



Provider Portal

Registration and Use Tutorial

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Navigating To the Portal

In the upper right corner of the MeridianRx website (<http://www.meridianrx.com>), there is a link to the MeridianRx Provider Portal Login as shown in Figure 1 below.

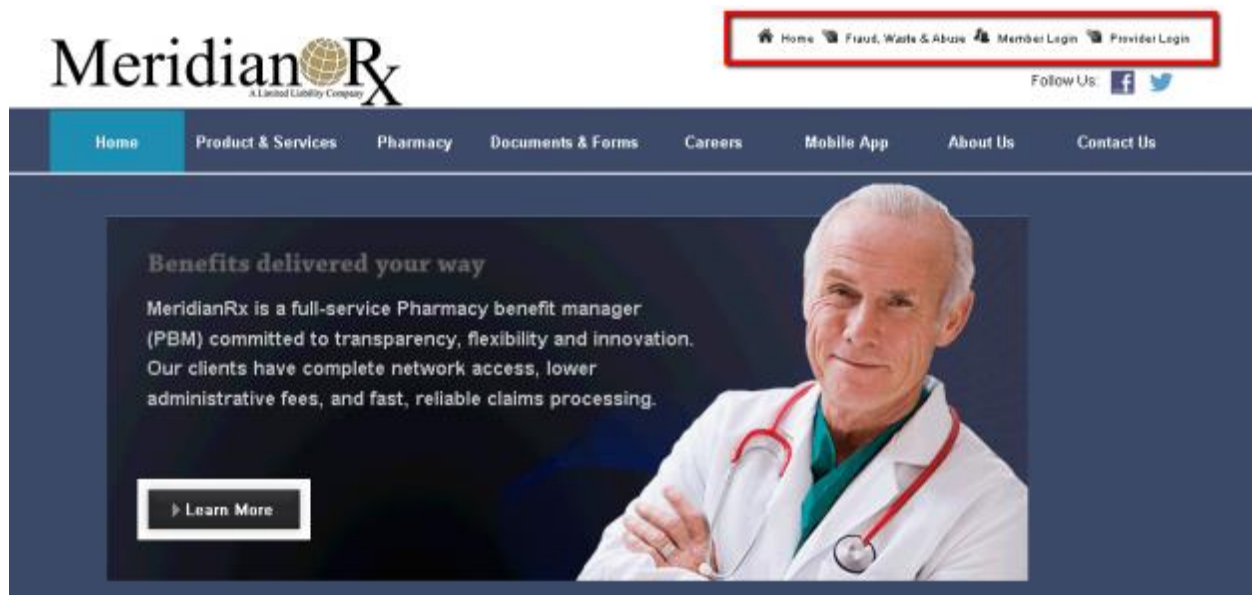


Figure 1: MeridianRx Home Page

Upon clicking the link, the user will be directed to the login/registration page.



Figure 2: Portal Login Page: *Note, for JCode (medical) auths, providers should continue to use the MCS Provider Portal.

Registration Process

A physician must first register to gain access to the portal by clicking “Register Now”.

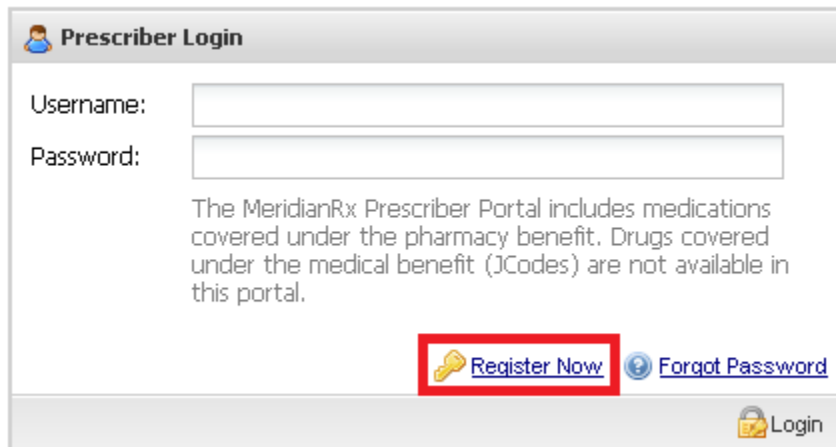
The image shows a web form titled "Prescriber Login". It has a header with a person icon and the title. Below the header are two input fields: "Username:" and "Password:". Under the password field is a paragraph of text: "The MeridianRx Prescriber Portal includes medications covered under the pharmacy benefit. Drugs covered under the medical benefit (JCodes) are not available in this portal." At the bottom of the form, there are two links: "Register Now" (with a key icon) and "Forgot Password" (with a question mark icon). The "Register Now" link is highlighted with a red rectangle. In the bottom right corner, there is a "Login" button with a padlock icon.

Figure 3: Registration Link

Upon clicking “Register Now”, the registration module will open, beginning a series of steps that allow the system to validate the provider in the most efficient and secure manner available.

The first page of registration shows the prescriber the items they will need to register.


The image shows a window titled "Prescriber Registration" with a close button in the top right corner. Inside the window, there is a section titled "Step 1 of 4". Below this title, it says "Welcome to the Prescriber Registration!". Then, it says "Following information is required to register". Below this text is a list of required information: "NPI Number", "Email Address", "DEA Number", and "State License Number". At the bottom right of the window, there is a "Next" button with a green arrow icon.

Figure 4: Registration Required Information

Clicking the “Next” button, the prescriber will be instructed to enter verification information including name, NPI, DEA Number, State License number and License Expiration Date. The system will validate their information against the current database. If the information entered does not match the database, the prescriber will not be allowed to move forward with registration. If a prescriber’s state license is

expired he/she will also not be allowed to move forward with the registration. In this event, the provider may contact MeridianRx directly for registration assistance.

A screenshot of a web application window titled "Prescriber Registration". The window shows "Step 2 of 4" in a grey header. Below the header, there are seven input fields arranged in two columns. The first column contains labels: "First Name:", "Last Name:", "NPI:", "DEA Number:", "State Licensed:", "State License Number:", and "License Expiration Date:". The second column contains corresponding input boxes: a text box for First Name, a text box for Last Name, a text box for NPI, a text box for DEA Number, a dropdown menu for State Licensed (showing "[Select a State]"), a text box for State License Number, and a date picker for License Expiration Date. At the bottom right of the window, there are two buttons: "Prev" and "Next", both with green arrows pointing right.

Figure 5: Prescriber info page

Clicking the “Next” button will instruct the system to validate all entered information. If the prescriber is already registered, he/she will receive the following error message.

