

Medical-Benefit Medications

Function	Provider Workflow	BPR-specified Capabilities	'MET', Scheduled Date, or 'NA'	Comment
Checking Eligibility and Benefits	<ul style="list-style-type: none"> <li>Commonly - Use 271 transaction to automatically retrieve eligibility information and store in EMR system. Benefits information not typically stored in EMR</li> <li>Infrequently - Check on Regence site</li> </ul>	Identify services that are benefit exclusions for the patient		
Determining whether Pre-Auth or Medical Necessity Review is required	<ul style="list-style-type: none"> <li>Made without accessing site based upon experience (Institutional Knowledge)</li> <li>Access OmedaRx site using Pre-Auth link stored as a "favorite".</li> <li>Must select from brand name list, which can oftentimes be problematic when staff only knows generic name and/or Jcode</li> <li>Contact OmedaRx by phone to determine if pre-auth is required for Site of Care Exceptions, loading dose, etc.</li> <li>Do not review associated medical policy</li> </ul>	Provide up-to-date navigation information on One-Stop-Shop page	To-Be Confirmed	
		Look up/Search for the medication by J-code (for Meds that have a J code) and Brand Name and Generic Name		Pre-Auth list is by brand name only. Need to be able to lookup by generic name and J code
		Information is specific to a product/group or plan.		<ul style="list-style-type: none"> <li>Pre-Auth List is generic</li> <li>Information is not up-to-date, accurate</li> </ul>
		Identify whether any entered service require a pre-authorization. This includes Unlisted Procedures.  Explicitly indicate if a service does not require a pre-authorization, e.g. no pre-auth required unless specifically indicated on this list.		<ul style="list-style-type: none"> <li>No specific statement about whether services that are not on Pre-Auth list will require a pre-auth.</li> <li>No specific information about Loading doses or Unlisted Procedures</li> </ul>
Identify whether any entered service require a medical necessity review (separate from a pre-auth). This includes Unlisted Procedures.		<ul style="list-style-type: none"> <li>No specific statement about whether services that are not on Pre-Auth list will require a medical necessity review</li> <li>No specific information about</li> </ul>		

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				Loading doses or Unlisted Procedures
		Identify any professional restrictions related to delivering the service, e.g. type of provider, site of care, etc.		Site of care is a known professional restriction for a number of service, but it is not identified on the web site
		Identify whether Medication needs to be obtained from a Specialty Pharmacy. If so, contact information of the specialty pharmacy		Pre-Auth list does not indicate whether any medication needs to be obtained from a specialty pharmacy. Can all providers supply all medications?
		Identify if/what supporting documentation that needs to be sent with a review request		
		Identify clinical criteria or vendor information whose criteria is used	<b>MET</b>	Medical Policies are posted. Medical Staff reports that information is not always current and it is difficult to find the links to the information.
		Identify whether approval of this service is dependent upon previously trying other services.	???	May be in Medical Policy, which are not reviewed by admin staff
Submitting Review Request	<ul style="list-style-type: none"> <li>Complete and print out a OmedaRx form that is stored in provider system</li> <li>Attach clinical documentation based upon provider developed list of required documentation by medication</li> <li>Fax to OmedaRx</li> <li>Send separate pre-auth to OmedaRx for site of care</li> </ul>	Provide an online form/web page for requesting pre-service review	<b>MET</b>	Some providers still under the impression that the link to OmedaRx Pre-Auth Request Form does not link to any form and hasn't for a while
		On form/web page - Allow specification of the "urgency" of the request		
		On form/web page - Allow specification of the medication/administration to be reviewed	<b>MET</b>	
		Identify the timeframe under which the request will be reviewed		
		On form/web page - Include questions about any relevant professional restrictions		

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	<p>exception. These are usually denied and peer-2-peer call has to be scheduled.</p> <ul style="list-style-type: none"> <li>Will send request form for medications on OmedaRX list and any other high-dollar, recent medications that may require pre-auth or medical necessity</li> </ul>	(as applicable)		
		If form/web page asks for clinical information, either offer check list selection of appropriate clinical information or allow providers to submit ALL clinical information relevant to the specific request for services, and not restrict provider from sending this relevant information	NA	
		Allow for submission of form electronically or faxed with supporting documentation	MET	Supporting documentation must be faxed
		Provide acknowledgement of receipt of the review request		
		Allow printing of the completed request form and/or on-line review of the information submitted on the request.		
		Perform review for ALL submitted services that are valid per the BPR, not just those requiring a pre-authorization		Only services that require a pre-auth will be reviewed by OmedaRx
		Perform review without a provider signature on the request	MET	
		On web page, identify how changes are to be made to previous requests and how providers will be notified of decisions		
Checking Status of Request	Create a work queue item to contact Omeda about status in a specific period of time	Provide status information on web site per the BPR		
		Allow access to status information by the provider/organization that requested the services, the provider/organization that is doing the services and, as appropriate, the facility/organization where the services are to be done		