



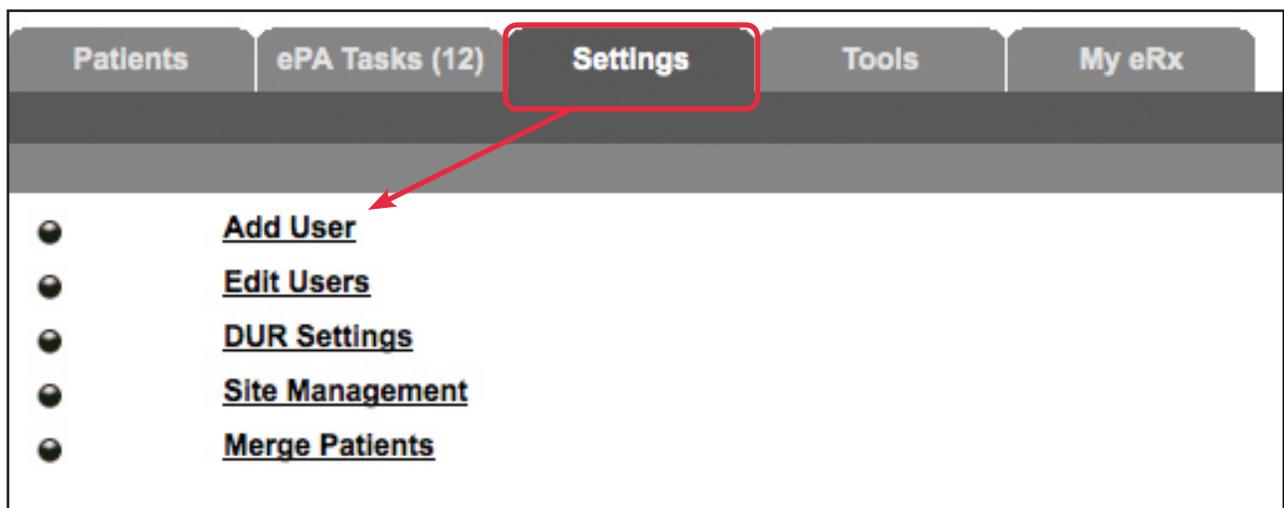
ePA Training Guide

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

Back **Save User**

User Information

First Name: * MI: Last Name: * Locked
 Inactive
 Force password change

User Name: *

Password: * Must be at least 8 characters with at least 3 of the following 4: 1 upper case letter, 1 lower case letter, 1 numeric character, 1 punctuation character

Confirm password: *

Email: *

Confirm Email: *

Security Settings

Administrator

User Settings [Learn more](#)

Provider

Doctor or Physician (including DO)
 Midlevel (including Physician Assistant and Nurse Practitioner without supervision)
 Midlevel (including Physician Assistant and Nurse Practitioner with supervision)

Prescribe On Behalf Of (POB)

No Review Required
 Some Review Required
 All Review Required

Other

Staff

- 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>.