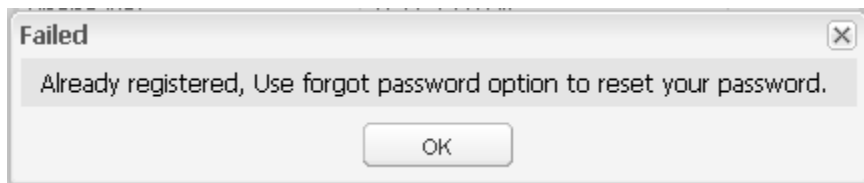
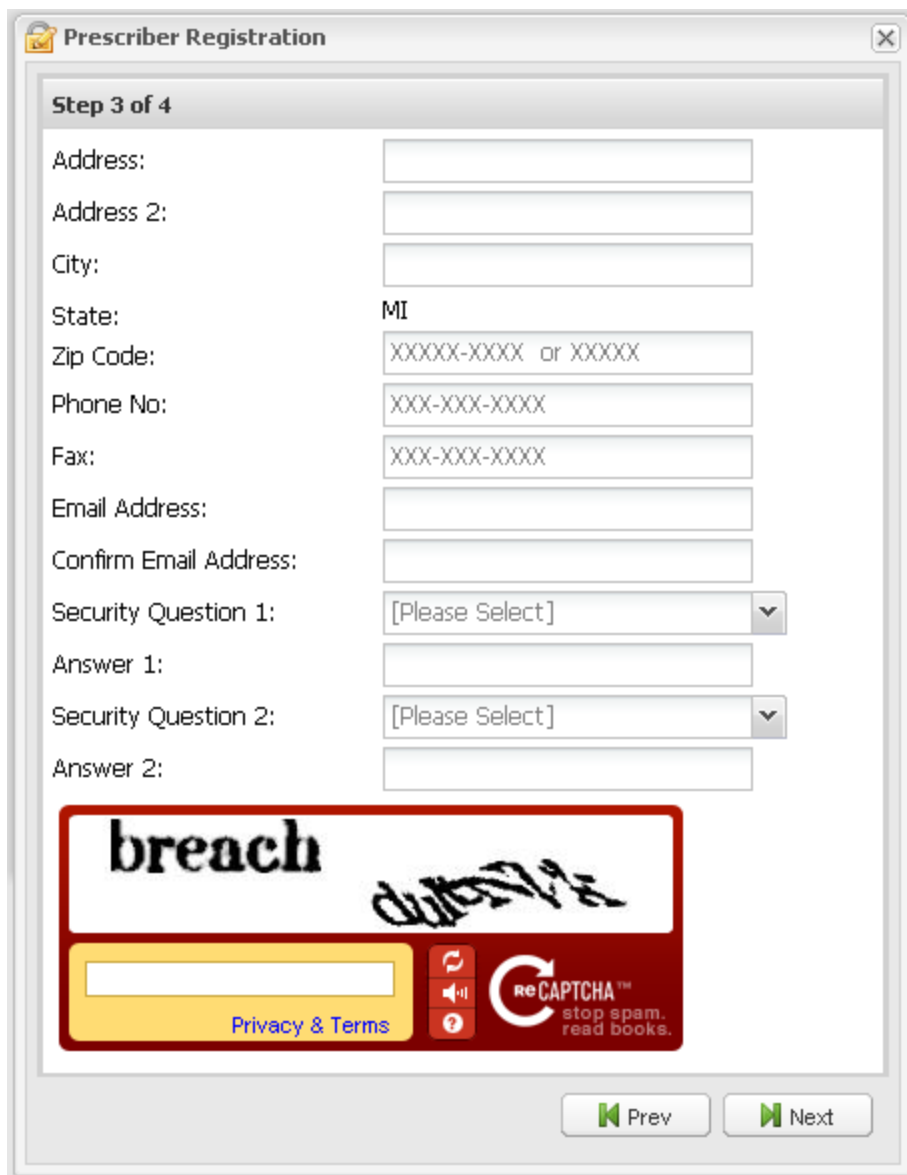
A screenshot of a small error dialog box titled "Failed". The dialog box has a grey border and a close button (X) in the top right corner. The main text inside the dialog box reads: "Already registered, Use forgot password option to reset your password." Below the text is a single button labeled "OK".

Figure 6: Duplicate Prescriber Message

Upon successful completion and validation of the provider’s name and license information, the provider will need to enter their contact information. The system also requires that the provider choose two security questions and provide answers to the chosen questions.



The image shows a web browser window titled "Prescriber Registration" with a close button in the top right corner. The main content area is labeled "Step 3 of 4". It contains a series of input fields for contact information: "Address:", "Address 2:", "City:", "State:" (with "MI" selected), "Zip Code:" (with placeholder "XXXXX-XXXX or XXXXX"), "Phone No:" (with placeholder "XXX-XXX-XXXX"), "Fax:" (with placeholder "XXX-XXX-XXXX"), "Email Address:", "Confirm Email Address:", "Security Question 1:" (with a dropdown menu showing "[Please Select]"), "Answer 1:", "Security Question 2:" (with a dropdown menu showing "[Please Select]"), and "Answer 2:". Below these fields is a reCAPTCHA widget with a red border, displaying the word "breach" and a distorted image. The widget includes a text input field, a "Privacy & Terms" link, and the reCAPTCHA logo with the text "stop spam. read books.". At the bottom of the form are two buttons: "Prev" and "Next".

Figure 7: Prescriber Contact Info

Finally, as an added security measure, the provider will need to enter the Captcha as displayed before clicking the “Next” button.

Terms and Conditions

The prescriber will then have to agree to the terms and conditions to use the MeridianRx Provider Portal.

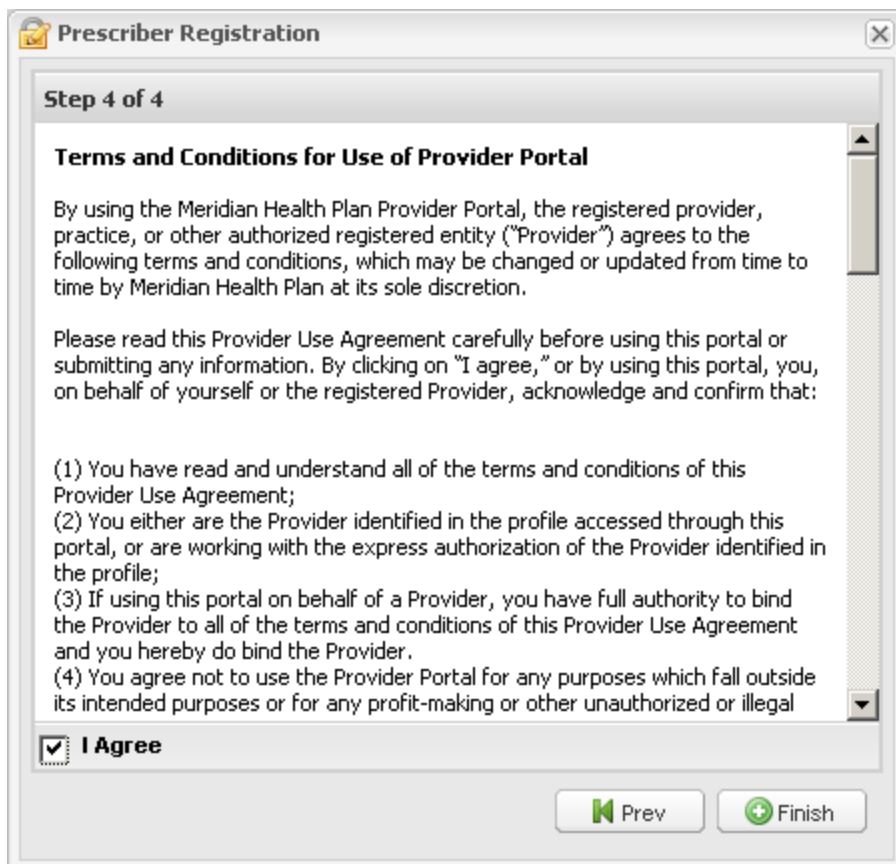


Figure 8: Terms and conditions

To complete the registration application process, the provider must check the "I Agree" box and click "Finish".

