RxLink

Point of prescribing ePA and eRx solution suite for providers

OPTUMRx®

Link
One connection to all

Proprietary and Confidential. Do not distribute.

UnitedHealthcare Member Bio

Judy Pullman had her annual physical one week ago and was told her cholesterol level may be concerning. A full lipid panel was ordered for her and now she is returning for a follow-up appointment to discuss the lab results with her doctor.

After reviewing the lab results with Judy, the doctor confirms she does have high cholesterol and would to prescribe Livalo to manage her condition.

Proprietary and Confidential. Do not distribute.

RxLink

Point of prescribing ePA and eRx solution suite for providers

PHASE 1

RxLink Lite

Dr. Hamma

A partially integrated EMR system using RxLink application services and design.

- Patient specific eligibility and formulary data
- Real-time trial claim results
- Lower cost alternatives
- Patient/drug specific ePA questions, no fax or phone
- Secure messaging/data transfer
- Digital intake and form submission, no fax or phone
- Instant approval, if appropriate
- Electronic prescription submission

PHASE 1

RxLink Full

Dr. Jones

A stand-alone Link application for doctors who do not have an EMR system or use Link for medical.

- Patient specific eligibility and formulary data
- Real-time trial claim results
- Lower cost alternatives
- Patient/drug specific ePA questions, no fax or phone
- Secure messaging/data transfer
- Digital intake and form submission, no fax or phone
- Instant approval, if appropriate

PHASE 2

EMR RxLink

Dr. Marshall

A fully integrated EMR system using RxLink API services.

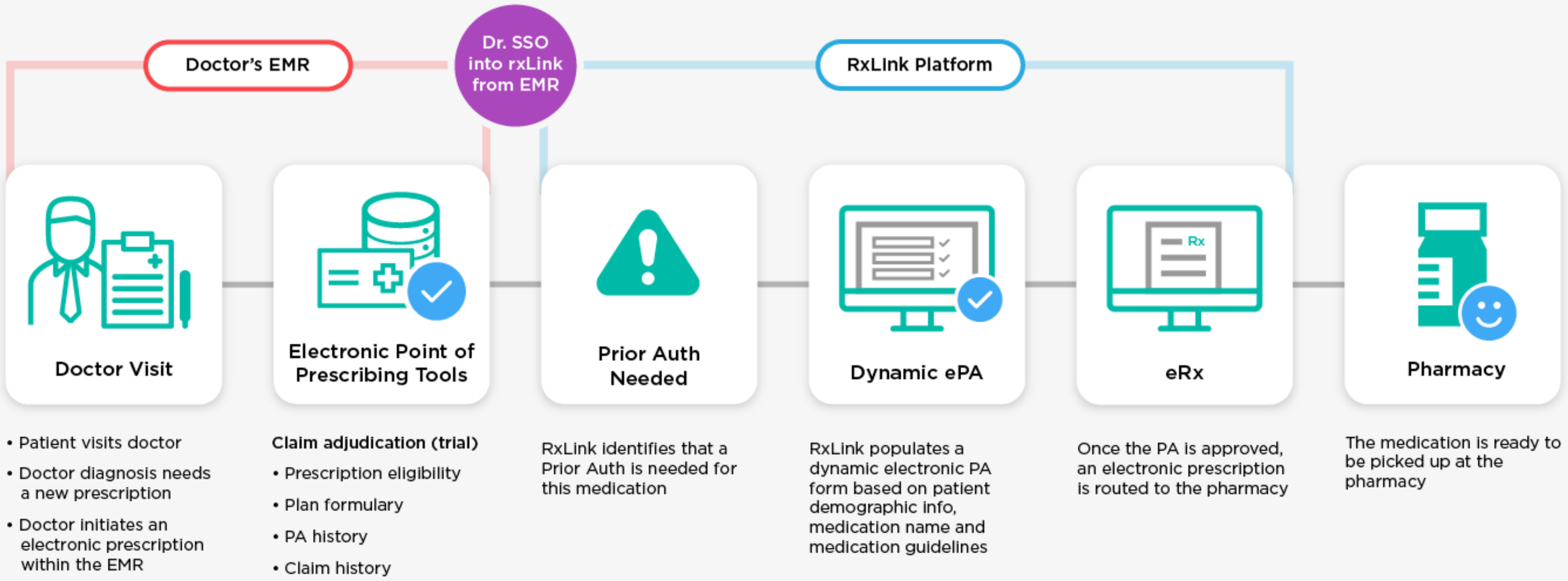
- Patient specific eligibility and formulary data
- Automatic prior authorization alert
- Lower cost alternatives
- Patient/drug specific ePA questions, no fax or phone
- Secure messaging/data transfer
- Digital intake and form submission, no fax or phone
- Instant approval, if appropriate
- Electronic prescription submission

RxLink Lite

Proprietary and Confidential. Do not distribute.

RxLink Lite

Dr. Hamma



- Patient visits doctor
- Doctor diagnosis needs a new prescription
- Doctor initiates an electronic prescription within the EMR

Claim adjudication (trial)

- Prescription eligibility
- Plan formulary
- PA history
- Claim history

RxLink identifies that a Prior Auth is needed for this medication

RxLink populates a dynamic electronic PA form based on patient demographic info, medication name and medication guidelines

