ePA Training Guide

CVS CAREMARK

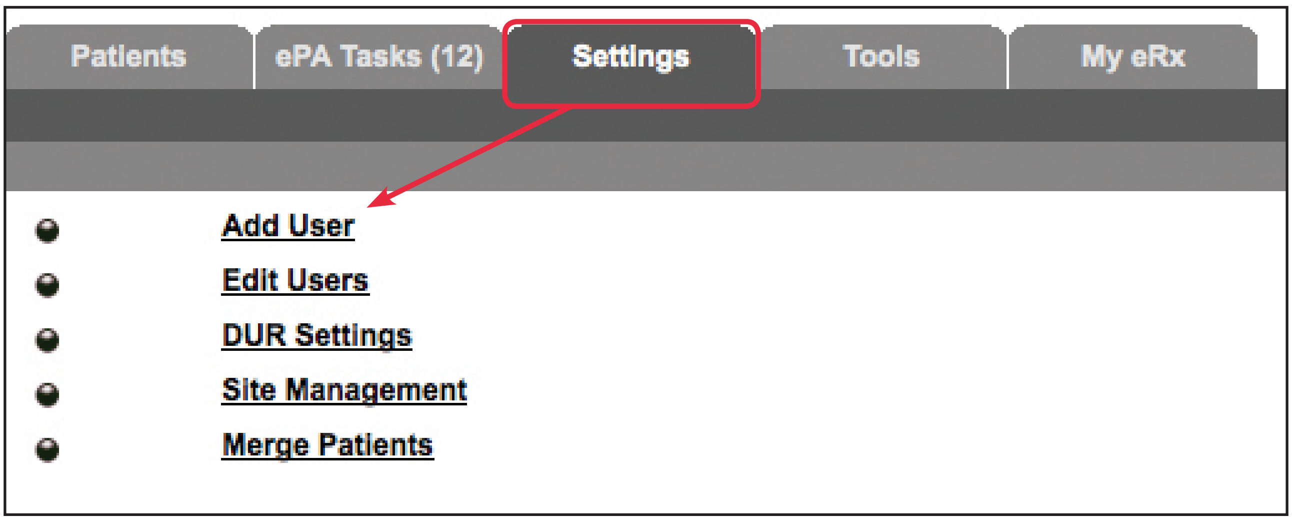
Registering for the ePA Portal – One Authorized Entity/Provider per Practice to Complete

1. To get started, please visit **www.caremark.com/epa** and follow the link to register.

   The CVS Caremark ePA portal is powered by Allscripts and registration will be completed on the Allscripts ePA portal page.

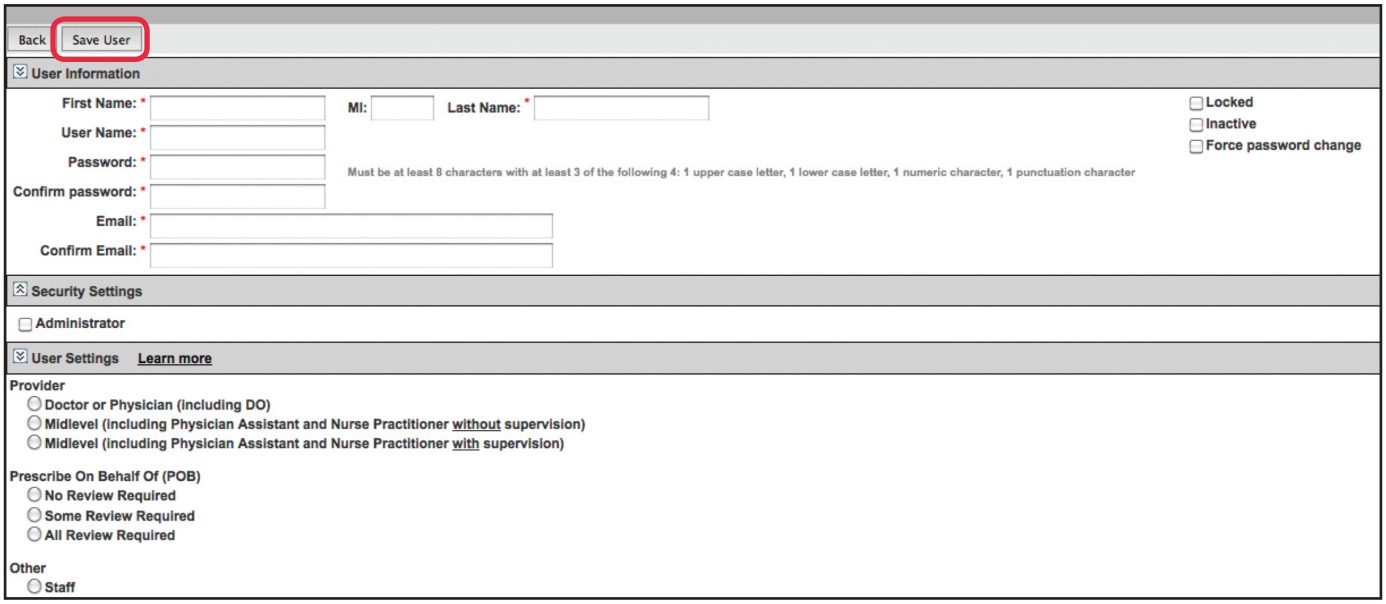
   - Only one provider per practice will need to register.
   - The first person in will need to be a provider with an NPI.
   - That person will need to register himself/herself in order to complete the security matching, which will ask some questions such as "which of these four cars was registered in your name?" or "on which of the following streets did you live?"
   - The provider does not need to enter a DEA number, but will be required to fax information to Allscripts Customer Service if a DEA is not entered for auto matching.
   - Once that first provider registers, he/she can set up others in the practice.

   - Setting up an administrative user:



   - After completing the registration, it is recommended to set up a first administrative user.
   - Log in to the ePA portal and click on the Settings tab.

