

# Medication Access: An Overview

Prepared For: ONC HITAC ICAD Taskforce

Date: April 28, 2020

covermy meds®

Through our collaborative network and innovative solutions, we've **helped people access medication more than 180,000,000 times** to date.





**KIM DIEHL-BOYD**  
VP, Ind Rel & Govt Affairs



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Sr. Director, Provider



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Sr. Manager, Product



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Sr. Manager, Product

PRESENTATION CONTENT

1

Current PA Workflow

2

Ideal PA Workflow

3

Progress towards future state

There are four ways to submit a prior authorization (PA) to CoverMyMeds. All are facilitated via the NCPDP SCRIPT standard.

**Retrospectively started at the Pharmacy:**

- 1. via CoverMyMeds Web Portal
- 2. via CoverMyMeds Pharmacy Integrations (96% of pharmacies)

**Prospectively started by the Provider:**

- 3. via CoverMyMeds Web Portal
- 4. via CoverMyMeds EHR Integrations

**PHARMACY PATH**  
RETROSPECTIVE

Claim Rejected,  
Pharmacy Initiates  
PA request

Provider is alerted that medication requires PA

**PROVIDER PATH**  
PROSPECTIVE

Provider (or EHR  
Initiates via F&B)  
PA request

**PA Initiation Request**  
Provider manually or EMR automatically populates required patient demographic information requested by the Payer.

Payer Drug-Specific Clinical Criteria System

**PROVIDER**

Provider completes and submits PA request to Plan

**PA Initiation Response**  
Eligibility is checked. Payer responds with drug-specific criteria\* required for completion.

**PAYER<sup>^</sup>**

**PA Request**  
Provider answers required drug specific criteria from the Payer and submits the PA Request.

Payer PA Review Workflow System\*\*

Provider is alerted of PA Response

**PA Response**  
Payer issues a determination with PA Note that the users can view in the CoverMyMeds portal.

If approved, claim paid and Rx Dispensed

\*Criteria is based upon the logic implemented in the Payer PA system.  
\*\*Auto-determination logic can be configured and sent back via the PA Response  
<sup>^</sup> Either proprietary or third party PA request review capability

## What's Working Well

- Retrospective PA workflow (retail ambulatory settings, medication space)
- One-stop shop for Pharmacy, Providers, Payers with dynamic question logic
- Real-time responses
- Formulary alternatives






## Areas to Improve

- Prospective initiation
- Expand to Medical Drug PA
- EMR ePA usability
- Accuracy of formulary data
- Bi-directional data exchange

- In-workflow
- Prospectively created during e-prescribing
- Auto-populated data
- Staff completes remaining fields

Search for a patient, medication, help topic, etc.

### Recent Activity

-  The prior authorization for **Maggie Smith's** medication has been approved.
-  **Barbara Jackson's** labs are ready for review.
-  The eSR for **Jonathan Chen** is awaiting a signature.
-  The prior authorization for **Alex Johnson's** medication has been denied by the plan following an appeal.
-  The plan requires additional information for **Maria Cooper's** prior authorization.

[View all recent activity](#)

### Schedule

Tuesday, January 15th

8:00 AM

9:00 AM

All-Staff meeting | **Conference Room 3**

10:00 AM

Patient appointment with Stephanie Nunez | **Room 9-B**

11:00 AM

12:00 PM

Patient appointment with Lauren McGraw | **Room 17-C**

1:00 PM

2:00 PM

Patient appointment with Jeff Smith | **Room 12-A**

3:00 PM

Patient appointment with Frederick Gonzalez | **Room 15-A**

4:00 PM

5:00 PM



Dashboard

Medication Order

Medication Access

Patients








Prior Authorization

Settings

Live Support

+ NEW PATIENT

Search for a patient, medication, help topic, etc.

	<b>Charise McCall</b>	03/07/1956	Female, 64 years old	MRN: IM5DTV85
	<b>Tiffany Hamilton</b>	10/01/1997	Female, 23 years old	MRN: 29G6X69P
	<b>Douglas Sparkman</b>	06/13/1976	Male, 44 years old	MRN: 5OE7QNTY
	<b>Jerry Bowlin</b>	09/10/1966	Male, 54 years old	MRN: YT1GA76W
	<b>Robert C. Tam</b>	05/19/1937	Male, 83 years old	MRN: 3WDVPUZY
	<b>Sarah Fisher</b>	08/28/1994	Female, 26 years old	MRN: 2KR2OWV4
	<b>Roy Quinlan</b>	07/20/1943	Male, 76 years old	MRN: ATLCL5FB