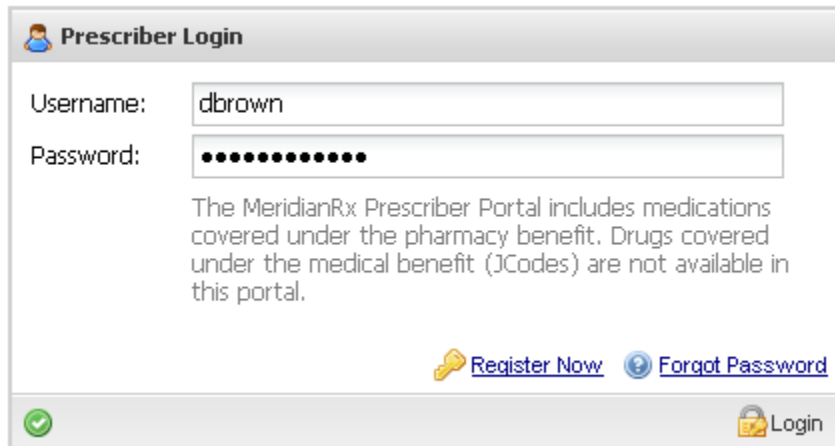
Upon agreement, the prescriber will receive a confirmation of registration with a message letting them know that their User ID and Password will be delivered to them via US Mail. Note that the User ID and Password will be mailed to the address as registered with HCIda. This is for security reasons.



Figure 9: Thank you message with instructions.

Confirmation and Validation

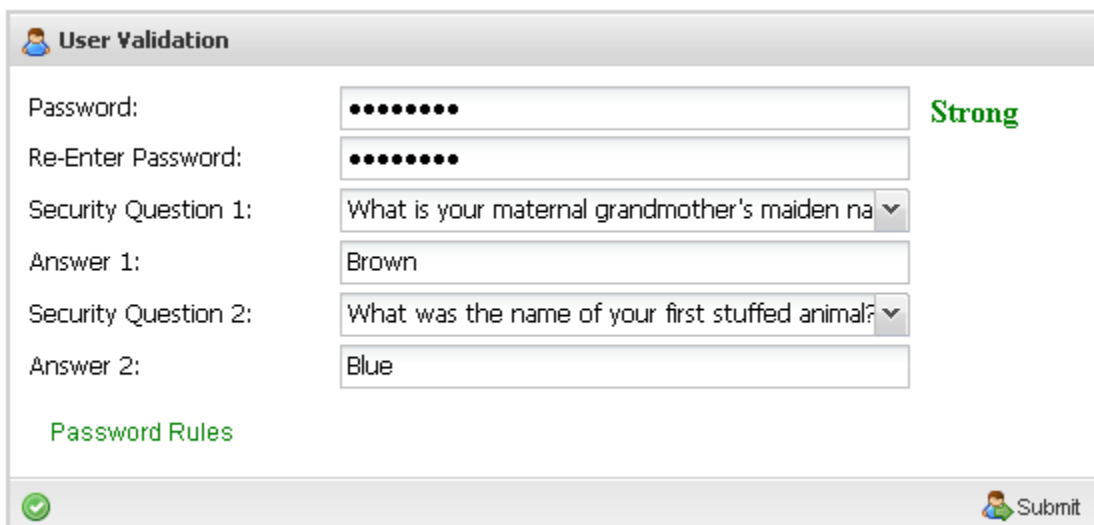
Once the UserID and Password arrive in the mail, the user must perform a first time login and verification process. Begin by navigating to the Provider Portal and entering the UserID and Password as provided by MeridianRx:



The image shows a web form titled "Prescriber Login". It has a header with a person icon and the title. Below the header, there are two input fields: "Username:" with the text "dbrown" and "Password:" with masked characters. Below the password field, there is a paragraph of text: "The MeridianRx Prescriber Portal includes medications covered under the pharmacy benefit. Drugs covered under the medical benefit (JCodes) are not available in this portal." At the bottom of the form, there are two links: "Register Now" with a key icon and "Forgot Password" with a question mark icon. At the very bottom, there is a green checkmark icon on the left and a "Login" button with a person icon on the right.

Create New Password

The system will then require that the user create a new permanent password. In order for the system to accept the new user password, the password must contain a combination of upper and lower case letters, at least one number and one “special” character such as @\$%*&. An example might be, “BigDog@12&34”. In addition, the user must answer the security questions as provided during registration:

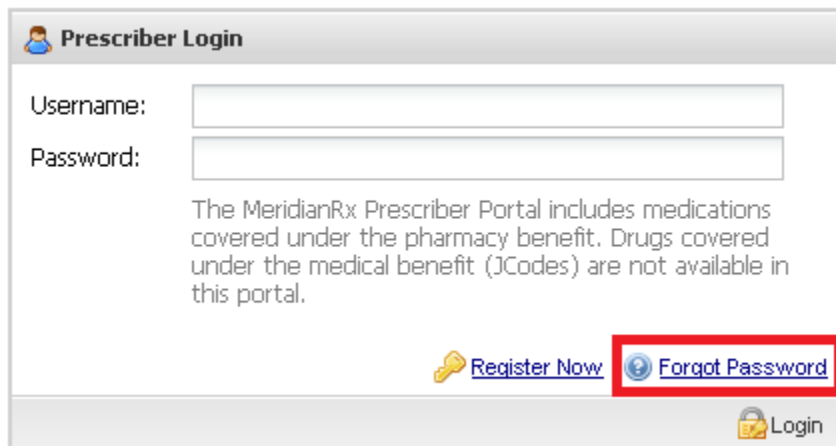


The image shows a web form titled "User Validation". It has a header with a person icon and the title. Below the header, there are several input fields: "Password:" with masked characters, "Re-Enter Password:" with masked characters, "Security Question 1:" with a dropdown menu showing "What is your maternal grandmother's maiden na", "Answer 1:" with the text "Brown", "Security Question 2:" with a dropdown menu showing "What was the name of your first stuffed animal?", and "Answer 2:" with the text "Blue". To the right of the password fields, there is a green label "Strong". Below the answer fields, there is a green link "Password Rules". At the bottom of the form, there is a green checkmark icon on the left and a "Submit" button with a person icon on the right.

Upon clicking Submit, the system will verify the password and answers and take the user directly to the portal.