2. Adding an administrative user

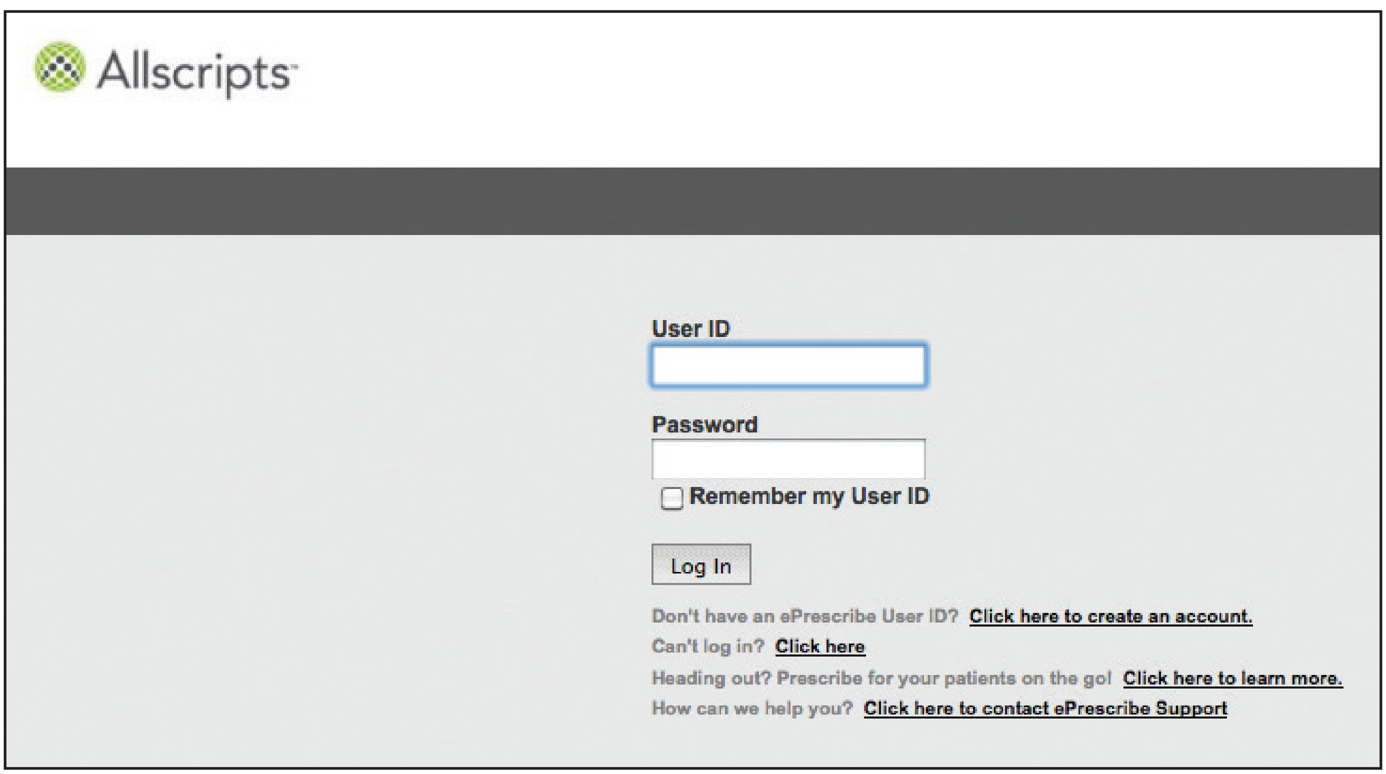


- Add the first users. Indicating "Administrator" under Security Settings means that use will have the ability to add additional users.
- Indicating "Staff" under Other in the User Settings means the user does not have prescribing rights.
- The system will email the new user, who will be forced to set a new password when first logging in to the system.

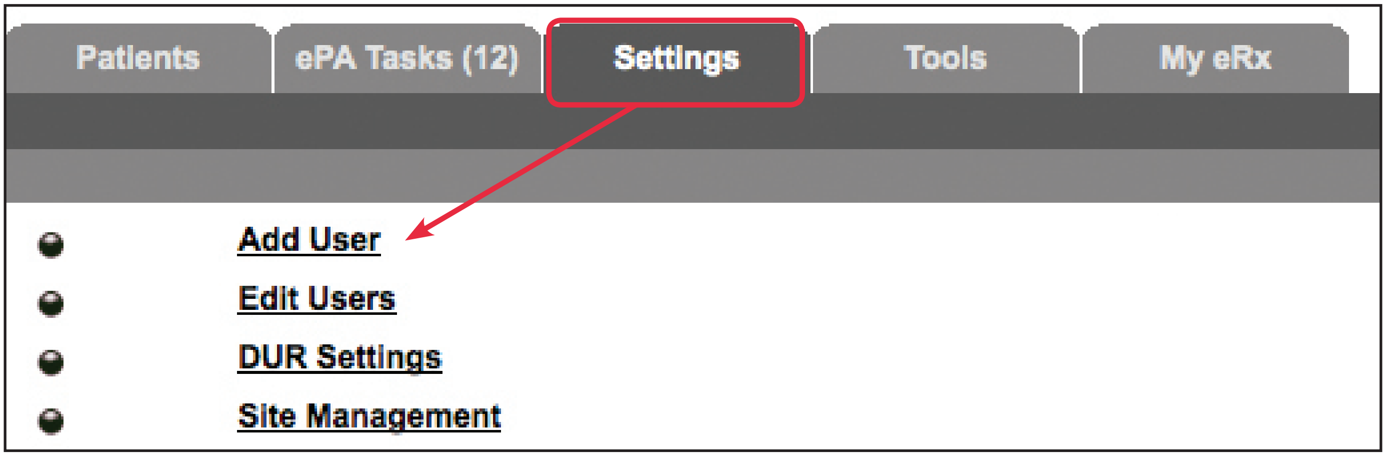
3. Be sure to save when complete

Adding Users to ePA Portal Account

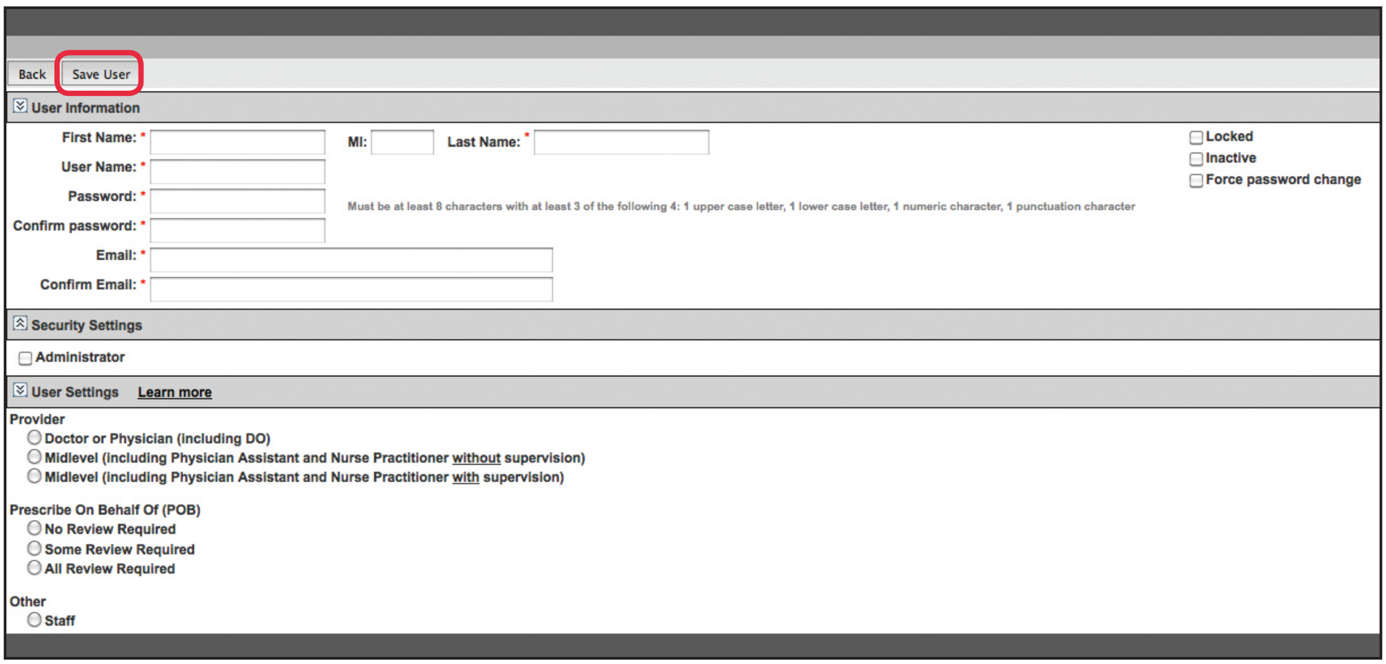
1. Log in to the ePA portal directly at **https://eprescribe.allscripts.com/login.aspx**. You can also access the login page through **http://www.caremark.com/epa**.