Allscripts™

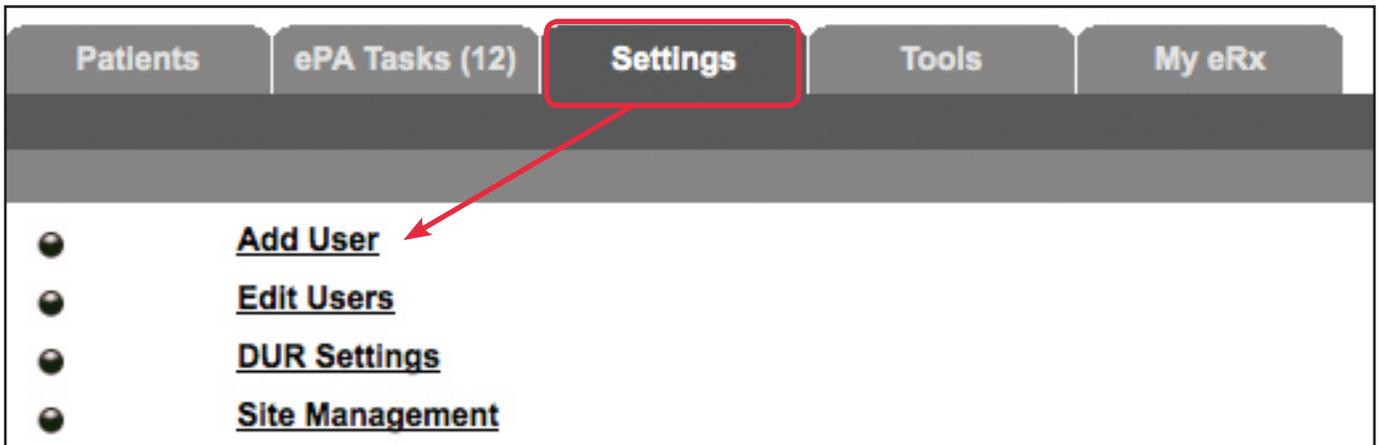
User ID

Password

Remember my User ID

Don't have an ePrescribe User ID? [Click here to create an account.](#)
Can't log in? [Click here](#)
Heading out? Prescribe for your patients on the go! [Click here to learn more.](#)
How can we help you? [Click here to contact ePrescribe Support](#)

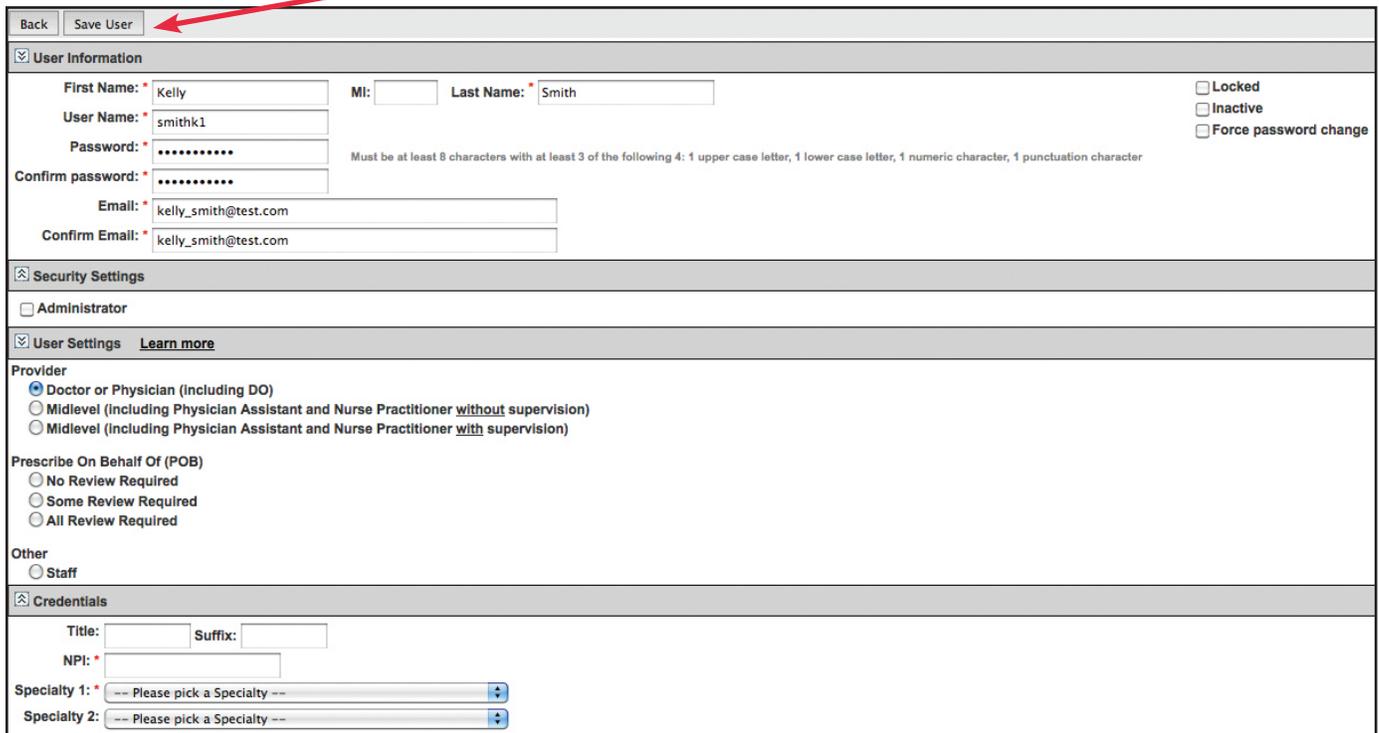
2. Click on Settings tab to Add Users



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 user 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