Once the PA is approved, an electronic prescription is routed to the pharmacy

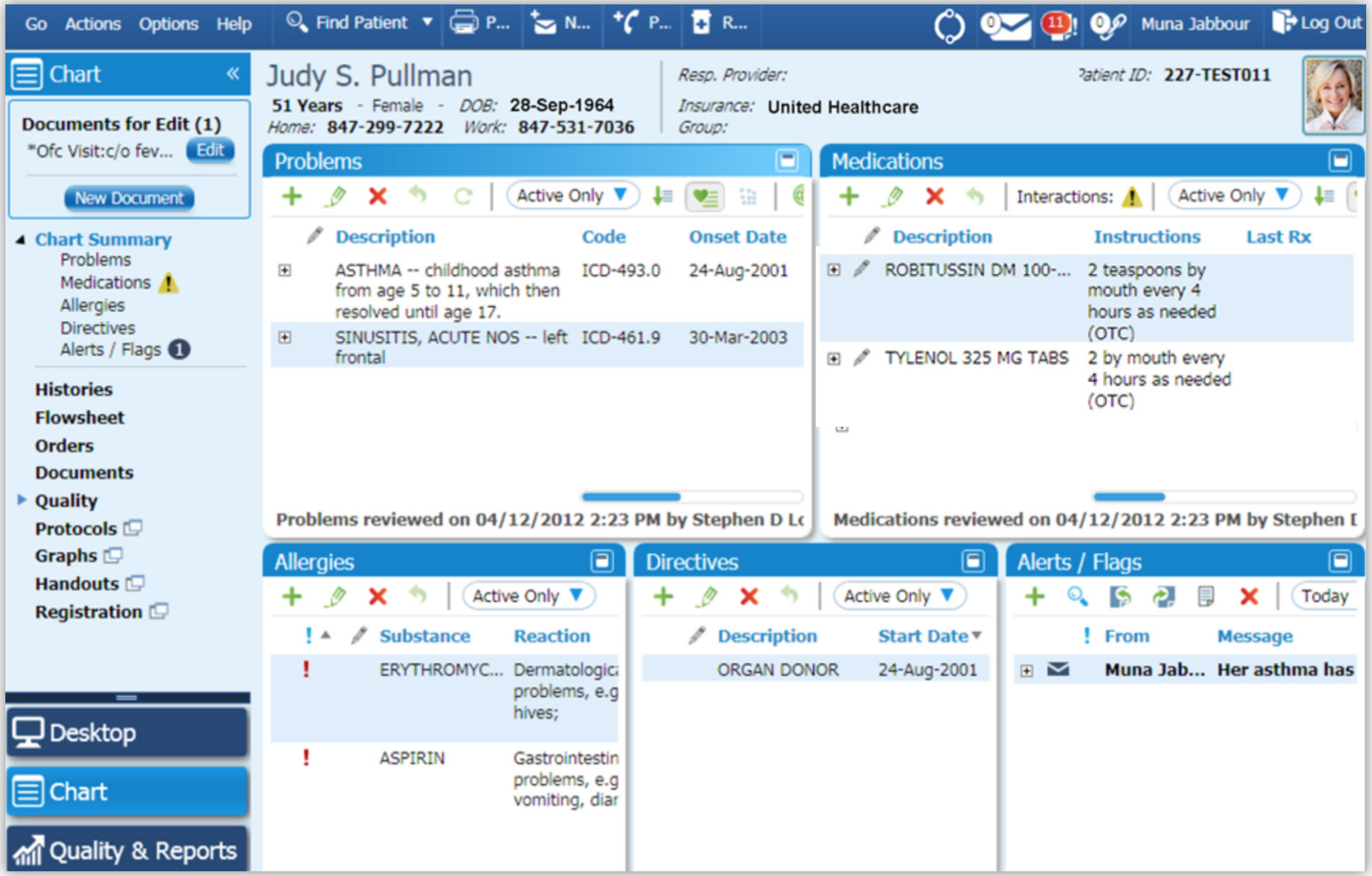
The medication is ready to be picked up at the pharmacy

Proprietary and Confidential. Do not distribute.

RxLink Lite

Dr. Hamma

Patient Chart (9:05 am) → Add Medication → Trial Claim Result → ePA Form → PA Decision → eRx Submitted (9:20 am)



Patient Chart

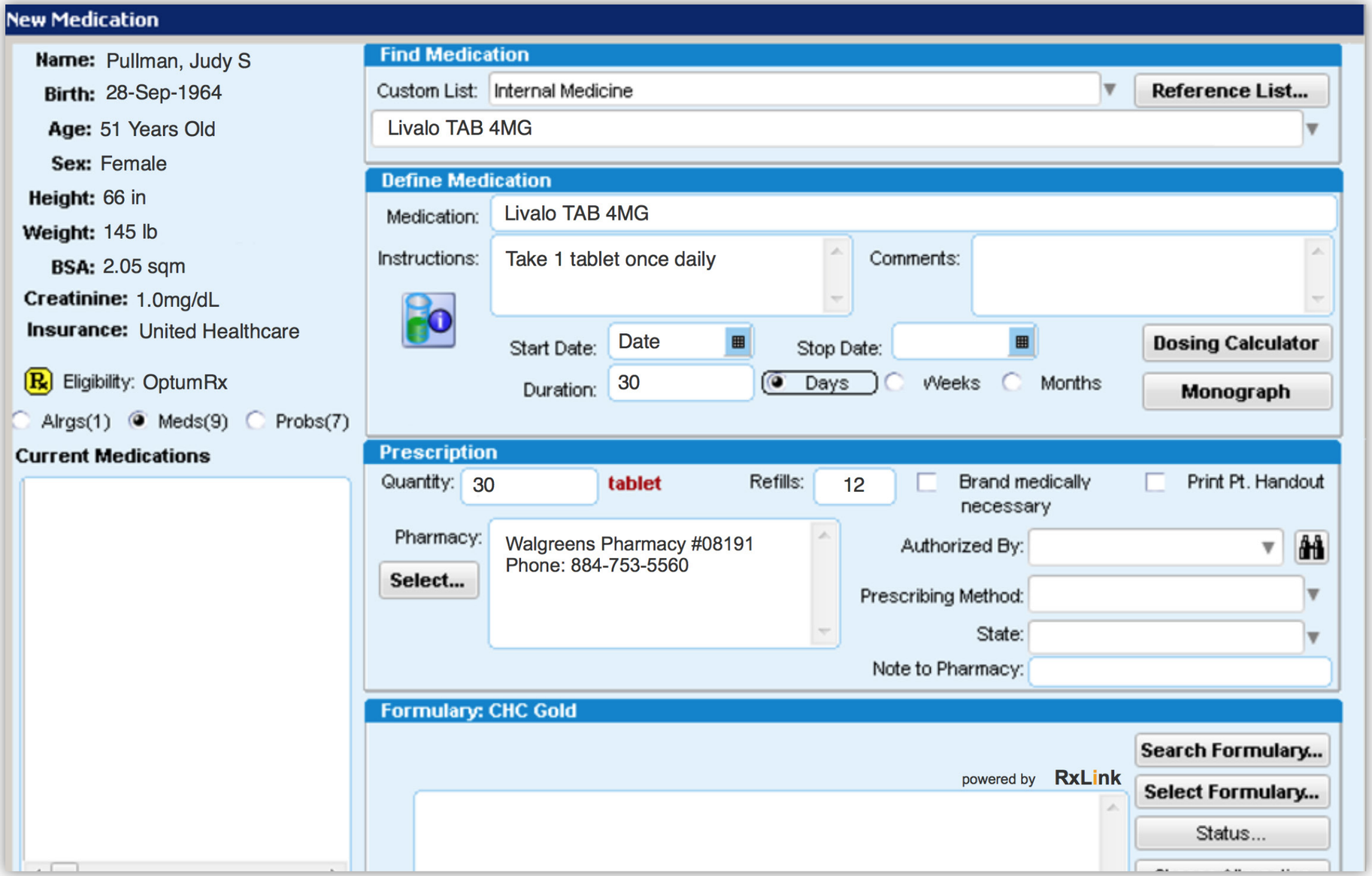
The doctor can add a medication directly from Judy's electronic health record.

Proprietary and Confidential. Do not distribute.