2. Click on Settings tab to Add Users

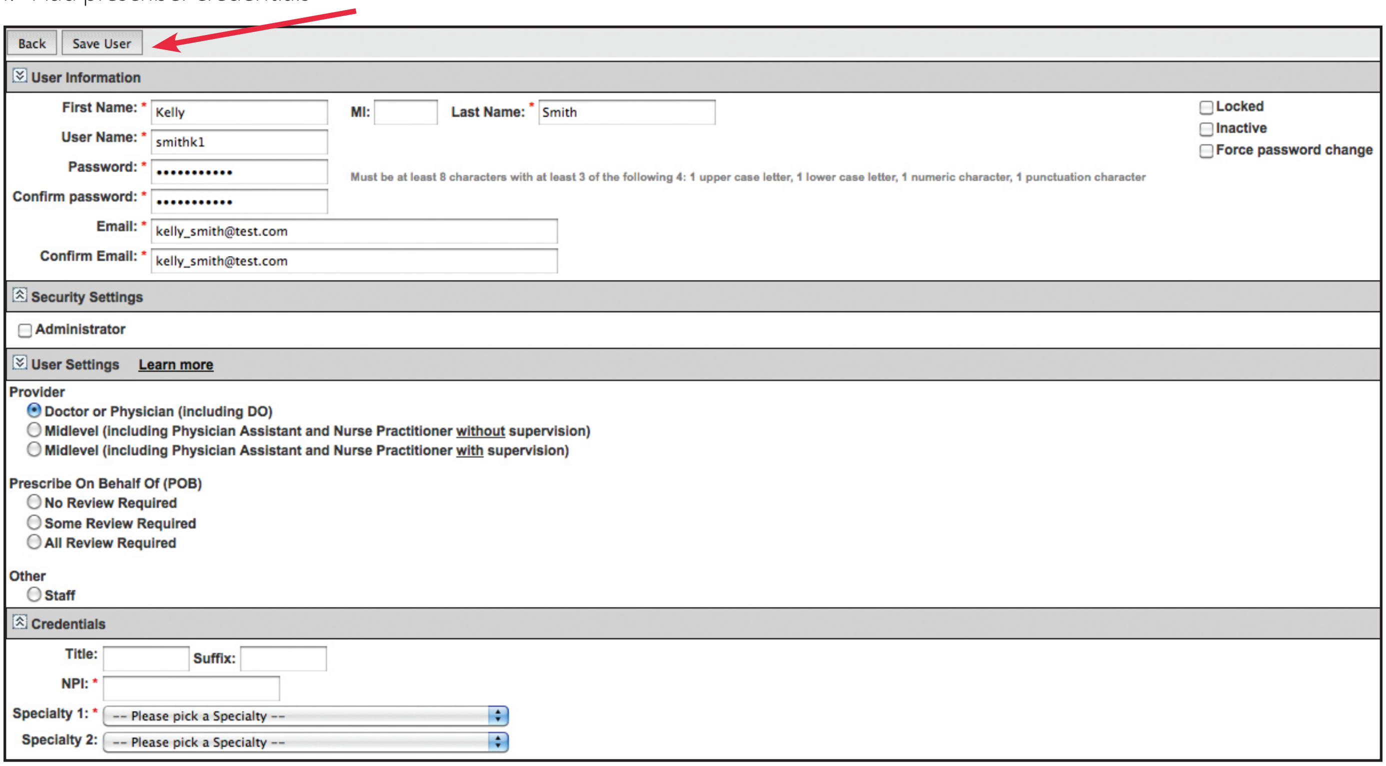


3. Add Users



- Every field with an asterisk is a required field:
  - First name, Last name
  - Username
  - Password and confirm the password
  - Email and confirm the email address
  - Select the radio button next to Doctor or Physician
- Indicating "Administrator" under Security Settings means that use will have the ability to add additional users.
- The system will email the new user, who will be forced to set a new password when first logging in to the system.

4. Add prescriber credentials

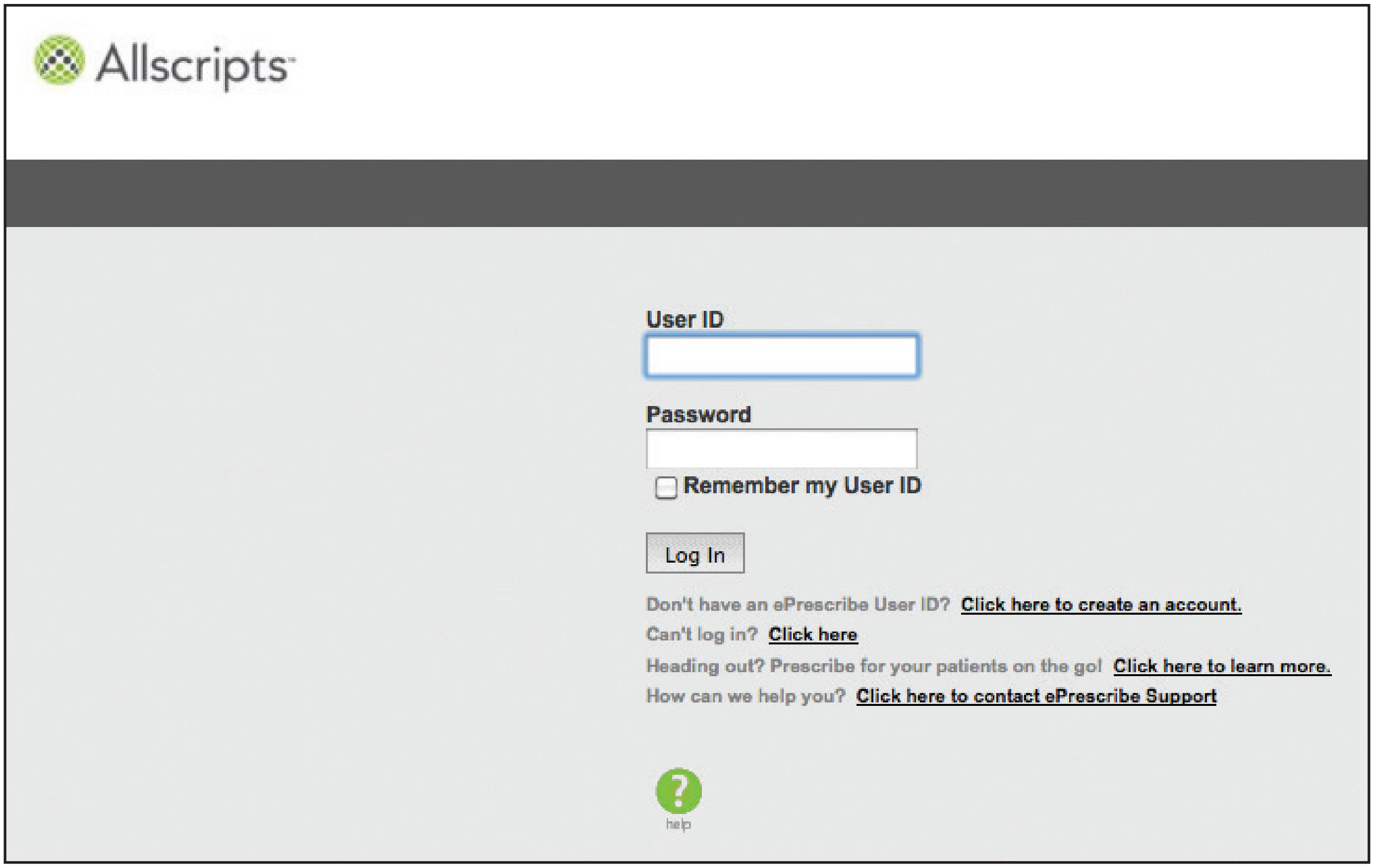


- Selecting a Provider setting will open the Credentials Tab.
- NPI is required; however, DEA is not required. The ePA users will not be sending electronic prescriptions; therefore, this information is not needed by the ePA portal.