The screenshot shows a web form for adding a user. At the top left, there are two buttons: 'Back' and 'Save User'. A red arrow points to the 'Save User' button. The form is divided into several sections:

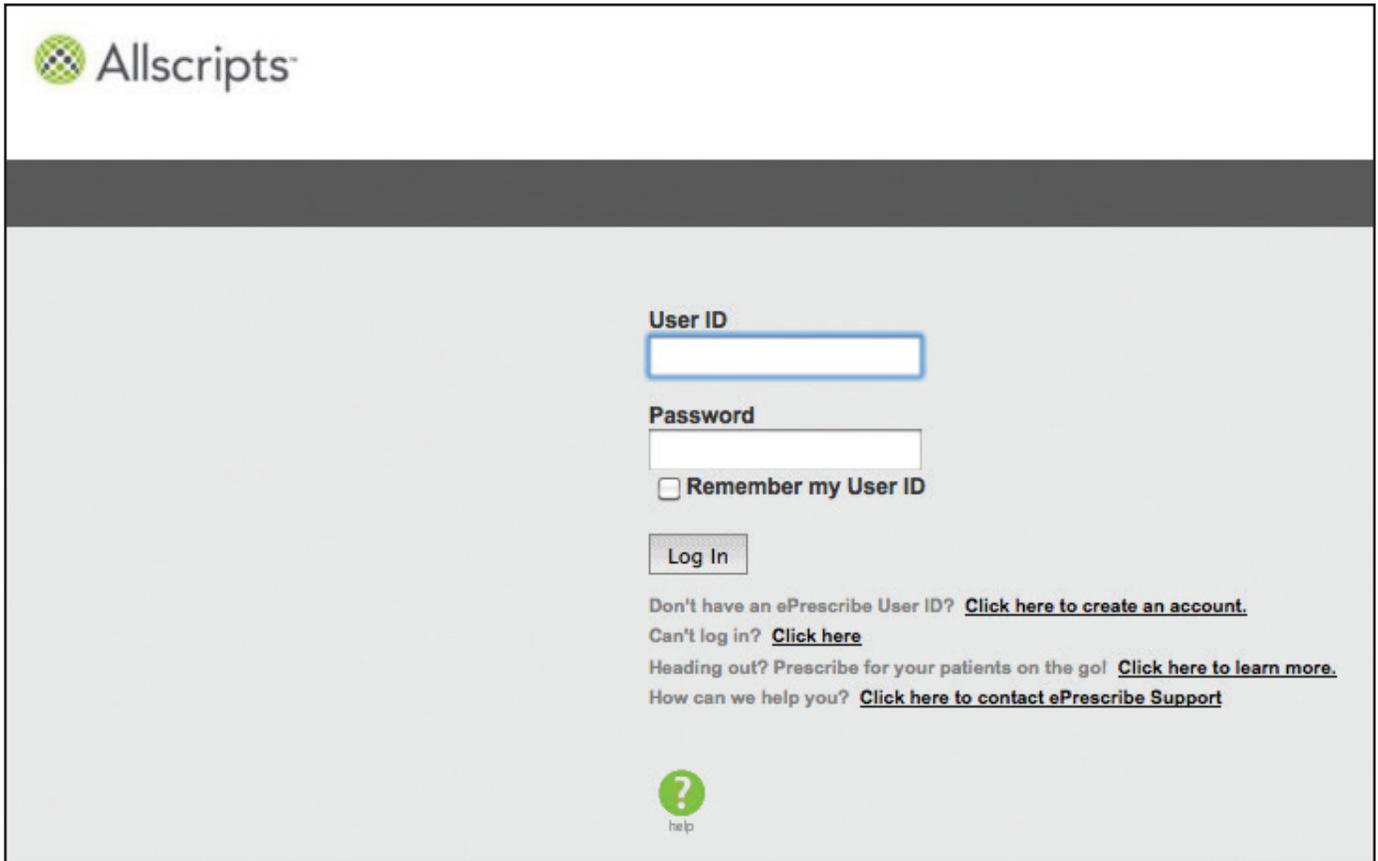
- User Information:** Contains fields for First Name (Kelly), MI (empty), Last Name (Smith), User Name (smithk1), Password (masked with dots), Confirm password (masked with dots), Email (kelly_smith@test.com), and Confirm Email (kelly_smith@test.com). There are also checkboxes for 'Locked', 'Inactive', and 'Force password change'. A note states: 'Must be at least 8 characters with at least 3 of the following 4: 1 upper case letter, 1 lower case letter, 1 numeric character, 1 punctuation character'.
- Security Settings:** Contains a checkbox for 'Administrator'.
- User Settings:** Includes a 'Learn more' link and a 'Provider' section with three radio button options: 'Doctor or Physician (including DO)' (selected), 'Midlevel (including Physician Assistant and Nurse Practitioner without supervision)', and 'Midlevel (including Physician Assistant and Nurse Practitioner with supervision)'. Below this is a 'Prescribe On Behalf Of (POB)' section with three radio button options: 'No Review Required', 'Some Review Required', and 'All Review Required'. There is also an 'Other' section with a radio button for 'Staff'.
- Credentials:** Contains fields for Title, Suffix, NPI, and two dropdown menus for Specialty 1 and Specialty 2, both currently showing '-- Please pick a Specialty --'.