RxLink Lite

Dr. Hamma

Patient Chart (9:05 am) → Add Medication → Trial Claim Result → ePA Form → PA Decision → eRx Submitted (9:20 am)



Add Medication

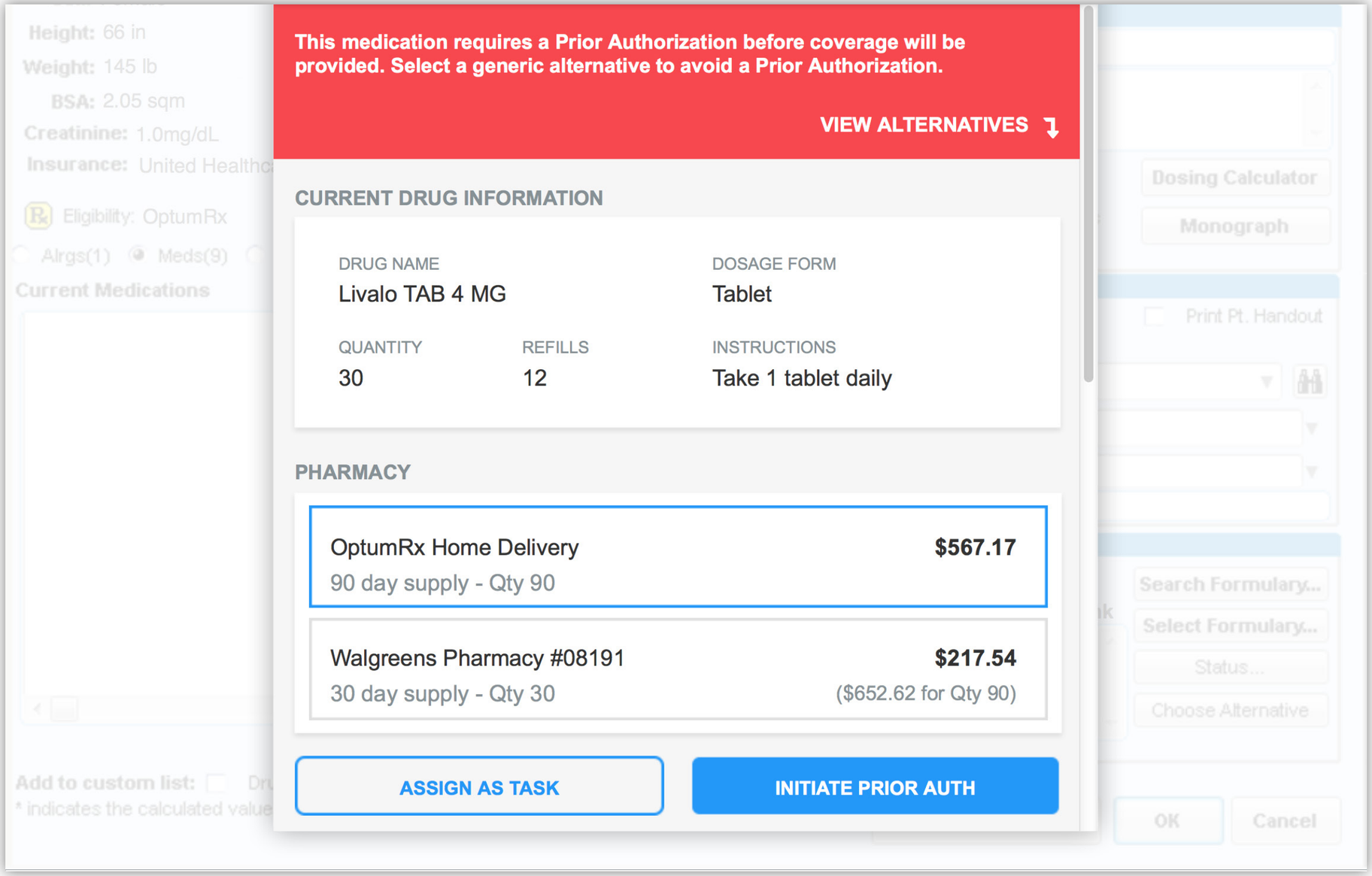
- In the EMR the doctor submits a prescription for Livalo as usual.
- In the background, before the e-prescription is sent to the pharmacy, the system compares Livalo against a list of drugs that commonly require a prior authorization.
- If the drug is not on the list, the e-prescription is routed to the pharmacy.
- If the drug is on the list a trial claim is initiated.
- If the trial claim result is that a prior authorization is needed, an alert is presented. Otherwise, the e-prescription is routed to the pharmacy.

Proprietary and Confidential. Do not distribute.

RxLink Lite

Dr. Hamma

Patient Chart (9:05 am) → Add Medication → Trial Claim Result → ePA Form → PA Decision → eRx Submitted (9:20 am)



Trial Claim Result

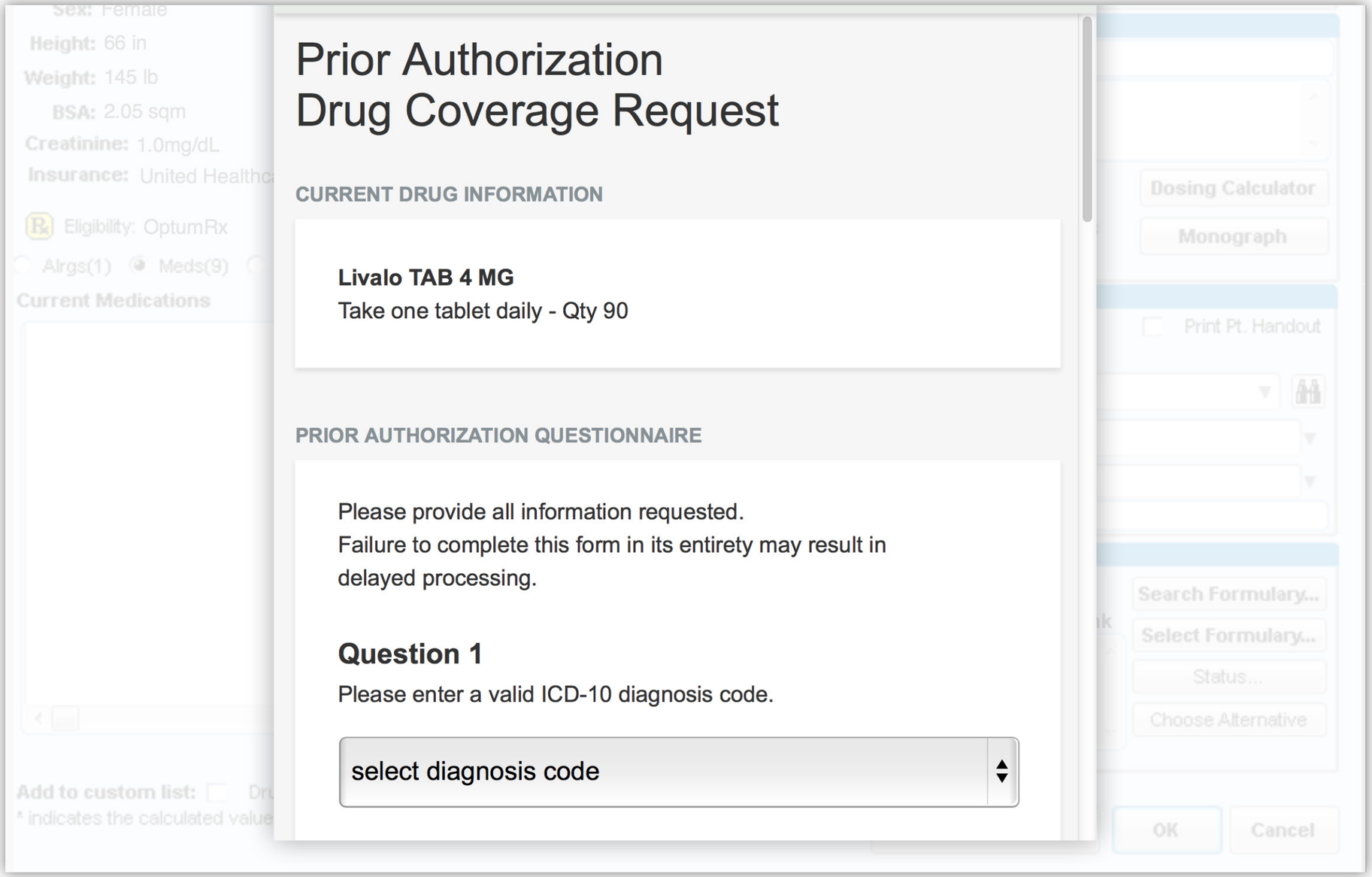
- For Livalo, RxLink flags Livalo as a drug that may need a prior authorization and integrates with the patient's health record, plan, eligibility and formulary data to run the Trial Claim process.
- The doctor is presented with a rxLink Lite window.
- The doctor is informed via RxLink that a PA is needed and, if appropriate, alternative drugs and LCAs that are therapeutic equivalents to Livalo that do not require a prior authorization are presented.
- The doctor and Judy determine Livalo is the best course of treatment, so the doctor initiates the prior authorization.