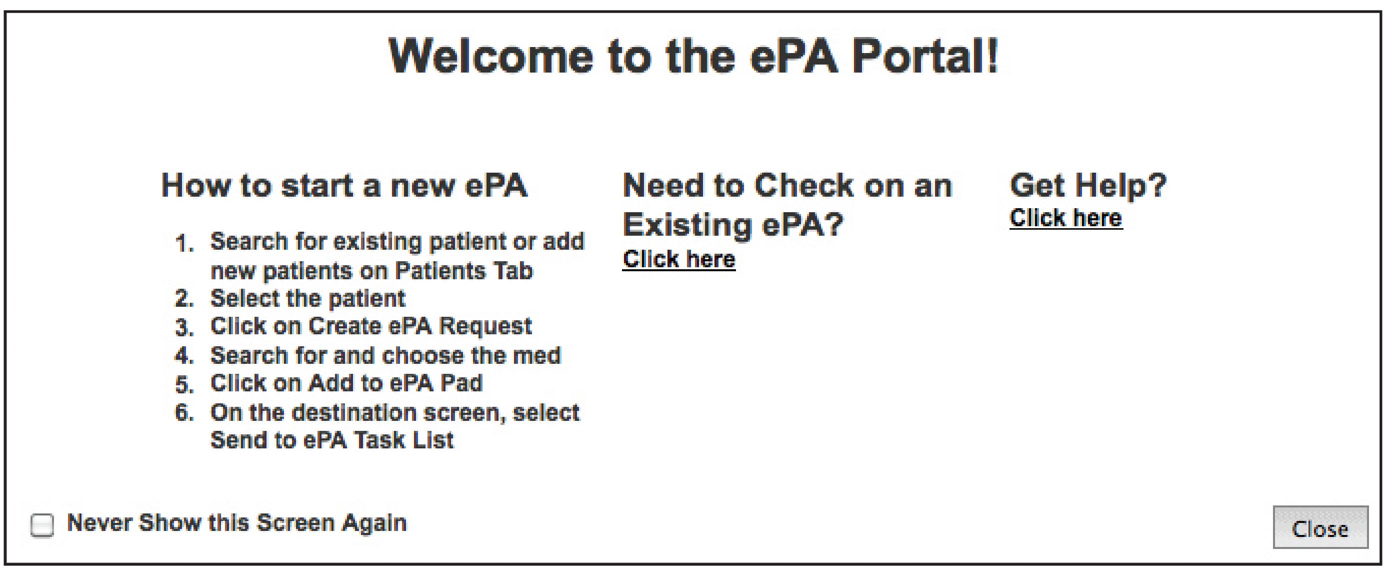
5. Be sure to Save when complete.

Accessing the ePA Portal

1. After registering, users can log in to the ePA portal directly at **https://eprescribe.allscripts.com/login.aspx**. You can also access the login page through **http://www.caremark.com/epa**.



2. After logging in, an overlay screen will give the user directions on the most common features: starting a new ePA, checking on an existing ePA within the ePA task list, or accessing the Help topics.

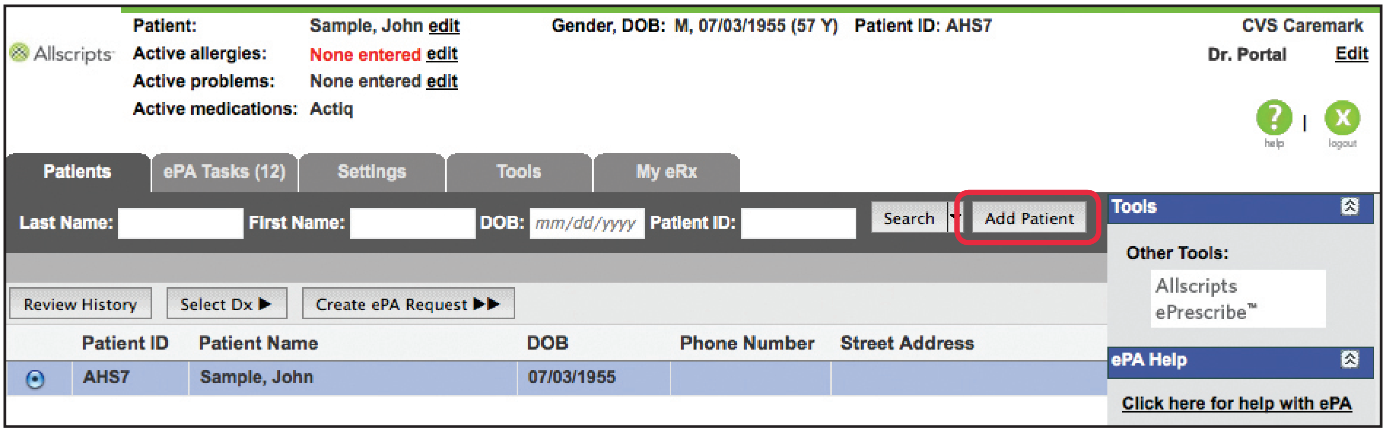


3. Click Close to start a new PA or click on the Existing ePA list to be taken directly to the ePA task list.

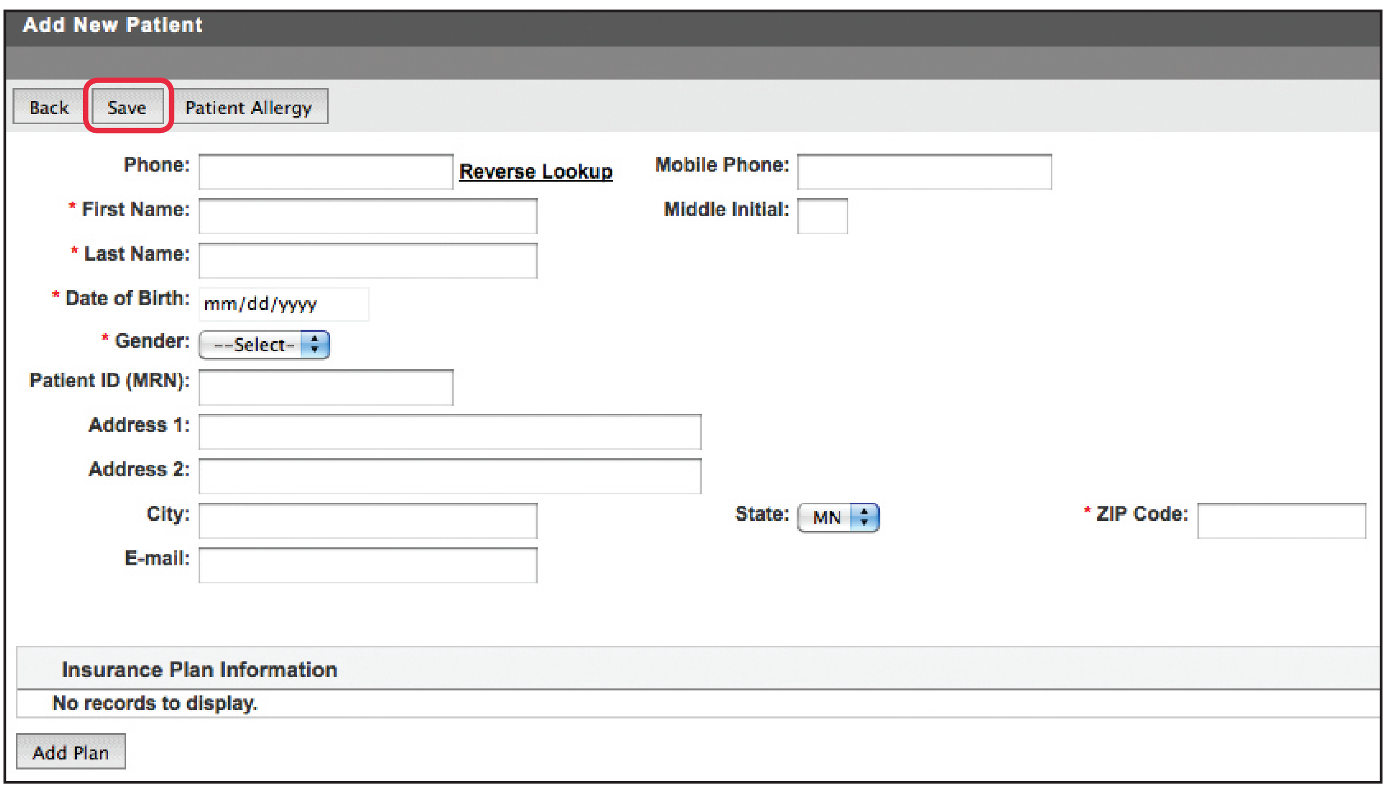
Adding an ePA Task to the Task List
(Step 1 – Administrator can Queue Up)

The ePA process is done in two steps. First, add an ePA to the task list. Second, process the ePA. This allows an administrative user to queue up the ePA request for a clinician to complete. If the user wants to create and complete the ePA in one session, just complete step 1 and then step 2.