- 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

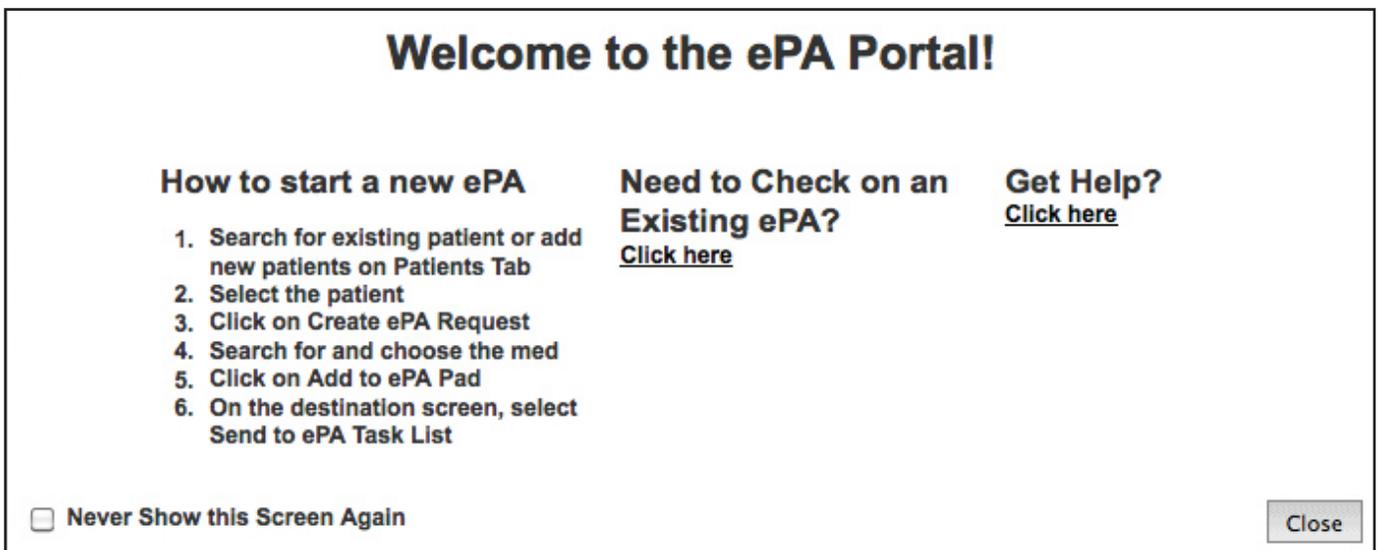
1. After registering, users can log in to the ePA portal directly at <https://eprescribe.allscripts.com/login.aspx>. You can also access the login page through <http://www.caremark.com/epa>.