Proprietary and Confidential. Do not distribute.

RxLink Lite

Dr. Hamma

Patient Chart (9:05 am) — Add Medication — Trial Claim Result — ePA Form — PA Decision — eRx Submitted (9:20 am)



Patient/Drug Specific ePA Request Form

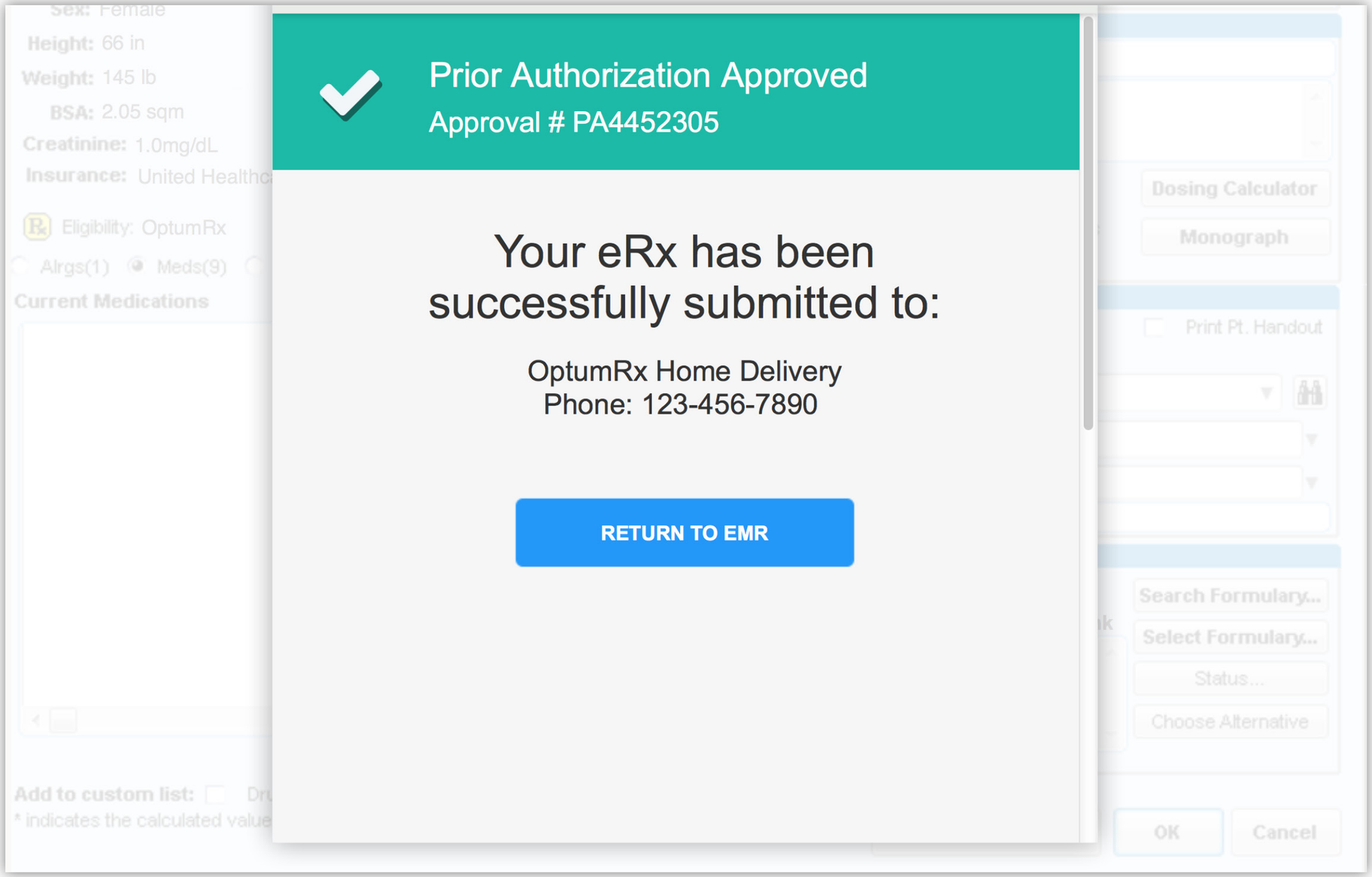
- When a PA request is initiated, the prescription is placed in a pending queue until the PA approval decision is made.
- If a PA is needed, a patient-specific ePA form is presented, thus allowing the doctor to enter the required info immediately. If extra information is required, the secure messaging feature within RxLink can be used to attach the lab results to the PA form.
- As much as possible, the patient information is gathered from the EMR and pre-populated into RxLink.

Proprietary and Confidential. Do not distribute.

RxLink Lite

Dr. Hamma

Patient Chart (9:05 am) → Add Medication → Trial Claim Result → ePA Form → PA Decision → eRx Submitted (9:20 am)



