50min total

Provider Portal – Tutorial for Pharmacists

Topic	Content	Time
Introduction/ Welcome	• Introduce covered training material. • Review learning objectives. • Overall objective: Pharmacists will be able to: o Define and explain the purpose and benefits of the Provider Portal. o Enroll, Login and Change password in Provider Portal o Navigate the Provider Portal and perform Pharmacist functions within the Provider Portal • Explain training navigation and functionality. ** Note: The course will be set up in a menu format so the learner can view just those specific functions desired. Learner does NOT have to go through the entire course, but can view the individual functions. **	2 min.
Introduce Provider Portal	• Web-based collection of tools for prescribers, pharmacies, and HFS staff. • Features include: o Patient Inquiry o Pharmacy Inquiry o Formulary Inquiry o Diagnosis Inquiry Why wouldnt submit PA Submit claim Check on status of PA be a feature?	1 min.
Register for Provider Portal	• Must register with the State at http://www.illinois.gov/hfs/impact/Pages/default.aspx • Registrants receive an e-mail confirming request to register. • Follow instructions in e-mail to complete registration process.	1 min.
Initial Logon	• Navigate to Provider Portal (https://ilrxportal.illinois.gov) • Demonstrate initial login o Enter user ID and password o Accept terms and conditions	1 min.

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Change Your Password	• Demonstrate how to change your password
	  ○ Select *Forgot Password* hyperlink.
	  ○ User receives e-mail with hyperlink to reset password.
	  ○ Valid for only 15 minutes.
		2 min.

Overview of the Provider Portal Dashboard	Dashboard
	• Lists patients for whom the pharmacy has submitted a PA.
	• Provides status information about all PA requests, updated within the last 45 days.
	• Click the magnifying glass next to the PA for more information about that PA.
	  ○ Patient
	  ○ Provider
	  ○ Pharmacy
	  ○ Drug
	  ○ Tracking Number
	  ○ PA Status
	  ○ Option to Upload Reference Info
	  ○ Scroll to the bottom of the screen to view Reference Information.
	    ▪ Click the magnifying glass at the bottom to view the documentation.
	    ▪ Open or save the document to your computer.
	• Tabs available to pharmacists:
	  ○ Dashboard
	  ○ Submit Claim
	  ○ Worker Management
	  ○ Patients
	  ○ Formulary
	  ○ Create PA
	  ○ User Preferences
	  ○ Help
	  ○ Pharmacies
	  ○ Diagnosis
		4 min.

From this point forward, the learner will click the tab on the Dashboard to view information about that tab. The learner will click a HOME button to return to the Dashboard screen. The learner can view only those sections that he or she wants to view.		

Nav

Topic	Content	Time

Patients Tab	• Allows user to search for a patient.
	• Enter the Illinois Medicaid ID or minimum of three characters of the Last Name.
	• Click **Search** button.
	• Results display below the search fields.
	• Click the Illinois Medicaid ID hyperlink to display the patient's demographic information and Medicaid eligibility.
	• Click the **PA Profile** button to view Patient's PA profile.
	• Click the **Drug Profile** button to view the patient's drug profile.
	  o Rx Date
	  o Rx Number
	  o Product
	  o Quantity
	  o Days Supply
	  o Prescriber
	  o Pharmacy
	• *Return to Member Profile* link to go back.
	• To select a patient, click the **Select** button on *Patient Search Results* screen or *Member Profile* screen.
	  o Fills in the required information on the PA form until another patient is selected.
	  o Patient name appears at the top of the screen.
		5 min.

Topic	Content	Time

Pharmacies Tab
 	
Pharmacies cant search for other Pharmacies right now - its turned off
	• Search for a pharmacy.
	• Type NPI number or at least first three characters of a pharmacy name, or the city and state.
	• Click **Search** button.
	• Search results display below the search criteria.
	• Click the pharmacy name to view detailed information about the pharmacy
	    o Address
	    o Phone Number
	    o Fax Number
	    o Miscellaneous information
	• Click the **Select** button to choose a pharmacy.
	    o Fills in the required information on the PA form until another pharmacy is selected.
	    o Pharmacy name appears at the top of the screen.
		5 min.

Formulary Tab	• Search for a drug.
	• Provides information about the drug:
	    o Name
	    o Description
	    o Route of Administration
	    o Over the Counter (OTC) Code
	    o Brand/Generic (B/G) Code
	    o Packaging
	    o PDL Status
	    o Option to request a PA
		5 min.

	• Enter at least the first three characters of a brand name or generic drug.
	• Click **Search** button.
	• Displays 2 lists below search criteria:
	    o Top List contains drugs that meet the entered search criteria
	    o Lower list displays other formulary drug alternatives.
	• Click the drug name or PDL status to see detailed information about the drug and any criteria specific to the drug.
	• Click the **Request PA** button from either view to open the PA form, pre-filled with the selected drug information.
	• The drug name displays at the top of the screen.	