The screenshot shows the Allscripts ePA Portal login interface. At the top left is the Allscripts logo. Below it is a dark grey header bar. The main content area is light grey and contains the following elements:

- User ID**: A text input field with a blue border.
- Password**: A text input field.
- Remember my User ID**
- Log In**: A button.
- Don't have an ePrescribe User ID? [Click here to create an account.](#)
- Can't log in? [Click here](#)
- Heading out? Prescribe for your patients on the go! [Click here to learn more.](#)
- How can we help you? [Click here to contact ePrescribe Support](#)
- A green circular help icon with a question mark and the word "help" below it.

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.



The screenshot shows a "Welcome to the ePA Portal!" overlay screen. The title is in large, bold, black text. Below the title are three columns of text:

- How to start a new ePA**
 1. Search for existing patient or add new patients on Patients Tab
 2. Select the patient
 3. Click on Create ePA Request
 4. Search for and choose the med
 5. Click on Add to ePA Pad
 6. On the destination screen, select Send to ePA Task List
- Need to Check on an Existing ePA?**
[Click here](#)
- Get Help?**
[Click here](#)

At the bottom left, there is a checkbox labeled "Never Show this Screen Again". At the bottom right, there is a "Close" button.

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.

The screenshot shows the CVS Caremark patient management interface. At the top, there is a patient summary for 'Sample, John' with details like Gender (M), DOB (07/03/1955), and Patient ID (AHS7). Below this is a navigation bar with tabs for 'Patients', 'ePA Tasks (12)', 'Settings', 'Tools', and 'My eRx'. A search bar is present with fields for 'Last Name', 'First Name', 'DOB', and 'Patient ID', followed by a 'Search' button and a highlighted 'Add Patient' button. Below the search bar is a table with columns for 'Patient ID', 'Patient Name', 'DOB', 'Phone Number', and 'Street Address'. The table contains one entry for 'AHS7' and 'Sample, John'. On the right side, there are 'Tools' and 'Other Tools' sections, including 'Allscripts ePrescribe™' and 'ePA Help'.

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

The screenshot shows the 'Add New Patient' form. At the top, there are navigation buttons for 'Back', 'Save' (highlighted with a red box), and 'Patient Allergy'. The form contains several input fields: 'Phone', 'Reverse Lookup', 'Mobile Phone', '* First Name', 'Middle Initial', '* Last Name', '* Date of Birth' (with a date picker), '* Gender' (with a dropdown menu), 'Patient ID (MRN)', 'Address 1', 'Address 2', 'City', 'State' (with a dropdown menu), '* ZIP Code', and 'E-mail'. Below the form is a section for 'Insurance Plan Information' which currently shows 'No records to display.' and an 'Add Plan' button.

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

Patient: Sample, Joan [edit](#) Gender, DOB: F, 12/19/1976 (36 Y) Patient ID: AHS14
 Active allergies: None entered [edit](#)
 Active problems: None entered [edit](#)
 Active medications: None entered

CVS Caremark Dr. Portal [Edit](#)

Patients ePA Tasks (12) Settings Tools My eRx

Last Name: First Name: DOB: mm/dd/yyyy Patient ID: Search

Review History Select Dx **Create ePA Request**

Patient ID	Patient Name	DOB	Phone Number	Street Address
<input checked="" type="radio"/> AHS14	Sample, Joan	12/19/1976		
<input type="radio"/> AHS7	Sample, John	07/03/1955		

Tools
 Other Tools:
 Allscripts ePrescribe™

ePA Help
[Click here for help with ePA](#)

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"

Patient: Sample, Joan Gender, DOB: F, 12/19/1976 (36 Y) Patient ID: AHS14
 Active allergies: None entered
 Active problems: None entered
 Active medications: None entered

CVS Caremark Dr. Portal [Edit](#)