Dashboard

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Medication Access

Patients

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Charise McCall

Female, 64 yrs, 03/07/1956

MRN: 12345AZ

ESN: 224572

Coverage: Drug Plan XYZ

Last BMI: 22.3 kg/m

### Notifications

**Upcoming Appointment:** Monday, January 18th, 2020 – Annual

[Send Reminder](#) | [Reschedule](#)

### Current Prescriptions

Saprocion 200MG tablets

Timoderal 100MG tablets

Agallac Tiacane 10MG packets

[+ Add New](#)

### Patient Notes



#### Office Visit - 4/12/17

Sed lacinia finibus consequat. Integer maximus auctor nunc sit amet congue. Etiam eleifend consectetur quam, ut tristique ligula cursus vel. Fusce aliquam nisl et nulla finibus bibendum.

#### Vaccination - 4/12/17

Fusce et nisi erat. Phasellus sit amet viverra tortor.

#### Annual Checkup - 1/15/17

Etiam fermentum varius turpis a blandit. Aliquam hendrerit orci vitae eros interdum ultricies. Praesent vestibulum egestas purus. Nullam semper nisi in velit posuere porttitor.

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

[View all Patient Notes](#)



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Current Prescriptions

Saprocion 200MG tablets

Timoderal 100MG tablets

Agallac Tiacane 10MG packets

New Prescription

[+ Add New](#)

New Prescription - Charise McCall



Apreretin 200MG tablets

30

qD - Once Daily



None

Dispense as written

Columbus Prescription Pharms - 1020 High St, Worthington



CANCEL

CONFIRM



Charise McCall  
Female, 64 yrs, 03/07/1956

MRN: 12345AZ  
ESN: 224572

Coverage: Drug Plan XYZ  
Last BMI: 22.3 kg/m

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Current Prescriptions

Saprocion 200MG tablets

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Agallac Tiacane 10MG packets

New Prescription

[+ Add New](#)

New Prescription - Charise McCall



Apreretin 200MG tablets (30, once daily, no refills)

Prescription Benefit Details

Prior authorization required.

Start PA?

Patient Pay Amount

\$235.00

The Patient Pay Amount displayed is an estimate at the aforementioned pharmacy above.

Discount Price

\$55

[Retrieve free patient discount card](#)

This is a discount cash price, not insurance, and cannot be used in combination with insurance.

Plan Recommended Therapeutic Alternatives (click to switch)

[Abafibrate 100MG tablets - \\$135](#)

[Alfuxime 400MG tablets - \\$90](#)

CANCEL

CREATE RX

Dashboard

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Charise McCall

Female, 64 yrs, 03/07/1956

MRN: 12345AZ

ESN: 224572

Coverage: Drug Plan XYZ

Last BMI: 22.3 kg/m

### Notifications

**Upcoming Appointment:** Monday, January 18th, 2020 – Annual

[Send Reminder](#) | [Reschedule](#)

**Action Required:** A prior authorization has been started for **Apreretin 200MG tablets** and is waiting for your input.

[Complete PA](#)

### Current Prescriptions

Saprocion 200MG tablets

Timoderal 100MG tablets

Agallac Tiacane 10MG packets

Apreretin 200MG tablets (Pending - PA Required)

[+ Add New](#)

### Patient Notes

#### Office Visit - 4/12/17

Sed lacinia finibus consequat. Integer maximus auctor nunc sit amet congue. Etiam eleifend consectetur quam, ut tristique ligula cursus vel. Fusce aliquam nisl et nulla finibus bibendum.

#### Vaccination - 4/12/17

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Etiam fermentum varius turpis a blandit. Aliquam hendrerit orci vitae eros interdum ultricies. Praesent vestibulum egestas purus. Nullam semper nisi in velit posuere porttitor.

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

[View all Patient Notes](#)



Charise McCall

Female, 64 yrs, 03/07/1956

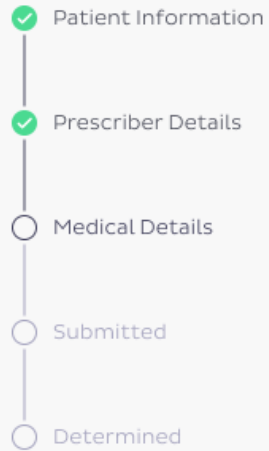
MRN: 12345AZ  
ESN: 224572

Coverage: Drug Plan XYZ  
Last BMI: 22.3 kg/m

Prior Authorization Form

Apreretin 200MG tablets

Status: New (Not Sent to Plan)



Prior Authorization Notes



Viewed by Leslie Duncan (2 days ago)

Sed lacinia finibus consequat. Integer maximus auctor nunc sit amet congue. Etiam eleifend consectetur quam.