Forgotten Password

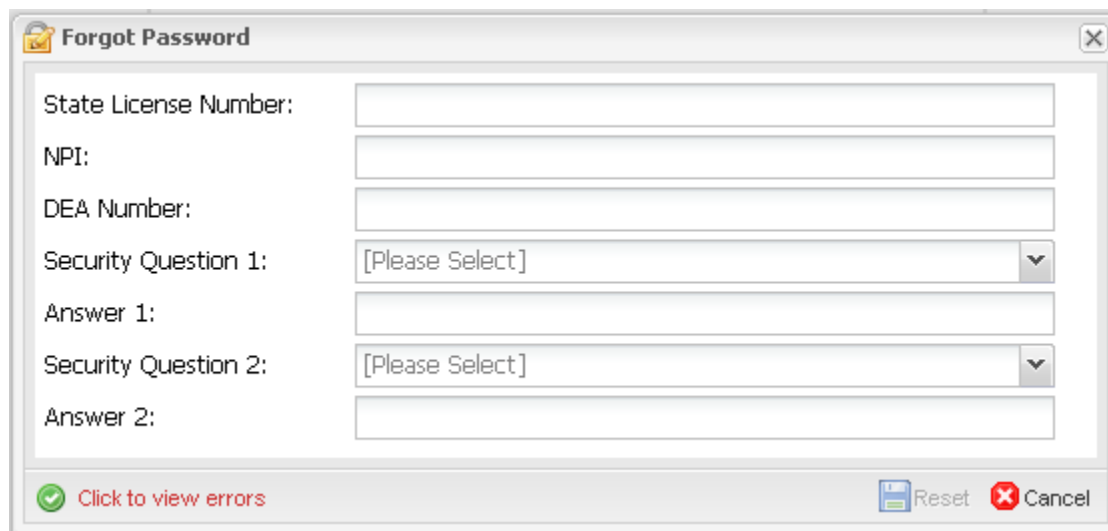
If the user forgets their password, they can click on forget password on the main login page.



The image shows a 'Prescriber Login' form. It has fields for 'Username:' and 'Password:'. Below these fields is a text block: 'The MeridianRx Prescriber Portal includes medications covered under the pharmacy benefit. Drugs covered under the medical benefit (JCodes) are not available in this portal.' At the bottom of the form, there are two links: 'Register Now' (with a key icon) and 'Forgot Password' (with a question mark icon). The 'Forgot Password' link is highlighted with a red rectangular box. There is also a 'Login' button with a lock icon at the bottom right.

Figure 10: Forgot Password Link

A questionnaire will open where the user will have to validate various questions. Once complete, they will need to click on “Reset”



The image shows a 'Forgot Password' authentication form. It contains the following fields: 'State License Number:', 'NPI:', 'DEA Number:', 'Security Question 1:' (with a dropdown menu showing '[Please Select]'), 'Answer 1:', 'Security Question 2:' (with a dropdown menu showing '[Please Select]'), and 'Answer 2:'. At the bottom of the form, there is a green checkmark icon and the text 'Click to view errors'. To the right of this are two buttons: 'Reset' (with a floppy disk icon) and 'Cancel' (with a red X icon).

Figure 11: Forgot Password Authentication

Upon successful validation, an alert will tell them that a link will be sent to their email.

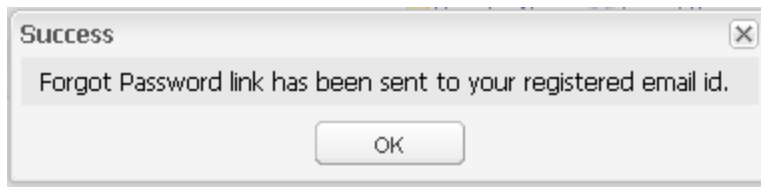


Figure 12: Forgot Password Authentication Confirmation

Failed Authentication

If the user fails to answer any of the questions correctly, they will receive an error message.

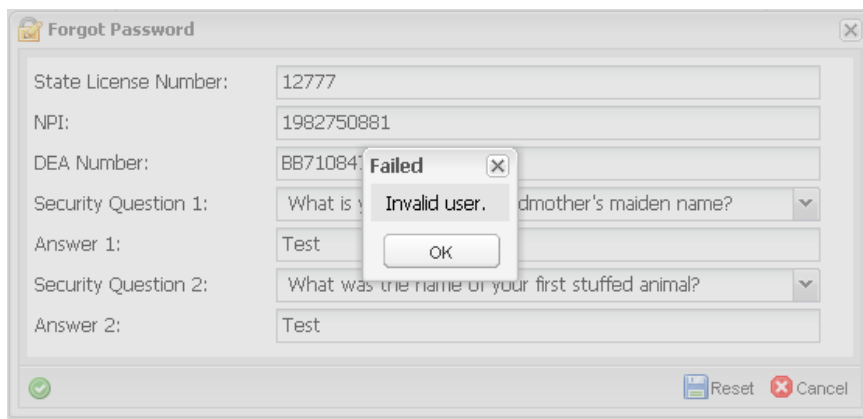


Figure 13: Prescriber Authentication Failure

Upon successful completion, an email is sent to the email the user registered with. They will need to click on the link to reset their password. (Email language will be provided by communications and placed in the email.)

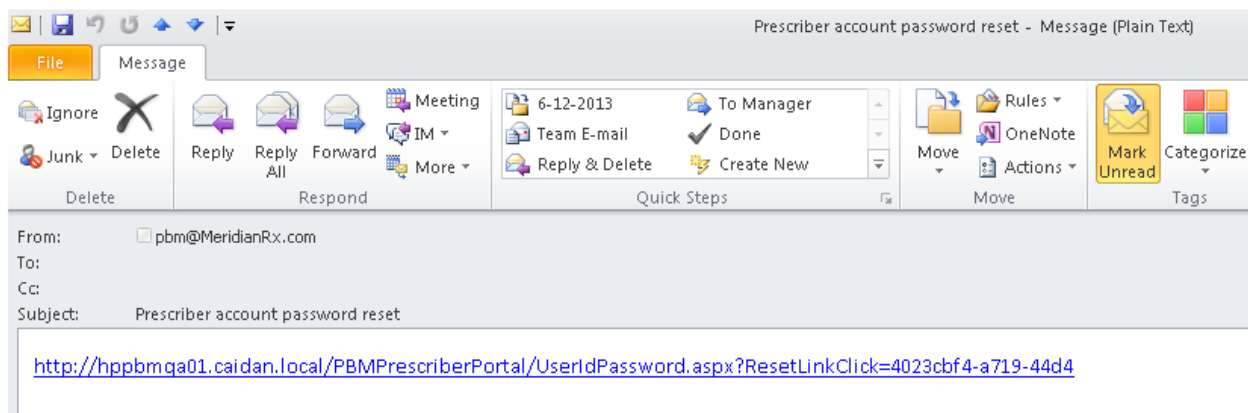


Figure 14: Password Reset Email with Link.

The link will navigate them to the page where they can enter a new password.