Prior Auth Decision

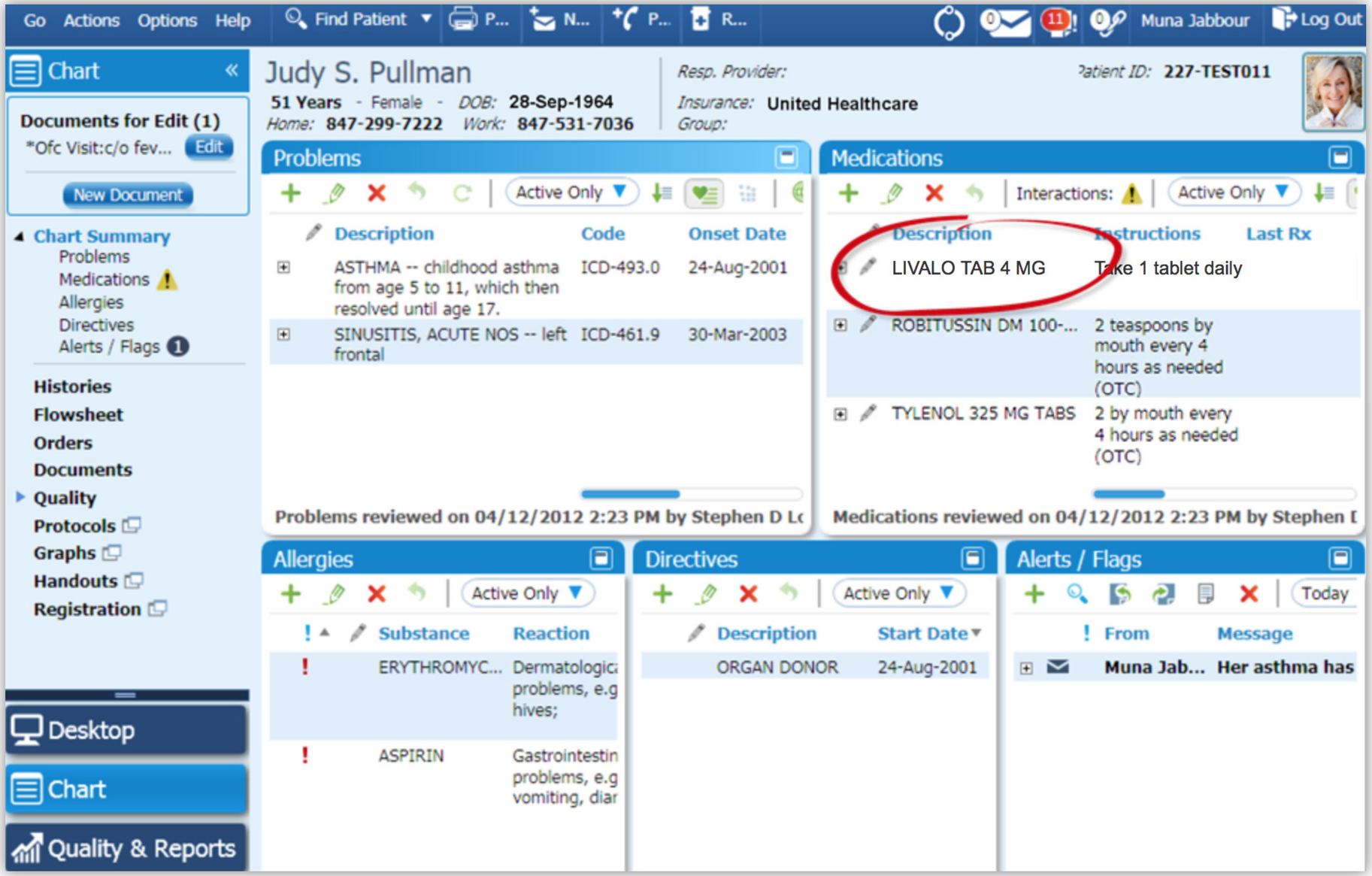
- If appropriate, an immediate ePA approval can be given and the eRx is released from the pending queue and routed to the pharmacy.
- If the PA request cannot be approved immediately it will go into a review process. The doctor and patient will be notified once the decision is made.

Proprietary and Confidential. Do not distribute.

RxLink Lite

Dr. Hamma

Patient Chart (9:05 am) → Add Medication → Trial Claim Result → ePA Form → PA Decision → eRx Submitted (9:20 am)



Prescription Submitted

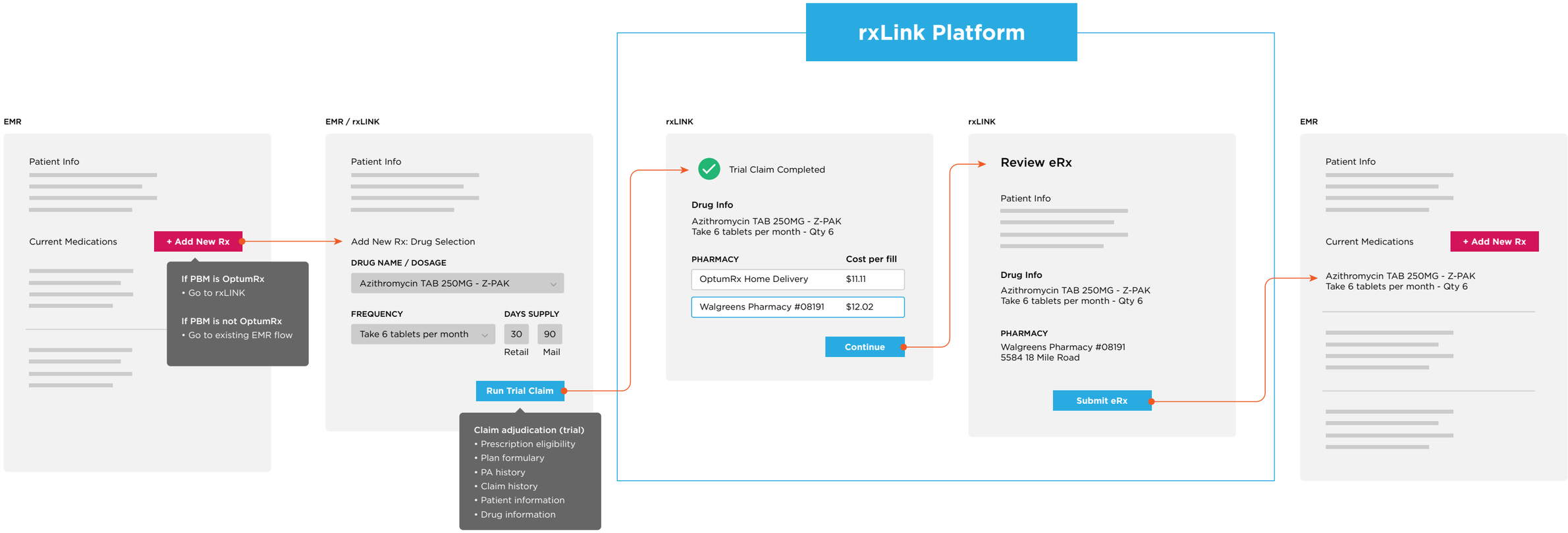
- Once the prior authorization request is approved and eRx is submitted, the EMR is updated to reflect the new prescription.
- Judy is able to go directly to the pharmacy after her doctor's appointment, pick up her prescription for Livalo, and start her treatment plan.
- If Judy uses mail order she can leave the doctor's office knowing her prescription will arrive at her doorstep in a few days.

Proprietary and Confidential. Do not distribute.