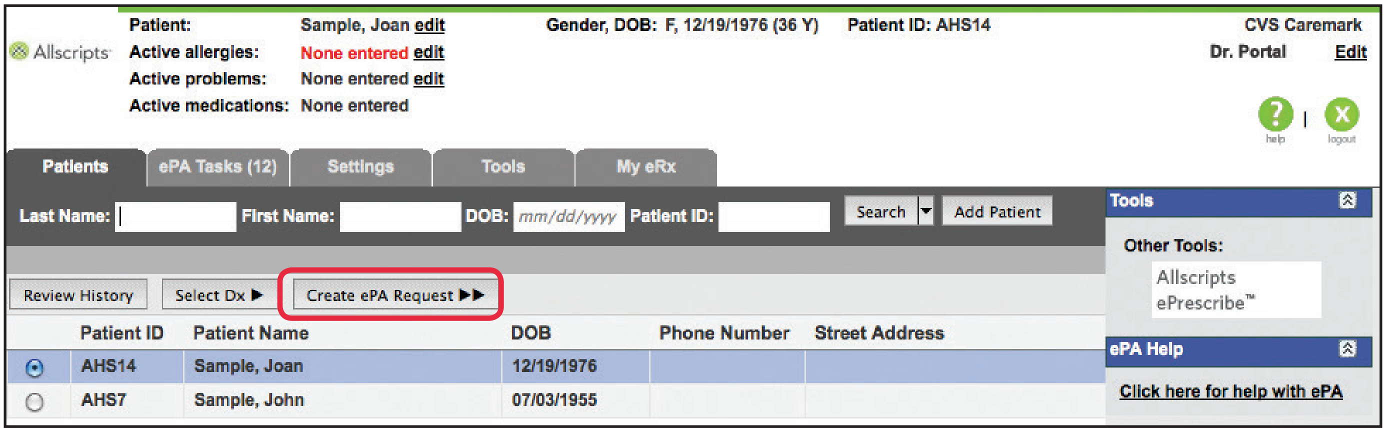
1. Within portal, click on Add Patient. After the practice has been using ePA for a while, the practice will have built a list of patients and a user can search for an existing patient.



2. Complete patient information. Patient First Name, Last Name, Gender, Zip Code and Date of Birth are required. Click Save when complete.

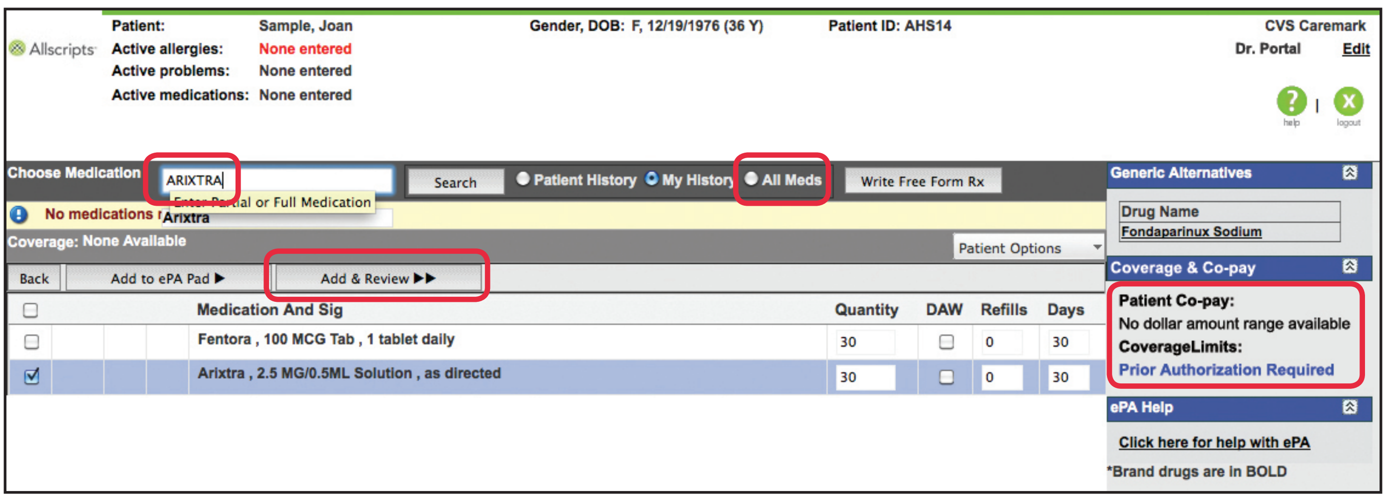


3. After adding patient, select the patient and then click on "Create ePA Request."



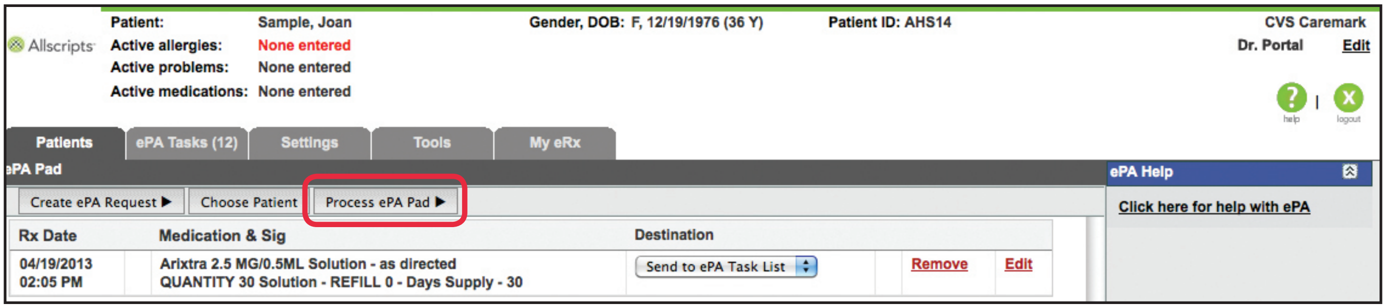
4. Search for the medication to assign

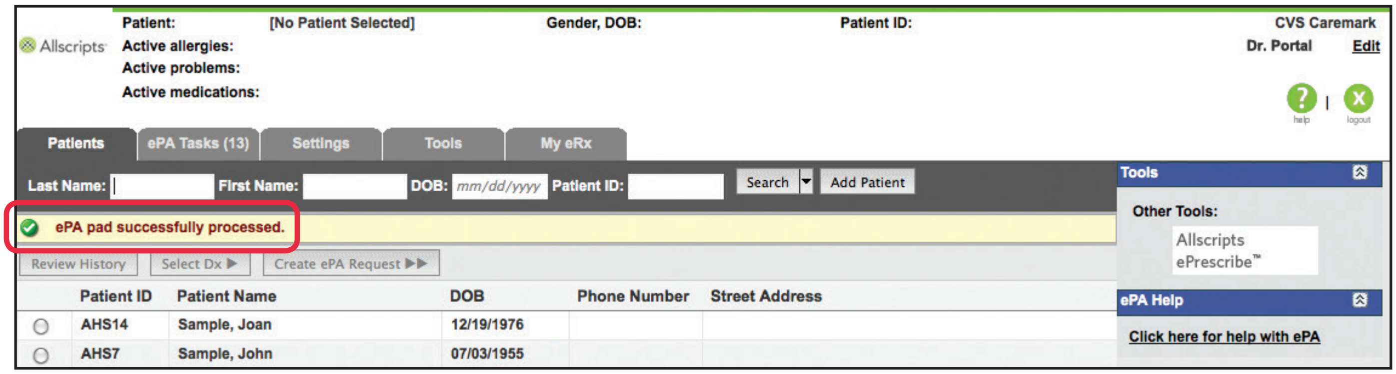
- Type medication name in Choose Medication box; select All Meds to search within the complete database. As you continue to use the ePA tool, the system will create a "My History" list of medications previously selected that will help narrow your search.
- The Coverage & Co-pay section should note Prior Authorization required
- After searching for the medication, click "Add & Review"