Patient Information



Prescriber Details



Medical Details



Date Medication Required

Directions

Refills

Therapy Start Date

Diagnosis

Type of Therapy:

- Initial therapy
- Continuation of therapy (maintenance dose)

Previous Treatment Outcomes

Drug Name/Strength/Dose

Dates of Therapy

Reason for Discontinuation

Rationale

✓ Patient Information

✓ Prescriber Details

○ Medical Details

○ Submitted

○ Determined

Prior Authorization Notes



Viewed by Leslie Duncan (2 days ago)

Sed lacinia finibus consequat. Integer maximus auctor nunc sit amet congue. Etiam eleifend consectetur quam.

Medical Details



01/18/2019

30

None

01/18/2019

Diagnosis

Type of Therapy:

Initial therapy

Continuation of therapy (maintenance dose)

Previous Treatment Outcomes

Drug Name/Strength/Dose

Dates of Therapy

Reason for Discontinuation

Rationale

Additional Documentation

Upload test results or any other information you would like to attached to your request.

mccallclabs.pdf

[Upload or manage attachments](#)

SEND TO PLAN



Charise McCall

Female, 64 yrs, 03/07/1956

MRN: 12345AZ  
ESN: 224572

Coverage: Drug Plan XYZ  
Last BMI: 22.3 kg/m

Prior Authorization Form

Apreretin 200MG tablets

Status: Questions returned from the plan. Awaiting response.

✓ Patient Information

✓ Prescriber Details

✓ Medical Details

✓ Submitted

○ Plan Questions

○ Determined

Patient Information ✓



Prescriber Details ✓



Medical Details ✓



Plan Questions ^



Does the patient receive semi-annual checkups?

- True
- False

Is the patient up-to-date on all vaccinations?

- True
- False

What symptoms has the patient exhibited (select all that apply)?

- Coughing
- Wheezing
- Headache
- Nausea
- Diarrhea

When was your patient first admitted to the hospital with these symptoms?

Prior Authorization Notes



Viewed by Leslie Duncan (2 days ago)

Sed lacinia finibus consequat. Integer maximus auctor nunc sit amet congue. Etiam eleifend consectetur quam.



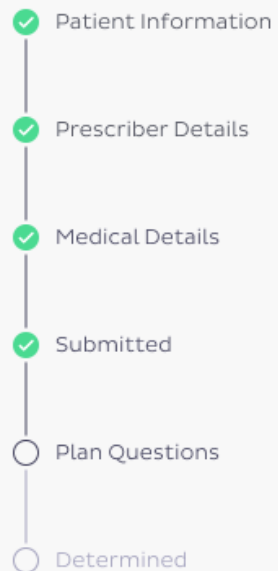
Patients

Prior Authorization

Settings

## Apreretin 200MG tablets

**Status:** Questions returned from the plan. Awaiting response.



### Prior Authorization Notes +

**Viewed by Leslie Duncan** (2 days ago)

Sed lacinia finibus consequat. Integer maximus auctor nunc sit amet congue. Etiam eleifend consectetur quam.

Prescriber Details

Medical Details

### Plan Questions

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- False

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**SEND TO PLAN**



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**Medication Order**

Medication Access

Patients

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Settings



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Last BMI: 22.3 kg/m

Prior Authorization Form

Apreretin 200MG tablets

Status: Approved by the plan!

- ✓ Patient Information
- ✓ Prescriber Details
- ✓ Medical Details
- ✓ Submitted
- ✓ Plan Questions
- ✓ The plan has approved this prior authorization!

Patient Information ✓

Prescriber Details ✓

Medical Details ✓

Plan Questions ✓



This prior authorization has received a favorable response!

STEPS TOWARDS FUTURE STATE



Eligibility & Benefits

- Plan-driven info
- Accurately maintained
- RTBT solutions



Automation of Clinical Data Exchange

- NCPDP SCRIPT Standard
- HL7 FHIR
- OAUTH2



EVIDENCE-BASED APPLICATION



## RECOMMENDATIONS



Reduce false positive with accurate PA prediction



Patient-specific info available in real-time



Update F&B file by completing PA flag section of file



Auto pulling & population of data



Drug-specific utilization logic to increase automation



Leverage industry standards (SCRIPT & HL7 FHIR)