Appendix

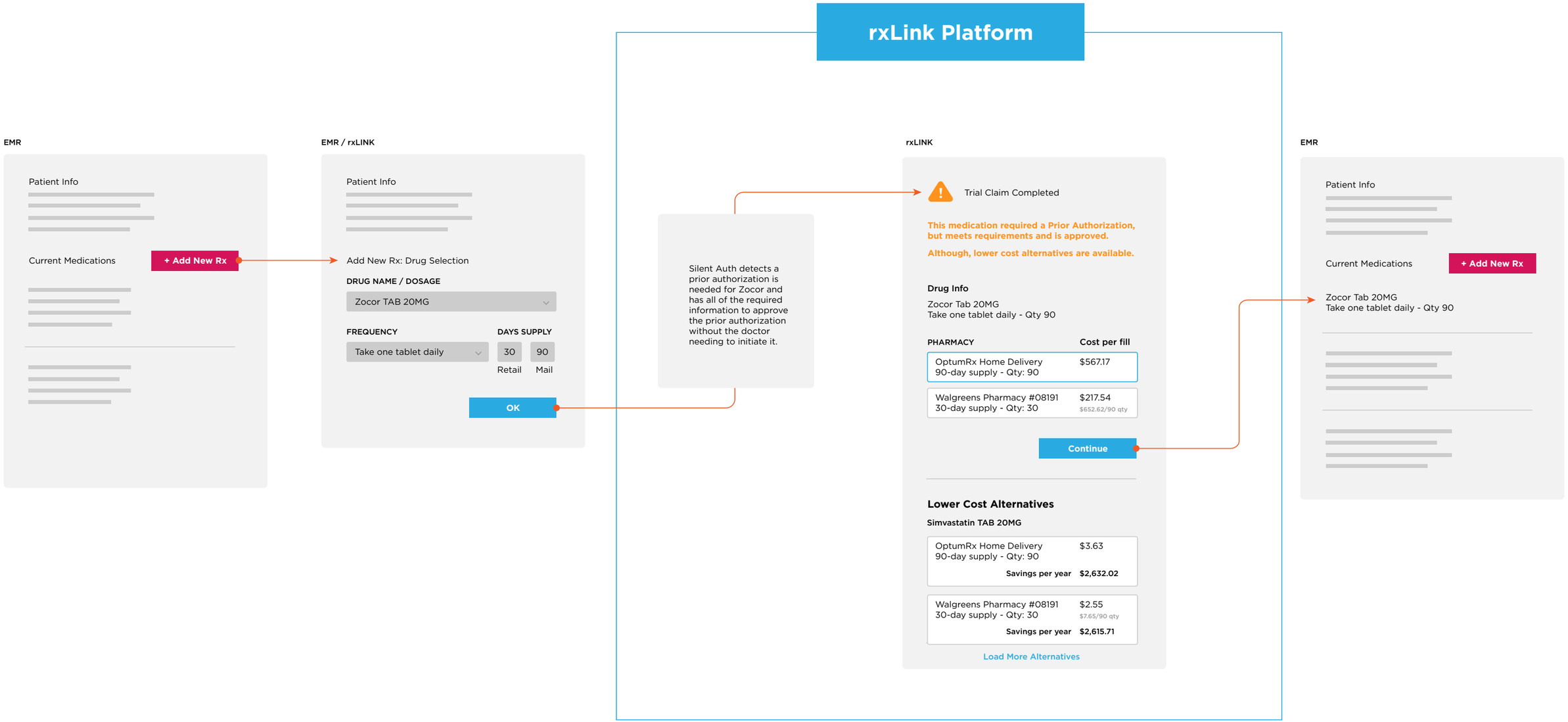
Proprietary and Confidential. Do not distribute.

Easy Rx



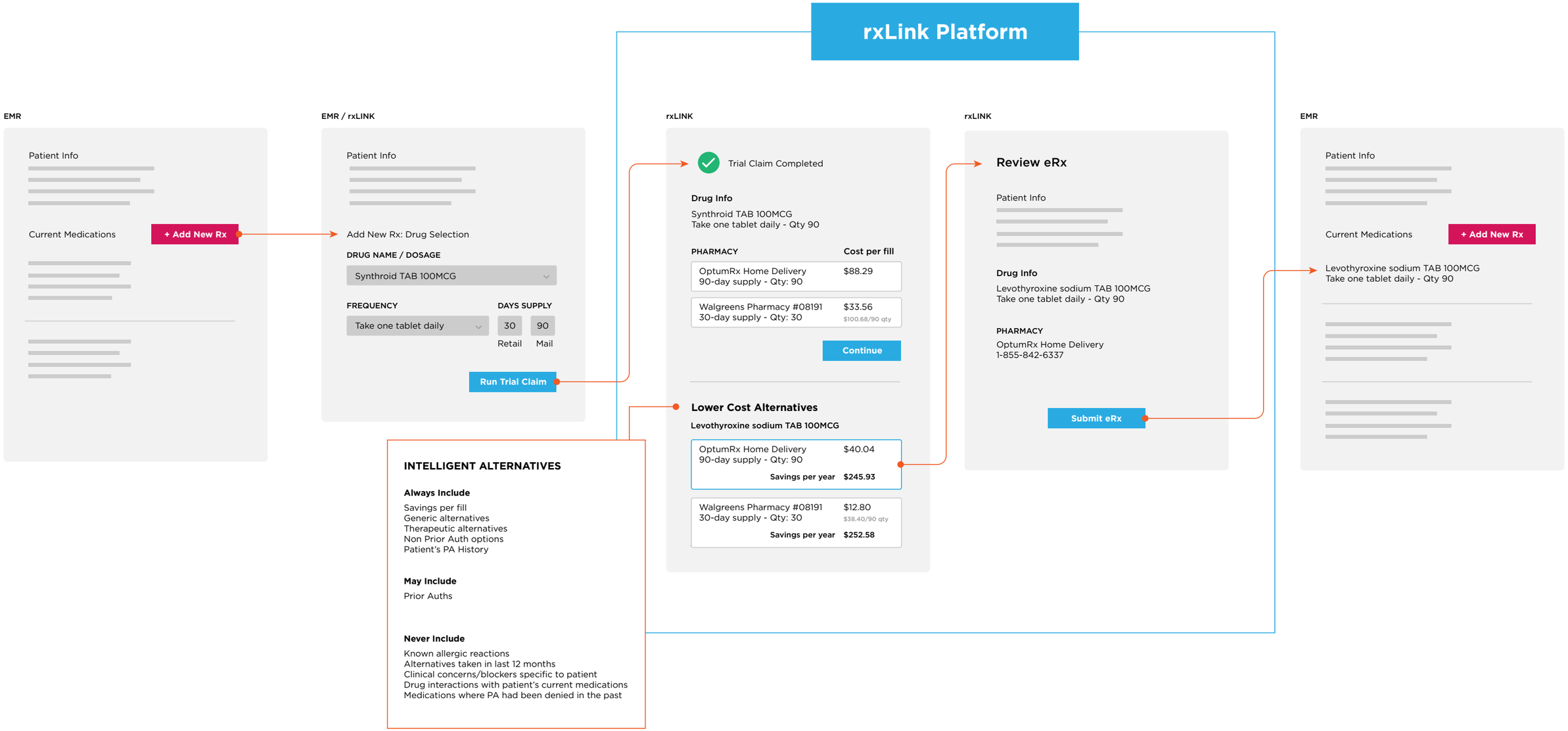
Proprietary and Confidential. Do not distribute.