5. Review medication and process ePA Pad

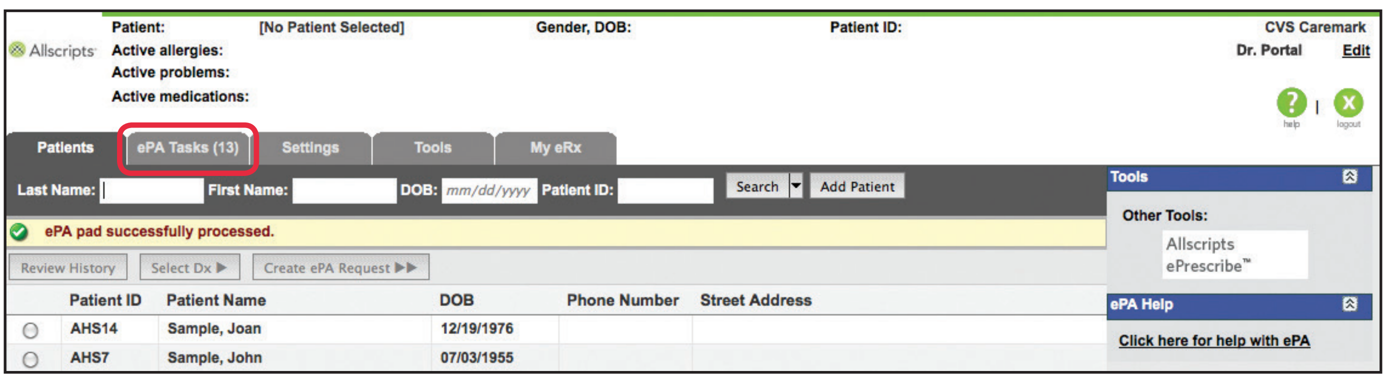
- At this step, you can create another ePA request for this patient or Process ePA Pad to send the ePA to the Task List.





If a staff member is queuing up requests, the ePA setup will end at this step.

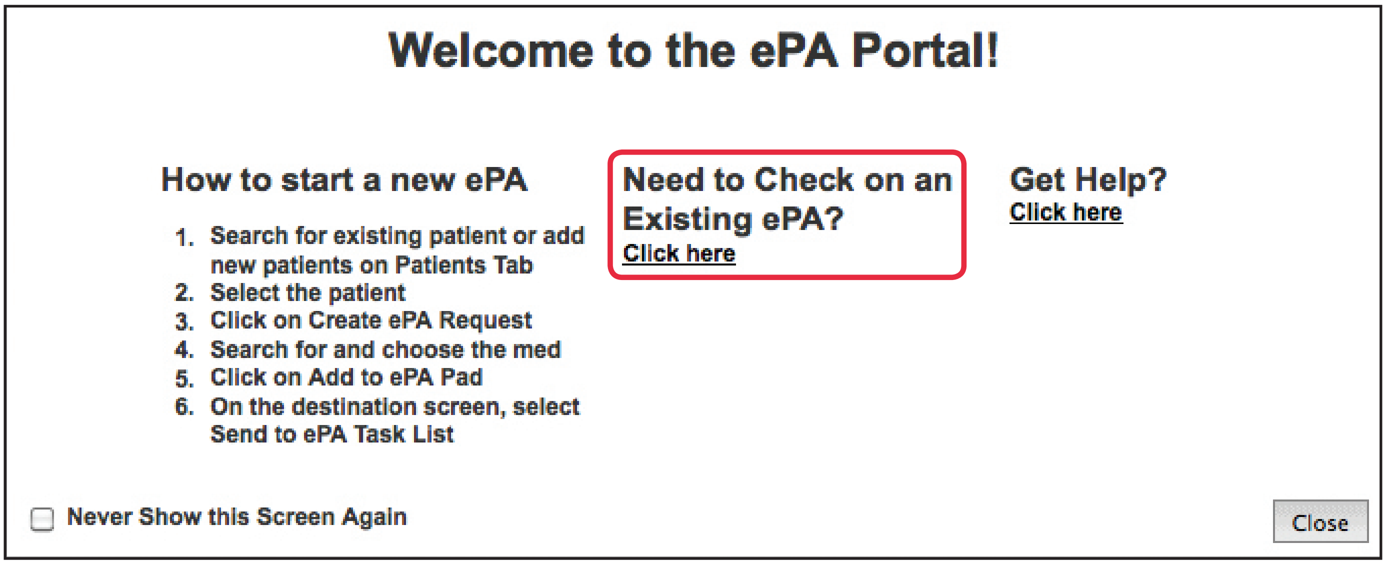
If a clinician is completing the ePA process, the clinician will continue to the next lesson, which begins with Clicking on the ePA Tasks tab



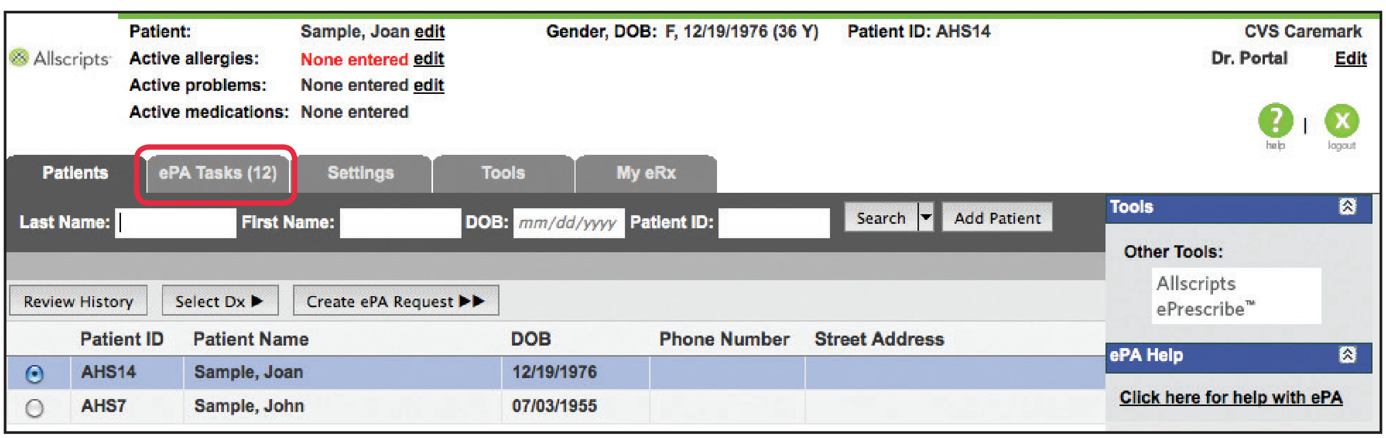
Processing an ePA Task in the Task List
(Step 2 – Clinician should complete)

The ePA process is done in two steps. Once the ePA has been added to the task list (either by a staff member or the clinician), the clinician can work the PAs in the task list.