Choose Medication **ARIXTRA** Search Patient History My History All Meds Write Free Form Rx

No medications found for Arixtra

Coverage: None Available Patient Options

Back Add to ePA Pad **Add & Review**

<input type="checkbox"/>	Medication And Sig	Quantity	DAW	Refills	Days
<input type="checkbox"/>	Fentora , 100 MCG Tab , 1 tablet daily	30	<input type="checkbox"/>	0	30
<input checked="" type="checkbox"/>	Arixtra , 2.5 MG/0.5ML Solution , as directed	30	<input type="checkbox"/>	0	30

Generic Alternatives
 Drug Name
 Fondaparinux Sodium

Coverage & Co-pay
Patient Co-pay:
 No dollar amount range available
Coverage Limits:
 Prior Authorization Required

ePA Help
[Click here for help with ePA](#)
 *Brand drugs are in BOLD

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.

The screenshot shows the ePA Pad interface for patient Sample, Joan (AHS14). The patient's active allergies, problems, and medications are all listed as "None entered". The medication list includes Arixtra 2.5 MG/0.5ML Solution. The "Process ePA Pad" button is highlighted with a red box.

Rx Date	Medication & Sig	Destination
04/19/2013 02:05 PM	Arixtra 2.5 MG/0.5ML Solution - as directed QUANTITY 30 Solution - REFILL 0 - Days Supply - 30	Send to ePA Task List Remove Edit

The screenshot shows the ePA Pad interface after successful processing. A yellow banner displays the message "ePA pad successfully processed." with a green checkmark icon. The patient selection area is empty, and the "ePA Tasks" tab shows 13 tasks.

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

The screenshot shows the ePA Pad interface with the "ePA Tasks" tab selected. The success message "ePA pad successfully processed." is still visible. The "ePA Tasks" tab shows 13 tasks.

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”

Welcome to the ePA Portal!

How to start a new ePA

1. Search for existing patient or add new patients on Patients Tab
2. Select the patient
3. Click on Create ePA Request
4. Search for and choose the med
5. Click on Add to ePA Pad
6. On the destination screen, select Send to ePA Task List

Need to Check on an Existing ePA?

[Click here](#)

Get Help?

[Click here](#)

Never Show this Screen Again Close

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

Patient: Sample, Joan [edit](#) Gender, DOB: F, 12/19/1976 (36 Y) Patient ID: AHS14 CVS Caremark Dr. Portal [Edit](#)

Allscripts: Active allergies: None entered [edit](#)
Active problems: None entered [edit](#)
Active medications: None entered

[Patients](#) **ePA Tasks (12)** [Settings](#) [Tools](#) [My eRx](#)

Last Name: First Name: DOB: Patient ID: Search

[Review History](#) [Select Dx ▶](#) [Create ePA Request ▶▶](#)

	Patient ID	Patient Name	DOB	Phone Number	Street Address
<input checked="" type="radio"/>	AHS14	Sample, Joan	12/19/1976		
<input type="radio"/>	AHS7	Sample, John	07/03/1955		

Tools
Other Tools:
Allscripts ePrescribe™

ePA Help
[Click here for help with ePA](#)

1. Start the ePA Process

The screenshot shows the CVS Caremark ePA interface. At the top, there are fields for Patient, Gender, DOB, and Patient ID. Below that, there are tabs for Patients, ePA Tasks (13), Settings, Tools, and My eRx. A table lists tasks with columns for Patient, Prescriber, Medication & Sig, Rx Date, and Status. The 'Status' column is highlighted with a red box. The tasks listed are:

Patient	Prescriber	Medication & Sig	Rx Date	Status
Do, John	Dr. Portal	Differin APPLY SPARINGLY TO AFFECTED AREA(S) ONCE DAILY AT BEDTIME.	11/19/2012	Request ePA
Do, John	Dr. Portal	Arixtra as directed	11/19/2012	ePA Requested
Do, John	Dr. Portal	CeleBREX TAKE 1 CAPSULE DAILY.	11/30/2012	ePA Approved
Do, John	Dr. Portal	CeleBREX TAKE 1 CAPSULE TWICE DAILY WITH FOOD.	02/25/2013	Request ePA
Do, John	Dr. Portal	Fentora 1 tablet daily	04/02/2013	ePA Ready
Do, John	Dr. Portal	Fentora 1 tablet daily	04/05/2013	Request ePA
Sample, John	Dr. Portal	Actiq Take as needed	04/09/2013	ePA Not Available