Silent Auth



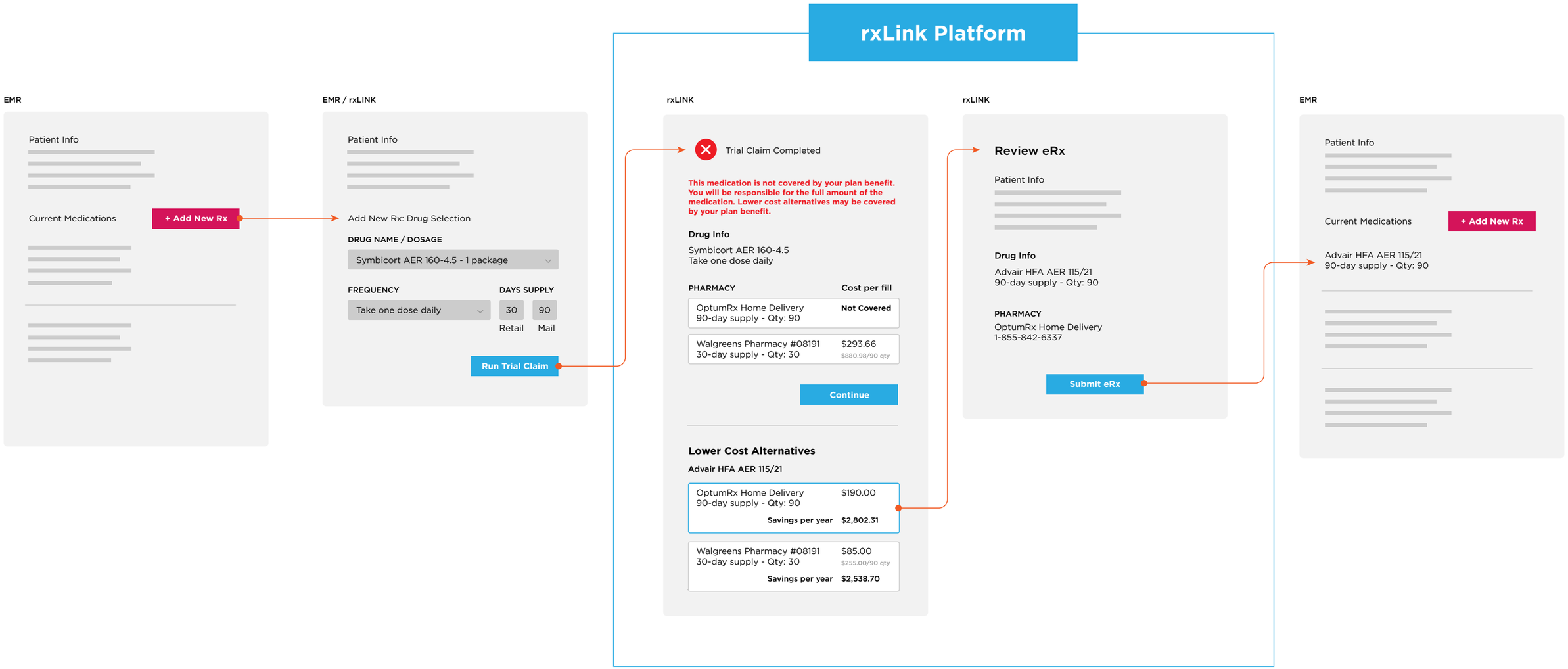
Proprietary and Confidential. Do not distribute.

Formulary LCA



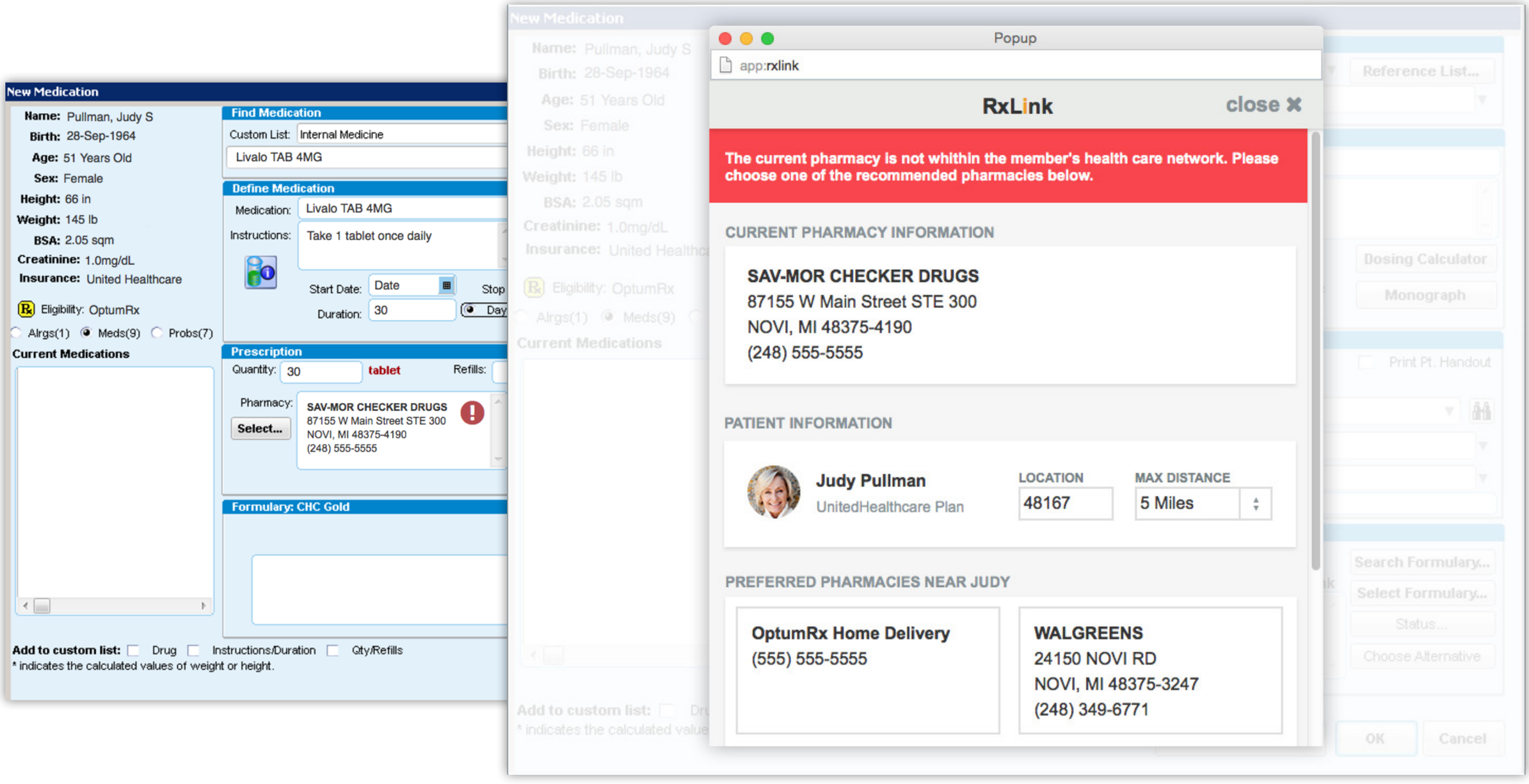
Proprietary and Confidential. Do not distribute.