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	• After a drug is selected, the *PA Form Selection* page displays. • Each drug category is mapped to a specific form. • Select the appropriate form from the drop-down menu. • Click **Select Form** button.	
Diagnosis Tab	• Search for a diagnosis code. • Enter the ICD-9 code (if date of service prior to October 1, 2015) or the ICD-10 code, or at least three characters of the diagnosis description. • Click **Search** button. • Search results display below the search criteria. • Click the ICD-9 or ICD-10 code in the Code column to display information about the diagnosis code. • Click the **Select** button from the *Diagnosis Search Results* screen or from the *ICD-9 (or ICD-10) Detailed Diagnosis Information Screen.* • This fills the required information into the PA form for the diagnosis. • The Diagnosis displays at the top of the screen.	3 min.

Create PA Tab	• Creates a new PA.
	• User information auto populates the pharmacist section of the PA form.
	• PA form displays any other previously selected information for patient, pharmacy, diagnosis, or Formulary.
	• If you have not previously selected a form, you can select it now.
	  o Choose a form from the drop-down menu.
	  o Click **Select Form** button.
	• Some fields within the PA form cannot be ~~directed~~ directly edited. When the fields are not populated or contain incorrect information, use the **Lookup** buttons next to each one to begin a search process.
	• You can directly edit the **Provider** and **Contact Info** fields.
		10 min.

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	• PA form has multiple sections that focus on specific information, such as the patient, diagnosis, drug, pharmacy, and other information.
	• Patient Section
	  o If information is not already in the form, or is incorrect, click the **Lookup Patient** button.
	  o This opens the *Patient Search* screen. Search for the patient and click **Select** button.
	• Provider Section
	  o Complete the appropriate information.
	• Pharmacy Section
	  o If the correct information is not already in the form, or is incorrect, click the **Lookup Pharmacy** button.
	  o This opens the *Pharmacy Search* screen. Search for the pharmacy and click **Select** button.	

	• Diagnosis Section
	  o If the diagnosis information is not already filled in, click the **Lookup Diagnosis** button.
	  o This opens the *Diagnosis Search* screen. Search for the diagnosis and click the **Select** button.
	• Contact Info Section
	  o Provides the contact information for the prescriber. Complete this information as needed.
	• Drug Information
	  o If the correct drug information is not already on the form, click the **Lookup** button.
	  o This opens the *Formulary Search* screen to select the appropriate drug.
	  o Complete the **Dosage Instruction, Quantity, Days Supply,** and **Refills** fields.
		diagnosis is optional, not required

	• PA Form Submission
	  o Complete the lower portion of the form. This portion varies depending on the PA form used.
	  o Click the **Submit** button.
	  o After submitting the PA, go back to the Dashboard to view additional requirements, status, and tracking numbers.	

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	• Upload Reference Information o Once a PA is created, upload reference information to support the PA request (lab results, chart notes, etc.) o From the Dashboard, locate the appropriate PA. o Click the magnifying glass icon to get additional information about that PA. o Click the **Upload Reference Info** button. o Browse to the appropriate file. o If you are not sure what file types are allowed, click the *review the allowed file types* hyperlink. o Double-click the name of the file to upload. Repeat to add as many files as needed. o Click the **Upload** button. o Receive a message that the upload is successful.	
Submit Claim	• Submit non-POS pharmacy claims. • Review claim status and results immediately after adjudication. • Claims are adjudicated in the same manner as any other pharmacy claim, including member eligibility validations. • Results include a confirmation of acceptance for payment with accepted claims or a full list of reasons for rejecting a claim.	6 min.
	• If you have been working with a specific patient (on previous tabs to search for a patient or submit a PA), the patient's information should auto-populate the claim form. • If the information is not already there, complete the fields on the screen in the General Information area.	

Topic	Content	Time
	• Complete the rest of the information: o Primary Care Information o Rx Information o Partial Fill Information o Pricing Information o Drug Information ▪ Enter the NDC number for the drug. ▪ Click the **Toggle Compound/Drug Entry Mode** button to switch the screen between entering a single NDC number and entering multiple NDC numbers included in a compound drug. o Coordination of Benefits o Miscellaneous	
	• Click the **Submit** button. • You can see the status of the claim immediately. o If claim is entered successfully, the system displays a message at top of the screen with the Transaction Control Number (TCN). (This does indicate it has been processed and approved). o If claim cannot be submitted due to missing or incorrect information on the form, a message displays with the specific errors.	
User Preferences	• Tab allows you to change some user settings • **Change Password** button provides ability to change the login password. Changes take place immediately. • **Office Worker Management** button gives pharmacists a way to grant permission to office workers to submit PA request on their behalf. o Click the **User** button to change the user from Office Worker to Office Manager. o Click the Change User icon to move the user from Office Manager to office Worker. o Click the red X to delete the office worker. Once you have removed an office worker from all associated providers, he or she no longer has access to the Illinois Provider Portal.	2 min.

Topic	Content	Time
Help	• Help Tab contains information about the Illinois Provider Portal. • Provides a hyperlink to the User Guide, User Tutorials, and important contact information.	1 min.
Closing	• Thank participants for taking tutorial. • Provide links/information on where to get additional help.	1 min.