabled AND the patient's insurance has to participate in the Surescripts formulary program in order for the ePA button to be enabled in the Prescription Writer window. [Click here](#) to learn how to enable formulary checking.

Prescribing with ePA

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

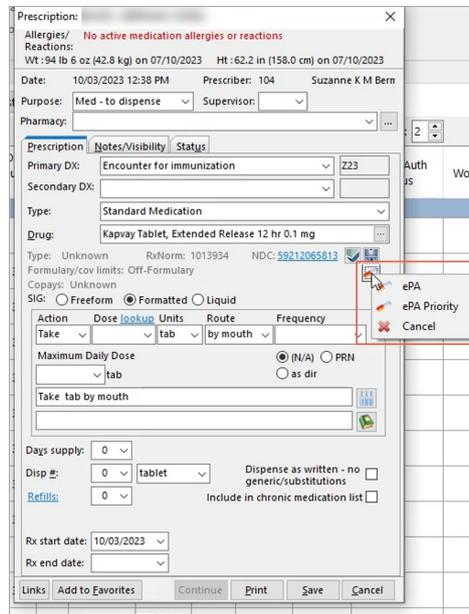
checking must be enabled and the patient must have pharmacy benefits for this feature to work.



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**.

New If the ePA button is enabled for the prescription, you can choose whether to send the ePA request as **regular** (default) or **Priority**. To send as Priority:

1. Click the **ePA** button.
2. Select **ePA Priority**.



Once indicated either automatically by formulary or manually, OP automatically sends the request through CompleteEPA 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.