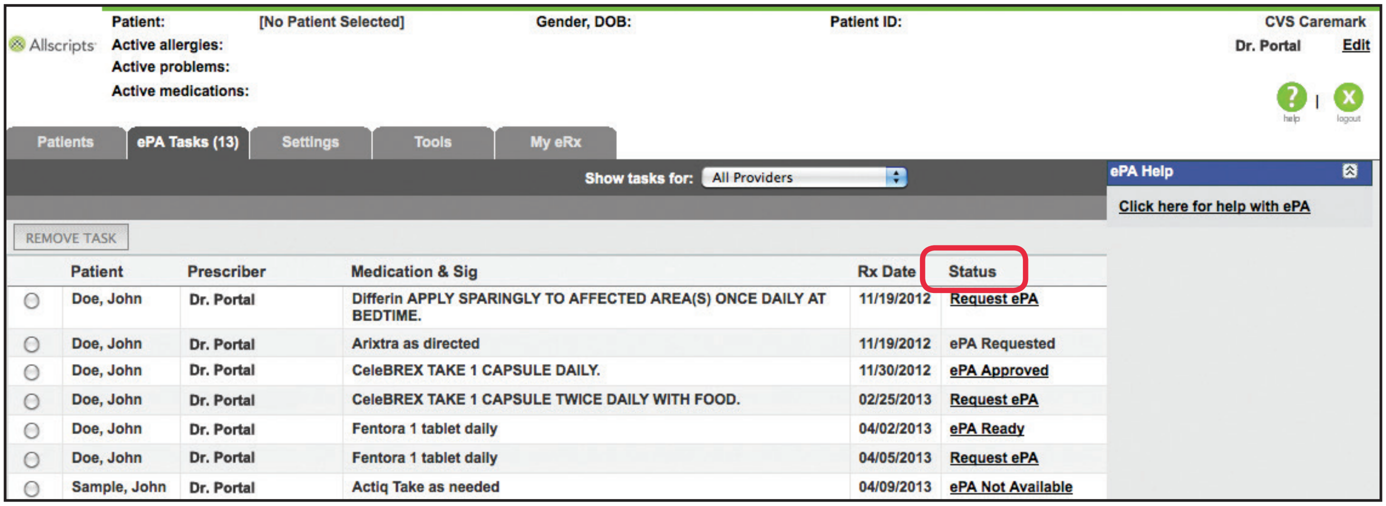
From the log in screen, you can click directly on "Check on an Existing ePA"



Or from within the ePA portal, click on ePA Tasks.

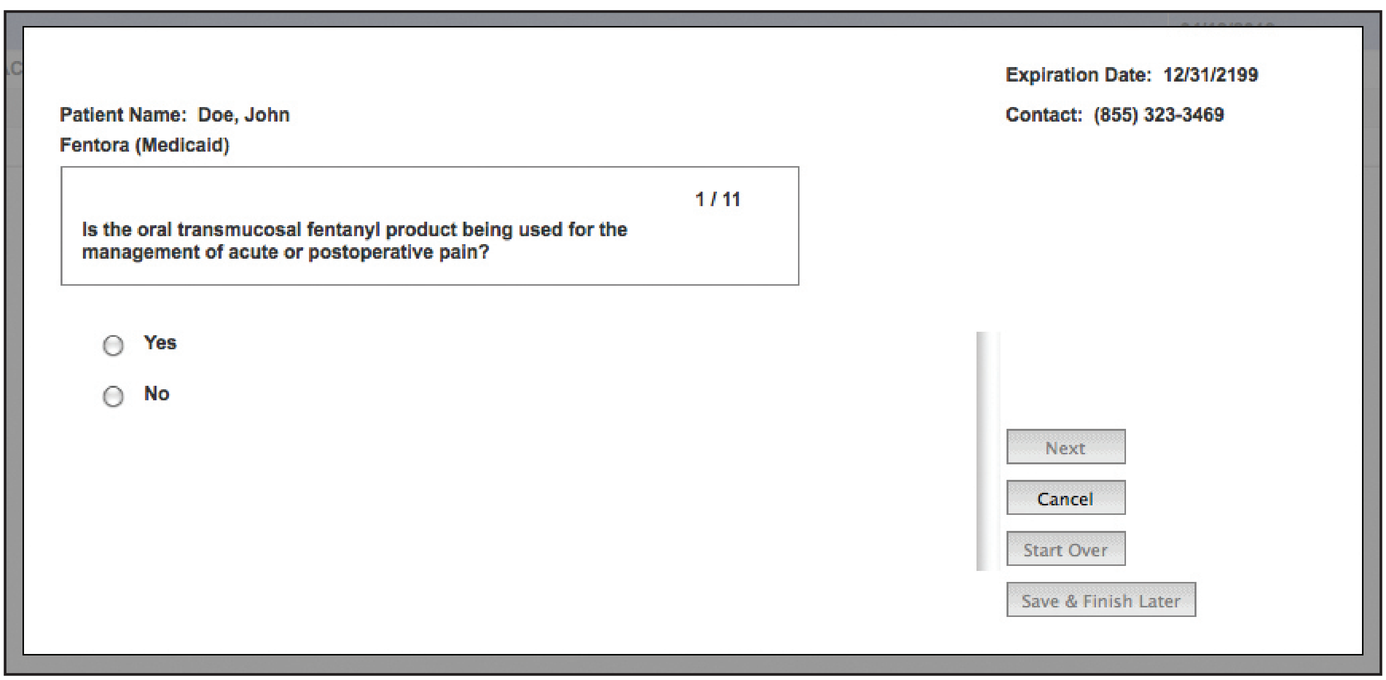


1. Start the ePA Process



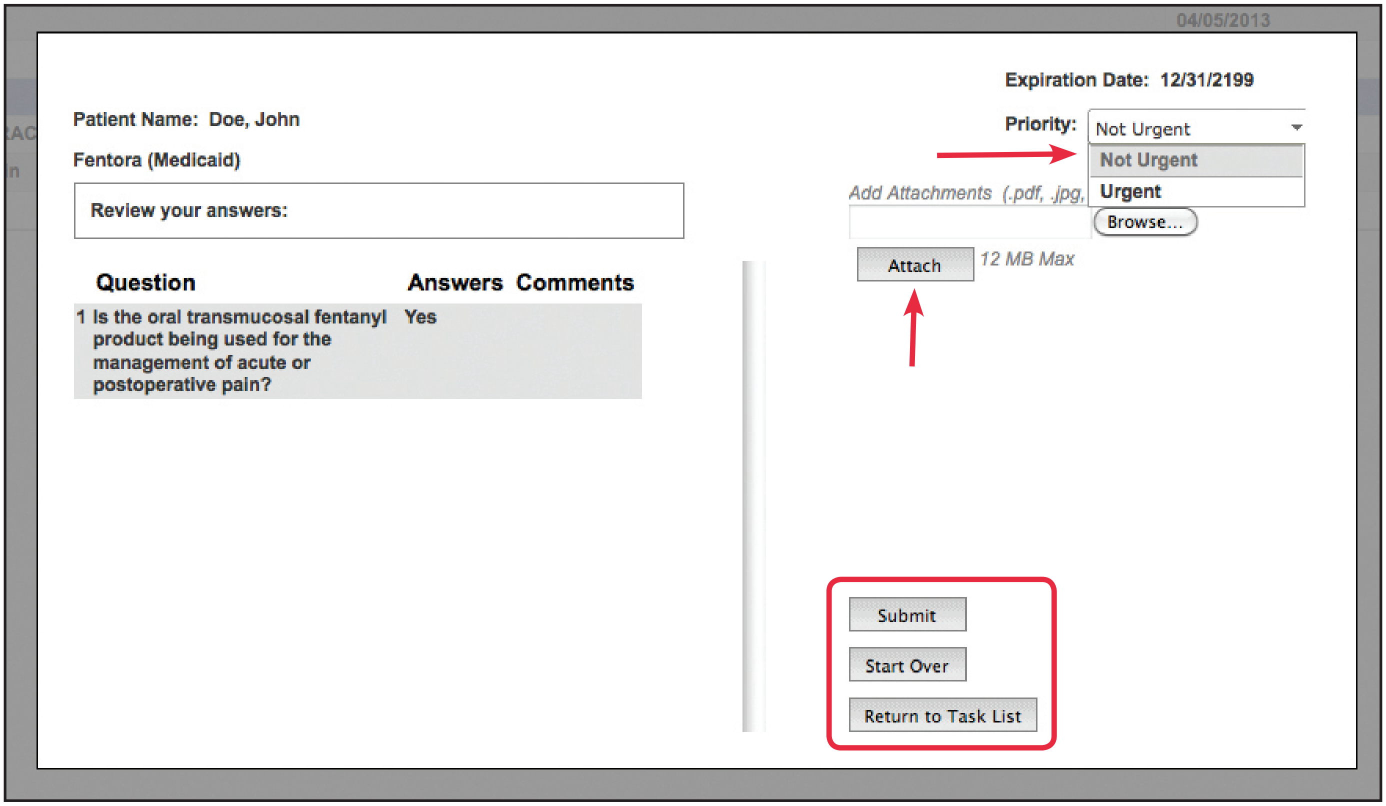
- An entry showing "**ePA Ready"** means you can begin the ePA Q&A.
- If the PA you would like to process shows **"Request ePA"**, click to force the system to send a request for the ePA Q&A. This typically means the patient has not been automatically matched to CVS Caremark eligibility; if you know the patient has MetroPlus coverage, click Request ePA to begin the request.
- **"ePA Requested"** means you have requested the ePA Q&A but it has not yet returned. If you just clicked "Request ePA", refresh your browser within 30 seconds to see if the criteria have returned. In some cases, if it has not returned immediately, it means that the request may have been sent to a research queue at CVS Caremark — typically because we were not able to match your patient to the member file in order to process the request. In this case, it may take some time for an update to be available within your system.
- **Click on ePA Ready**

2. Begin answering the clinical criteria contained within the ePA Q&A.



- To answer the next question, click Next.
- If you need to interrupt the process, click Save & Finish Later. You will be returned to the same question in the process.