Non-formulary - formulary



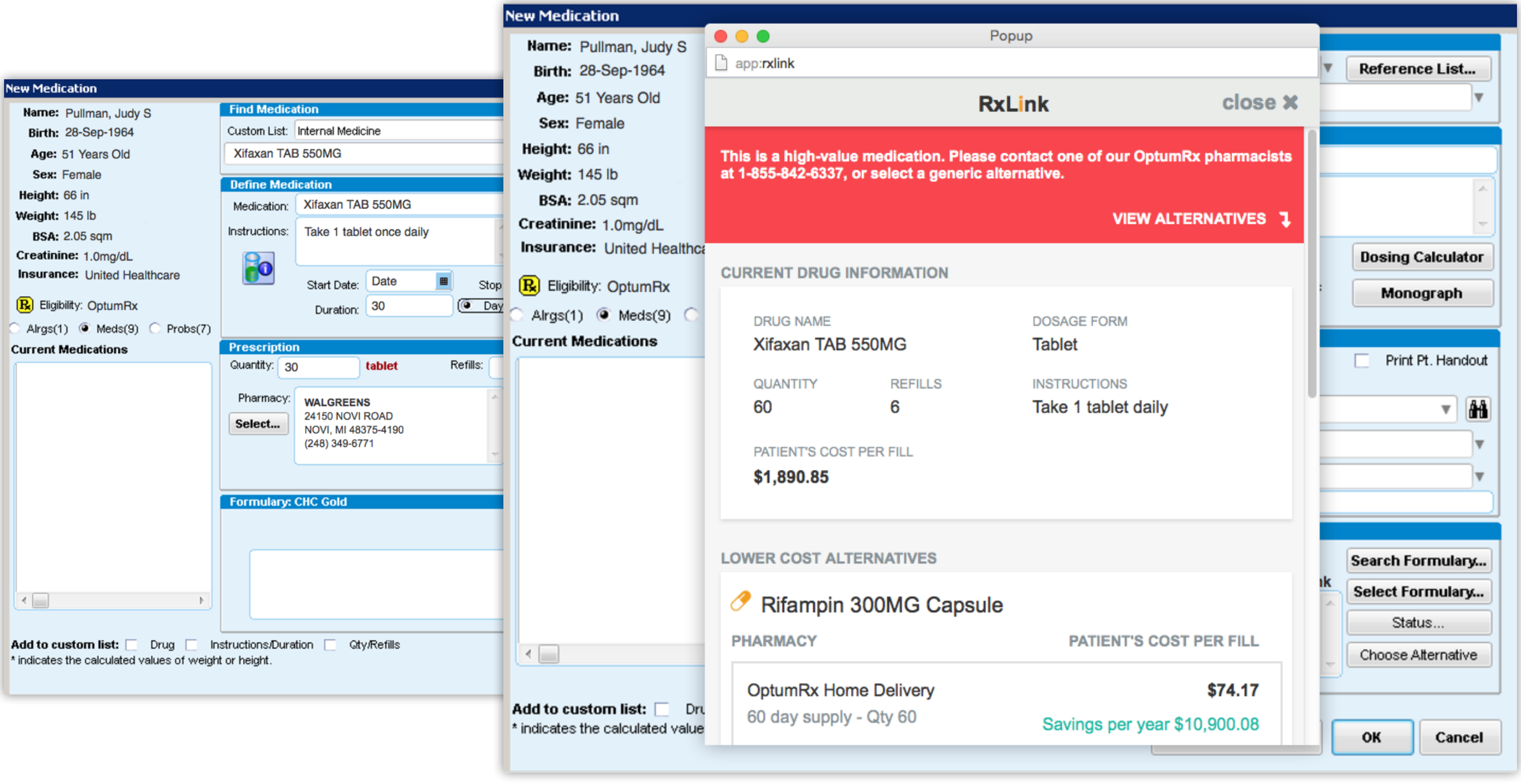
Proprietary and Confidential. Do not distribute.

Non-Preferred Pharmacy



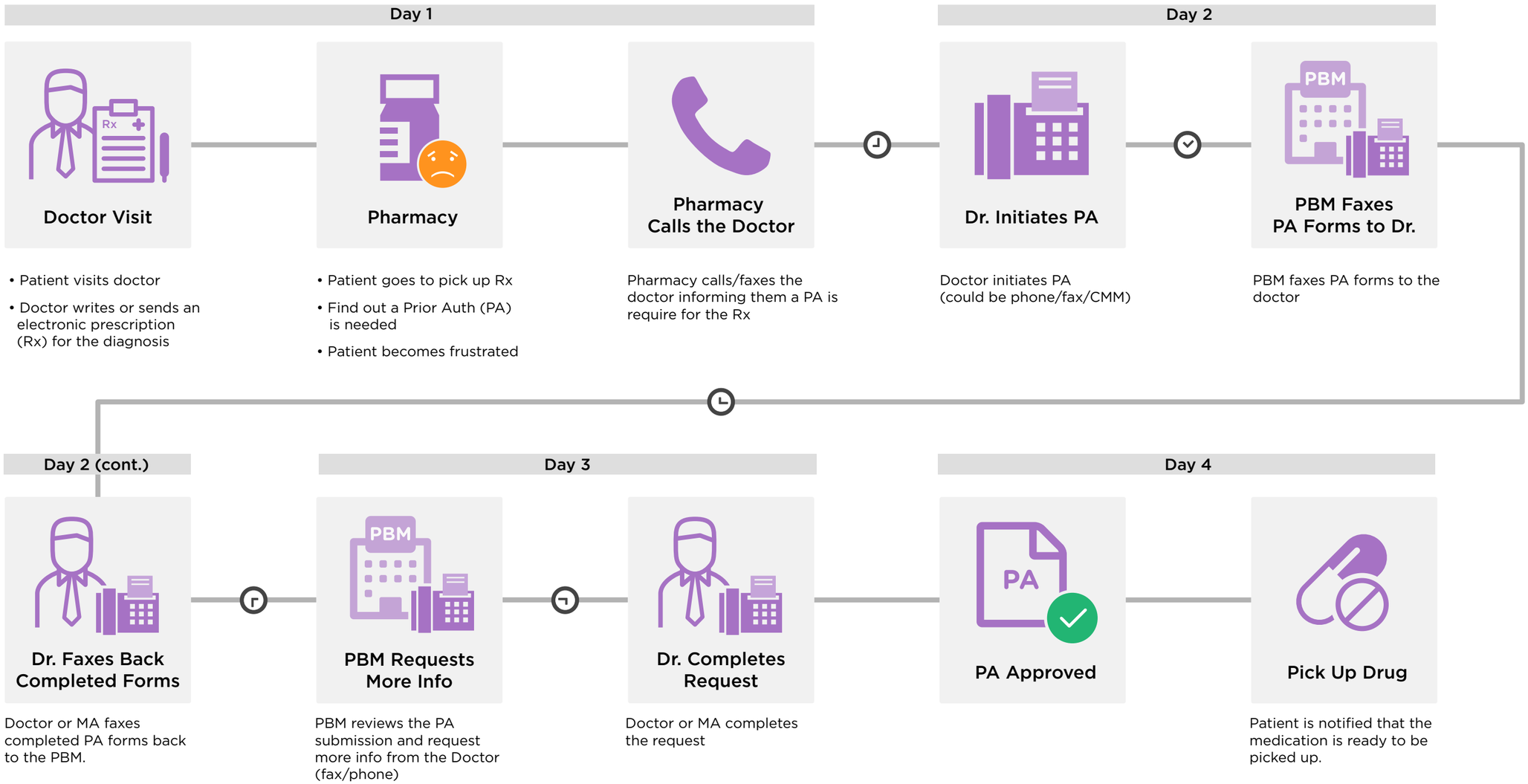
Proprietary and Confidential. Do not distribute.

High Value Drug



Proprietary and Confidential. Do not distribute.

Current State



Proprietary and Confidential. Do not distribute.