The image shows a web form titled "LogIn" with a user icon. It contains two text input fields: "Password:" and "Re-Enter Password:". Below the fields is a red error icon and the text "Click to view errors". To the right of the fields is a "Submit" button with a user icon.

Figure 15: New Password Window

Once they submit an acceptable password, they will receive a confirmation message stating their password was successfully changed. It will then bring them back to the login page.

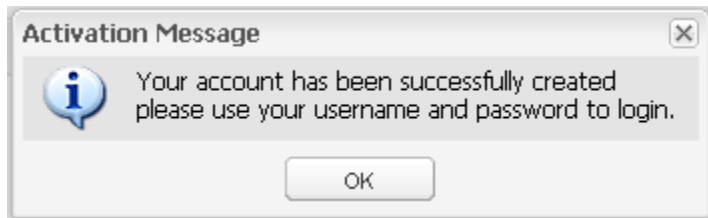


Figure 16: New Password Confirmed.

Portal Functionality

Home Page

After successfully logging into the MeridianRxPrescriber Portal, the user will land on the Portal Home Page.

The screenshot displays the MeridianRxPrescriber Portal Home Page. The interface includes a left-hand navigation menu with options like 'Home', 'Prior Authorization', 'Member', 'Search Tools', 'Documents & Forms', and 'Prescriber Support'. The main content area is divided into several sections:

- 1**: Navigation menu on the left.
- 2**: 'Claims (Last 30 Days)' table showing columns for Claim #, Member ID, Hedi, Status, Create PA, Medication, Service, and Plan. It lists several claims with statuses like 'Paid', 'Rejected', and 'Create PA'.
- 3**: 'HEDIS' table showing columns for Member ID, Measure, Sub Measure, and Due By. It lists various HEDIS measures such as 'Adolescent Well-Care Visits', 'Controlling High Blood Pressure', 'Comprehensive Diabetes Care', 'Eye Exam', 'LDL-C Screening', 'LDL-C Level < 180mg/dL', 'Good HbA1c Control < 7%', and 'Controlling High Blood Pressure'.
- 4**: 'Formulary Drug Search' section with a search bar and filters for Plan, Medication, Brand Name, Drug Type, and Covered.
- 5**: 'Prior Authorizations (Last 30 Days)' table showing columns for Auth ID, Contact ID, Hedi, Status, and Plan. It lists several prior authorization requests with statuses like 'Pending', 'Approved', and 'Closed'.
- 6**: 'Communications' table showing columns for View, Description, and Date. It lists recent communications such as 'Provider Password Letter', 'Provider User Name Letter', and 'Prescriber Fax'.

Figure 17: Portal Home Page

From the home page (Figure 17) the prescriber can:

1. Navigate to other areas of the portal
2. View recent pharmacy claims for members
3. View HEDIS announcements for members
4. Perform drug searches by selecting associated plan formulary
5. View recent Prior Authorization History for persons under their care.
6. View recent correspondence with MeridianRx

Formulary Drug Search

The drug search on the home page is a simplified version of the advanced drug search. It is viewable by plan group. This ensures that the user is searching for drugs within the proper formulary. The plan group is a type-ahead search. Begin by typing the plan name to see a list of corresponding formularies. In the example below, by typing “Medicaid” the system will return a list of Medicaid plans from which to choose.

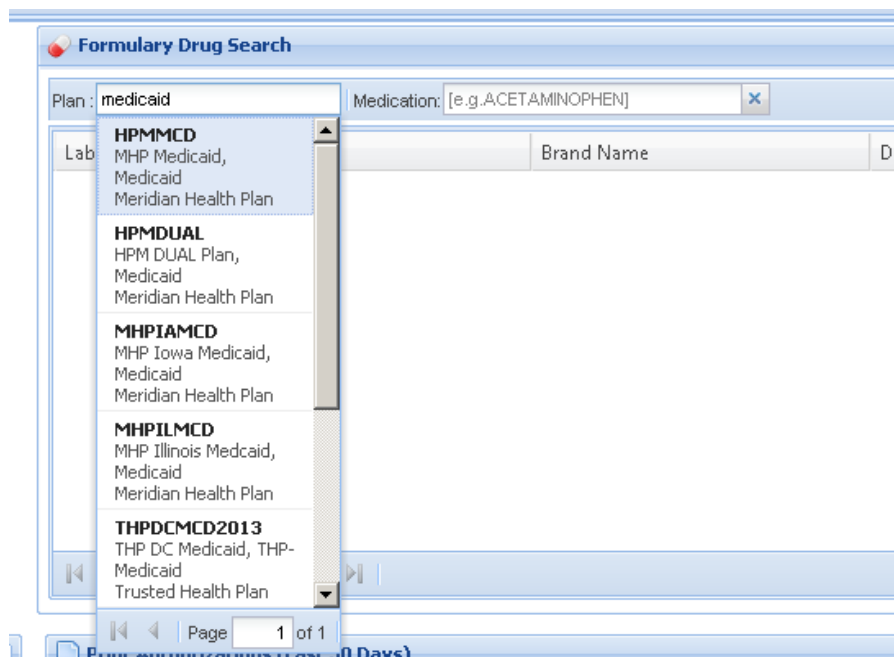


Figure 18: Selecting a plan for formulary search

The Medication field also contains a type-ahead function for medication name. Suggestions will appear after four letters or numbers are typed in. After choosing the medication from the drop down list, click anywhere in the results area to view the results.

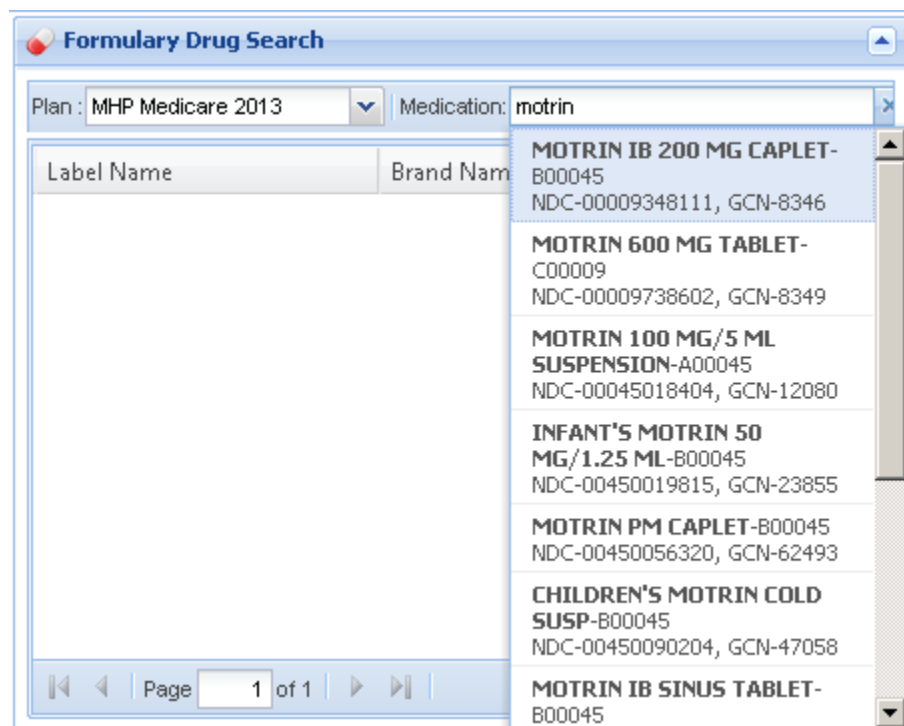


Figure 19: Search and Select Medication

The search results detail whether the drug is covered or not.