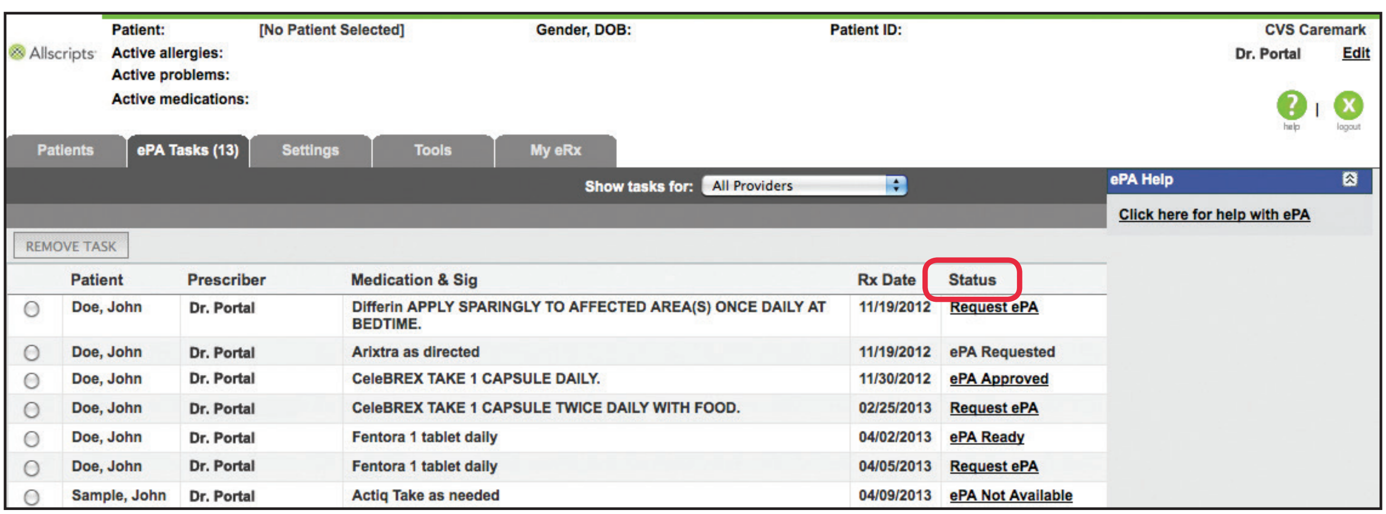
3. Review and submit



At the end of the ePA Q&A, you will be given the opportunity to review your answers.

- Click Submit to send the ePA to CVS Caremark for review.
- Click Start Over to redo the ePA Q&A from the first question.
- Return to Task List will save the ePA but will not send it for review.
- If you need to indicate the PA as an Urgent request, you can do so on this screen.
- If required to attach documentation, such as a lab result or chart note, you can do so on this screen as well.

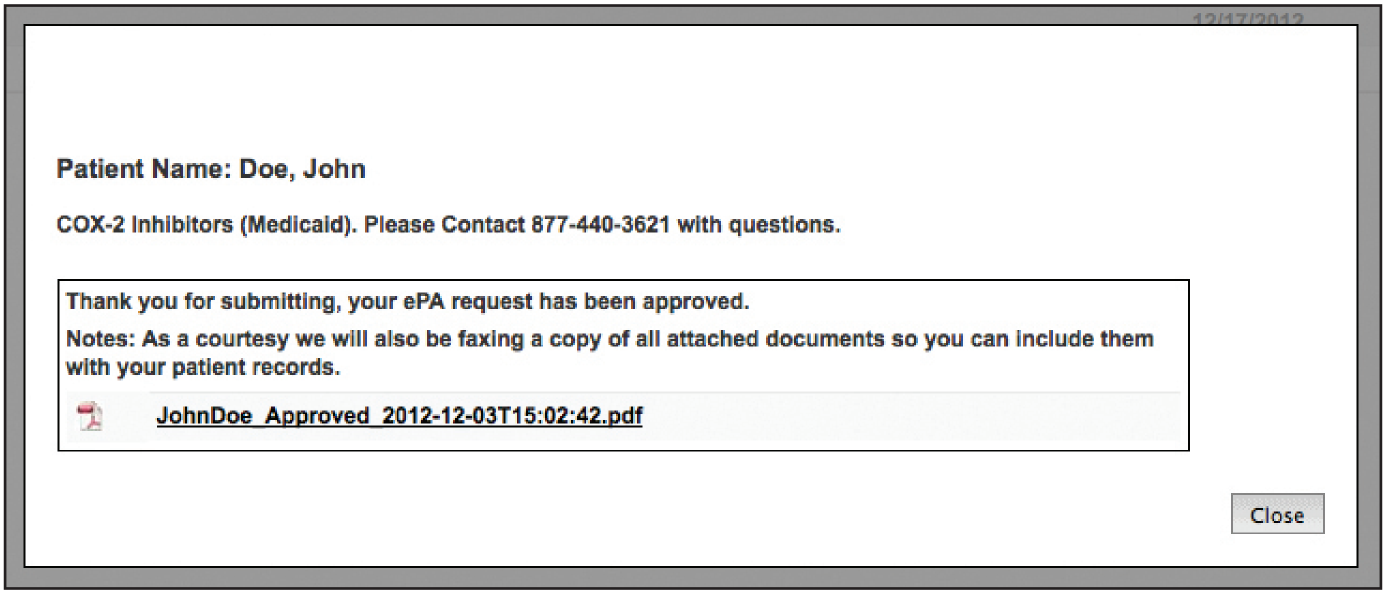
4. Review status within ePA Task List



- After submitting the ePA, you will be returned to the task list.
- The immediate status will reflect ePA Submitted. Click refresh on your browser to see the updated status. In many cases, CVS Caremark will provide an immediate approval.

If CVS Caremark cannot provide an immediate approval, it means that the criteria (and any related attachments, if applicable) will require a manual review. Once the review is complete — as quickly as possible and within the normal turnaround time for prior authorization — the response will be returned and the ePA task list will show the updated status. You may want to consider how you add checking your ePA status to your daily routine — making sure to check the queue mid-day and at the end of the day if you have outstanding requests.

5. Approvals and denials



- Click on ePA Approved or ePA Denied to receive additional communications from CVS Caremark. In addition to the fax that is sent to your practice with all approvals and denials, you will also receive a copy of the communications within the ePA portal.
- The denial letter will include reasons for denial and any next steps indicated for your patient.

ePA Closed, ePA Cancelled

On some occasions, the status will return as ePA Closed or ePA Cancelled. This occurs when a duplicate request has been submitted or if the ePA request has been open with no activity.

ePA Not Available

CVS Caremark is working to make ePA available for all criteria. Today, ePA is available for select specialty medications. However, if you discover that the specialty medication you're initiating a request for is not available within the ePA system, the system will match your patient and criteria and generate an automatic fax to you with the appropriate criteria for completion.

ePA is now available for your Med-D and Medicaid patients!

To review an online tutorial of ePA, visit https://eprescribe.allscripts.com/media/tutorials/portal/ePA.htm