- 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**

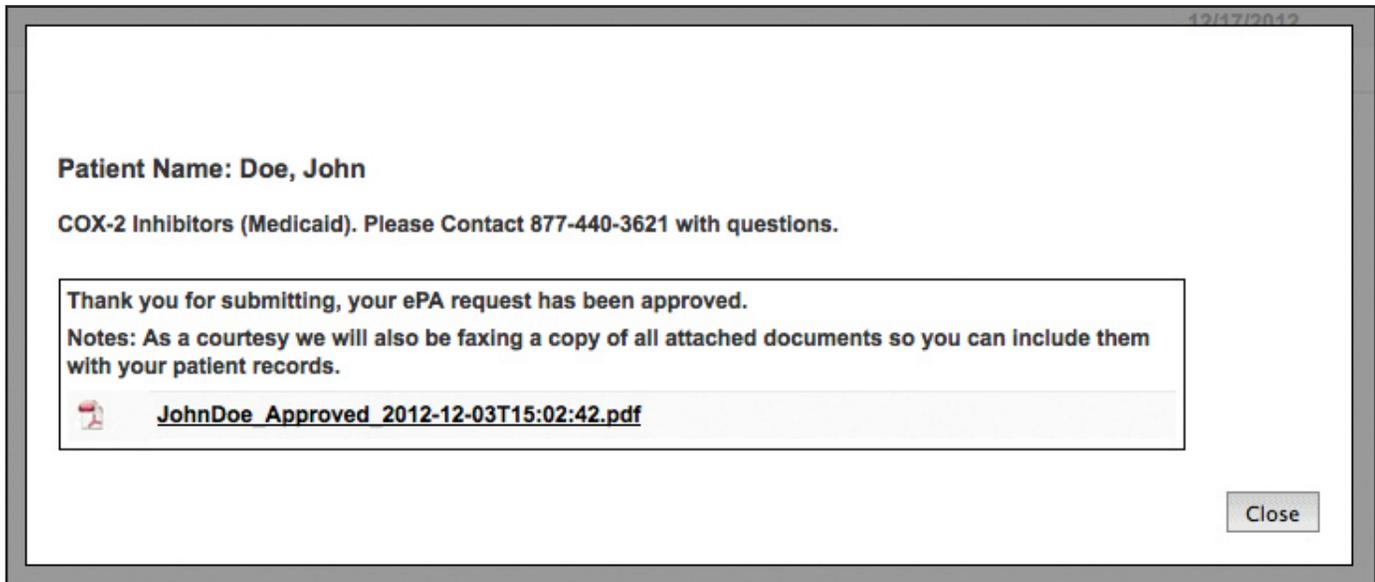
2. Begin answering the clinical criteria contained within the ePA Q&A.

The screenshot shows the ePA Q&A form for Patient Name: Doe, John, Fentora (Medicaid). The question is: "Is the oral transmucosal fentanyl product being used for the management of acute or postoperative pain?". The form includes radio buttons for Yes and No, and buttons for Next, Cancel, Start Over, and Save & Finish Later. The expiration date is 12/31/2199 and the contact number is (855) 323-3469.

- 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.

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



The screenshot shows a notification window with a grey border. In the top right corner, the date "12/17/2012" is visible. The main text reads: "Patient Name: Doe, John" followed by "COX-2 Inhibitors (Medicaid). Please Contact 877-440-3621 with questions." Below this is a white box with a black border containing the text: "Thank you for submitting, your ePA request has been approved." and "Notes: As a courtesy we will also be faxing a copy of all attached documents so you can include them with your patient records." Underneath the notes is a link: "JohnDoe Approved 2012-12-03T15:02:42.pdf" with a small red icon to its left. In the bottom right corner of the window is a "Close" button.

- 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>