The screenshot shows a window titled "Formulary Drug Search". At the top, there are two dropdown menus: "Plan : MHP Medicare 2013" and "Medication: MOTRIN". Below these is a table with the following columns: "Label Name", "Brand Name", "Drug Ty...", and "Covered...". The table contains four rows of data for MOTRIN products, all of which are marked as "No" for coverage.

Label Name	Brand Name	Drug Ty...	Covered...
MOTRIN 100 MG/5 ML SUSPEN...	MOTRIN	Branded	No
MOTRIN 800 MG TABLET	MOTRIN	Branded	No
MOTRIN 100 MG CAPLET	MOTRIN	Branded	No
MOTRIN 100 MG TABLET CHEW	MOTRIN	Branded	No

At the bottom of the window, there is a pagination bar showing "Page 1 of 1" and "Displaying 1 - 4 of 4". There is also an "Advanced Search" button.

Figure 20: Formulary Search Results

Advanced Search

Clicking on either the Formulary Drug Search beneath the Search Tools menu (1) or Advanced Search in the Formulary Drug Search window (2) will open the detailed formulary search page.

The screenshot shows a "Member Portal" interface. On the left sidebar, there is a "Search Tools" menu with a "Formulary Drug Search" link marked with a blue circle containing the number "1". The main content area is divided into two panes. The left pane shows a list of claims with columns for "Claim #", "Member ID", "Med", "Status", "Create PA", "Medication", "Service...", and "Plan". The right pane is titled "Formulary Drug Search" and shows a search for "AMOXICILLIN". It has a table with columns "Label Name", "Brand Name", "Drug Type", and "Covered...". A blue circle containing the number "2" is placed over the "Advanced Search" button at the bottom right of this pane.

Figure 21: Formulary Advanced Search Link

The advanced drug search allows you to search drugs by covered only, those drugs that don't require prior authorization, over the counter drugs and generics. The advanced search results provide additional information on drug coverage, including prior authorization required, over the counter available, tier level, side effects and uses.

Home
Formulary Drug Search

Selection

Medication Name: MOTRIN

Covered Only: ☐

No Prior Authorization Required: ☐

Over-the-Counter Available: ☐

Generic Alternatives: ☐

Select Plan: MHP Medicare 2013

Search

MOTRIN

Label Name	Brand Name	Tier	Drug Type
MOTRIN 100 MG CAPLET	MOTRIN	Tier 2	Branded
MOTRIN 100 MG TABLET CHEW	MOTRIN	Tier 2	Branded
MOTRIN 100 MG/5 ML SUSPENSION	MOTRIN	Tier 2	Branded
MOTRIN 800 MG TABLET	MOTRIN	Tier 2	Branded

MOTRIN

Drug Information

Medication Name: MOTRIN

Strength: 800 mg

Drug Type: Branded

Covered: No

Prior Auth Required: No

Over-the-Counter Available: No

Side Effect: Non-Infective Meningitis, Chest Pain

Title: IBUPROFEN - ORAL (eye-byou-PRO-fen)

Other Brand Name(s): Advil, Motrin, Nuprin

Uses: Ibuprofen is used to relieve pain from various conditions such as headache, dental pain, menstrual cramps, muscle aches, or arthritis. It is also used to reduce fever and to relieve minor aches and pain due to the common cold or flu. Ibuprofen is a nonsteroidal anti-inflammatory drug (NSAID).

Figure 22: Formulary Advanced Search Results.

Member Access

Upon logging into the MeridianRx Prescriber Portal, users will initially have access to member information for anyone who has filled a pharmacy prescription where the doctor was submitted as the prescribing physician.

My Members

The My Members tab under the Members menu shows a listing of all members associated with the prescriber.

MeridianRx ID	Name	Plan	Account	LOB	Last Fill	Fill Date
10212801	[REDACTED]	MHP Medicaid	MHP Michigan	Medicaid	CANASA 1,000 MG SUPPOSITORY	3/28/2014
10216271	[REDACTED]	MHP Medicaid	MHP Michigan	Medicaid	ENOXAPARIN 60 MG/0.6 ML SYR	3/28/2014
10396371	[REDACTED]	Meridian Choice/Bronson...	MHP Michigan	Commercial	LANTUS SOLOSTAR 100 UNITS/ML	3/28/2014
10444641	[REDACTED]	MHP Medicaid	MHP Michigan	Medicaid	OXYCODONE-ACETAMINOPHEN 10-...	4/13/2014
10398861	[REDACTED]	MHP Medicaid	MHP Michigan	Medicaid	OMEPRazole DR 40 MG CAPSULE	4/13/2014
10396381	[REDACTED]	Meridian Choice/Bronson...	MHP Michigan	Commercial	PLAVIX 75 MG TABLET	3/28/2014
6645031	[REDACTED]	MHP Medicaid	MHP Michigan	Medicaid	LIDOCAINE 5% OINTMENT	4/13/2014
204300	[REDACTED]	MHP Medicaid	MHP Michigan	Medicaid	LOVASTATIN 20 MG TABLET	12/1/2013
560	[REDACTED]	MHP Medicaid	MHP Michigan	Medicaid	MORPHINE SULF 30 MG TABLET	4/13/2014
8747491	[REDACTED]	Meridian Complete	MHP IL	Medicare	TRIPLE ANTIBIOTIC OINTMENT	2/25/2014
8747501	[REDACTED]	Meridian Complete	MHP IL	Medicare	BUPROPION SR 150 MG TABLET	8/14/2013
8747511	[REDACTED]	Meridian Complete	MHP IL	Medicare	HUMULIN N 100 UNITS/ML VIAL	8/21/2013

Figure 23: My Members window.

Search My Members

Users may search the list using member or plan information with the added option of exporting the list to Excel. The Reset button will reset the search fields and bring back the full list.

MeridianRx ID	Name	Plan	Account	LOB	Last Fill	Fill Date
10212801	Harry Harvey	MHP Medicaid	MHP Michigan	Medicaid	CANASA 1,000 MG SUPPOSITORY	3/28/2014

Figure 24: Search My Members

Add Member

Prescribers may wish to access claim information for other new members by requesting access. With them member's ID card and appropriate information, clicking the Add button will allow the user to input member information and submit it to MeridianRx for member access.

Request Member Access

Member ID:

First Name:

Last Name:

Gender:

DOB:

SSN (Last 4 digits):

Figure 25: Request Member Access

Upon verification of the information provided, the doctor will be shown a confirmation message.

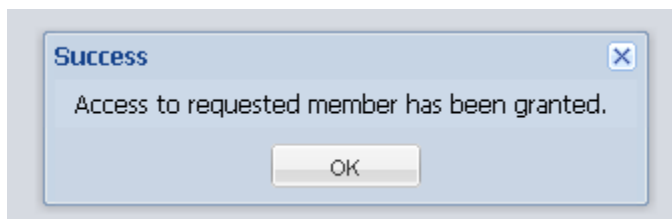


Figure 26: Member Access Confirmation

Claims History

The claims history on the home page allows the prescriber to view a simplified version of their pharmacy claims history from the last 30 days. The prescriber can filter by claims status of “All”, “Paid” and “Rejected”. The list will contain any claim on which they were submitted as the prescribing physician, or for which the doctor has requested and been granted access.

Claims (Last 30 Days)

Status: **All** Member: [Member]

Member ID	Name	H...	Stat...	Auto Generate...	Medication	Service...	Plan
0094515674			Paid		AMOXICILIN 500 MG...	4/15/2014	MHP Medicaid
0094515674			Paid		HUMALOG 100 UNITS...	4/15/2014	MHP Medicaid
0094515674			Rej...	Auto Generate F	HUMALOG 100 UNITS...	4/15/2014	MHP Medicaid
0067044878			Paid		LOSARTAN POTASSIU...	4/15/2014	MHP Medicaid
0067044878			Rej...	Auto Generate F	COZAAR 50 MG TABLET	4/15/2014	MHP Medicaid
0066564980			Paid		LOSARTAN POTASSIU...	4/15/2014	MHP Medicaid
0066564980			Paid		OMEPRazole DR 20...	4/15/2014	MHP Medicaid
0065880420			Rej...	Auto Generate F	MORPHINE SULF ER 1...	4/15/2014	MHP Medicaid

Page 1 of 7 | Displaying 1 - 8 of 56 | Export To Excel | Search Claims

Figure 27: Claim History Filter

Member Filter

Claims may also be filtered by member using the member field. The member search contains a type-ahead box for member names and suggestions appear after four letters or numbers are typed in.

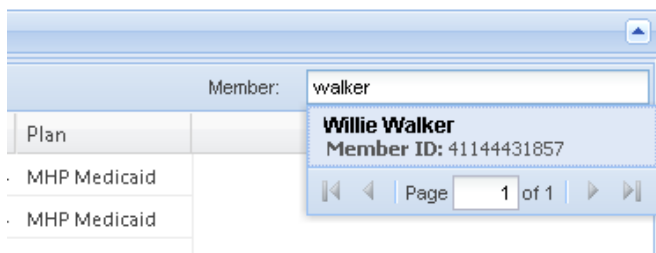
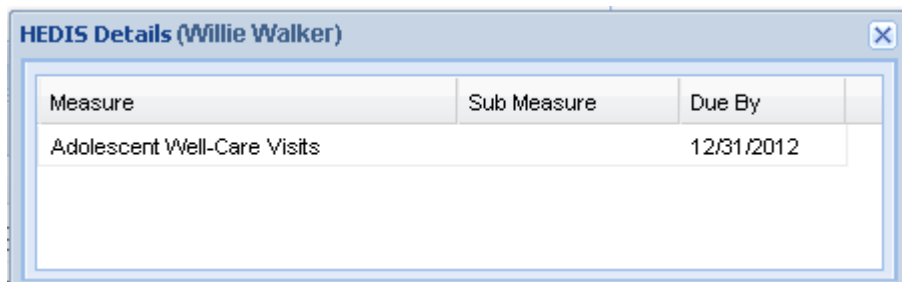


Figure 28: Filter Claims by Member

HEDIS and Prior Auth

The Bell 🔔 icon in the Claims window alerts the Prescriber that the member is due for a HEDIS check. Click the bell icon to view the member's HEDIS alerts:



Measure	Sub Measure	Due By
Adolescent Well-Care Visits		12/31/2012

Figure 29: Member HEDIS alerts.

The Auto Generate PA column and associated icon 🛠️ Auto Generate PA allows the prescriber to initiate the Electronic Prior Authorization process directly from the rejected claim. Clicking the icon will take the user to the Create Prior Authorization screen where the Prior Authorization request can be completed and submitted to MeridianRx for deliberation. (For more on Electronic Prior Authorization, advance to the [ePrior Auth](#) section).

Claim Search

Clicking on either Claim Search under the Search Tools menu (1) or on the Search Claims icon in the Claims window (2) on the home page will open the detailed claim search page.



Claim #	Member ID	Hedis	Status	Create PA	Medication	Service...	Plan
114775261	0000564558		Paid		ONDANSETRON ODT...	5/28/2014	Meridian Choic...
114775251	0000564558		Rejected	🛠️ Create PA	ONDANSETRON ODT...	5/28/2014	Meridian Choic...
114775241	0000564558		Rejected	🛠️ Create PA		5/28/2014	Meridian Choic...
114775181	0000564558		Paid		CHENODAL 250 MG T...	5/28/2014	Meridian Choic...
114775151	0000564558		Paid		CHENODAL 250 MG T...	5/28/2014	Meridian Choic...
114775111	0000564558		Paid		SPIRIDVA 18 MCG CP-H...	5/28/2014	Meridian Choic...
114775141	0000564558		Rejected	🛠️ Create PA	CHENODAL 250 MG T...	5/25/2014	Meridian Choic...
114775131	0000564558		Paid		PLAVIX 75 MG TABLET	5/25/2014	Meridian Choic...

Figure 30: Claim Search Links

The advanced claim search allows the prescriber to search all claims for members under their care who have filled claims prescribed by them. The prescriber can also see additional claims written by other prescribers for the members that they have prescribed to. The prescriber can search by a date range, specific member and claim status (paid, rejected, all).

Claim #	Medication	ETC	Service D...	Stat...	Qty	Days Sup...	Rx ID	Pharmacy Name	Member ID	Member Name	Prescriber
	GLIMEPIRIDE 4 MG TABLET		6/6/2013	Paid	120	30					
	DIPHENHYDRAMINE 50 MG CAPSULE		6/5/2013	Paid	60	30					

Figure 31: Advanced Claim Search Results

Prior Authorization History

The prior authorization history on the home page allows the prescriber to view a simplified version of their prior authorization history from the last 30 days. The prescriber can filter by prior authorization request status of “All”, “Pending”, “Approved”, “Denied”, “Denied-Upheld”, “Denied-Overtaken” and “Denied-Appeal in Process”.

Auth ID	Contact Us	Hedis	Status	Created On	Plan
3137371			Pending	5/23/2014	MHP Medicaid
3137401			Pending	5/27/2014	MHP Medicaid
3137021			Approved	5/9/2014	MHP Medicare 2012
3137031			Closed	5/9/2014	MHP Medicare 2012
3137381			Pending	5/23/2014	MHP Medicare 2012
3137041			Pending	5/9/2014	MHP Illinois Medicaid
3137051			Closed	5/9/2014	MHP Illinois Medicaid
3137161			Pending	5/9/2014	Meridian Complete
3137061			Pending	5/9/2014	MHP NH Medicaid

Figure 32: Recent Prior Authorizations

Prior Auth Search

Clicking on either Search Prior Auth in the Prior Auth menu (1) or the View All Prior Authorizations button in the Prior Auth window (2) will open the detailed prior auth search page.

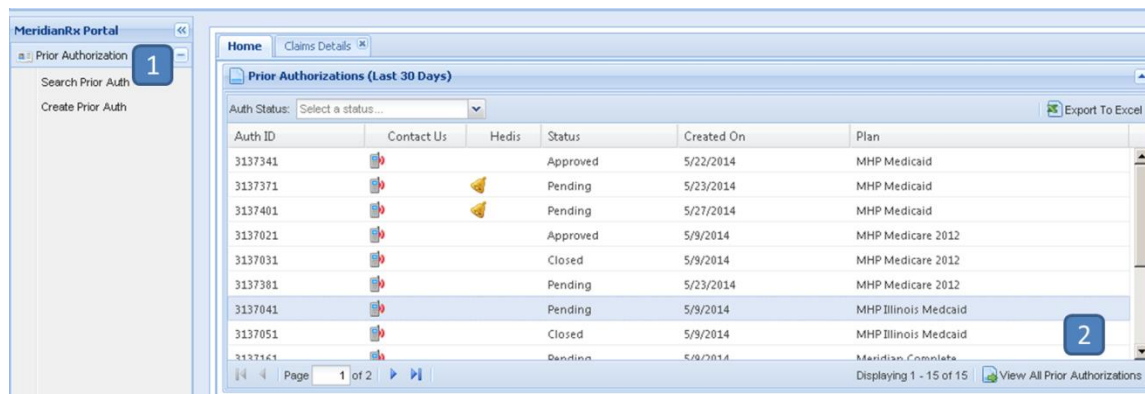


Figure 33: Prior Authorization Advanced Search Links

The advanced prior authorization request search allows the prescriber to search all prior auths for members who have prior auths submitted by that prescriber. The prescriber can also see additional prior auth requests submitted by other prescribers for members under their care. The prescriber can search by a date range, specific member, medication and prior auth status (all, pending, approved, denied, denied-upheld, denied-overturned and denied-appeal in process).

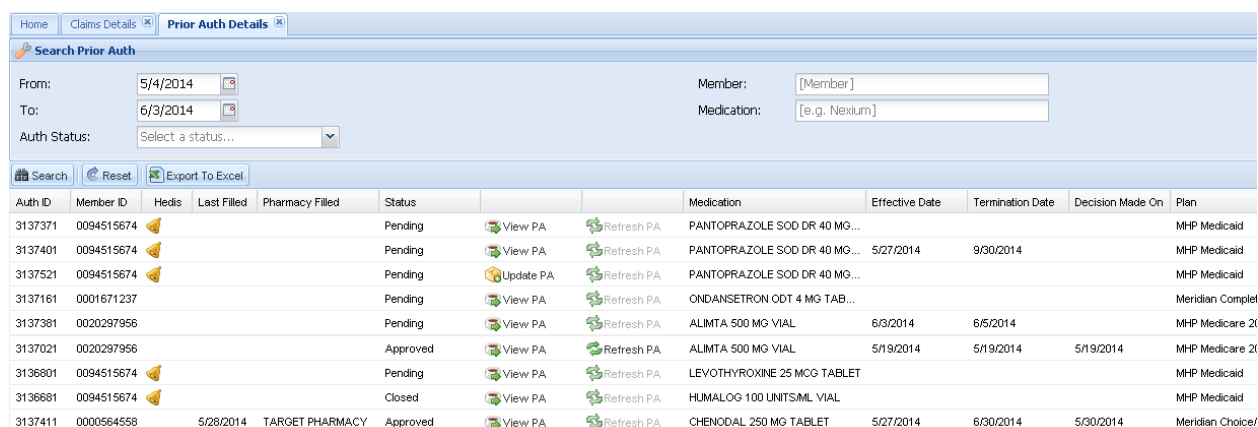





Figure 34: Prior Authorization Advanced Search

In addition, any Prior Auth request that has not been submitted to MeridianRx for deliberation may be updated by clicking the Update PA  Update PA button. Requests that have been submitted to MeridianRx cannot be modified. However, the user can view the submitted information by clicking the View PA  button.

For Prior Authorizations that have been previously approved and have subsequently expired (passed their termination date) the physician may select the Refresh PA  Refresh PA button to re-submit the Prior Authorization to MeridianRx for extension using the same detail as the original. The system will present the user with the PA screen allowing for additional information to be entered prior to saving and submitting.

ePrior Auth

The ePrior Authorization area allows prescribers to electronically submit Prior Authorization requests directly to MeridianRx. The Prior Authorization requests go into a pharmacist monitored queue for immediate action, thereby speeding up the Prior Authorization submission and deliberation process.

Create Prior Auth

Begin by using the left margin menu and selecting Create Prior Auth from the Prior Authorization tab.

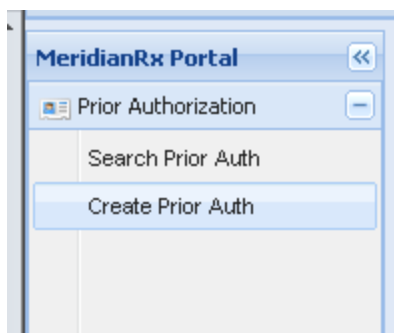


Figure 35: Selecting Create Prior Auth.

The Create Prior Auth window will open allowing the user to enter all information relative to the Prior Auth request.

Select Member

Selecting a Member from the prescribers list of authorized patients will populate the required fields for that member. Note that a prescriber can ONLY see members that they have been granted access to.

A screenshot of the 'Create Prior Auth' window. At the top are tabs: 'Home', 'Prior Auth Details', and 'Create Prior Auth' (which is active). Below the tabs is a section titled 'Contract Entity Information:'. It contains several fields: 'Member*:' with a text box containing 'walker' and a 'Search' button; 'DOB*:', 'Gender*:', 'Contact No:' (with a dropdown showing '(123)-456-7894'), 'Height Ft.In:' (with 'Feet' and 'Inch' dropdowns), 'Weight Lbs:', 'BMI:', and 'Blood Pressure:' (with a text box containing '123-456'). There are also 'Date Calculate' and 'Taken On' buttons. A search results popup is visible over the 'DOB*' field, showing 'Willie Walker' and 'Member ID: 41144431857'. Below the popup is a pagination bar showing 'Page 1 of 1'.

Figure 36: Selecting Member.

Add Member

If the member is not part of the prescriber's member list, click the Search button to locate and add member.

Member Access

Request Member Access

Member ID:

First Name:

Last Name:

Gender:

DOB:

SSN (Last 4 digits):

Figure 37: Add member window.

Select Medication

The medication portion of the ePrior Auth request is a type-ahead search. Begin by typing the name of the desired medication until a list appears. Then select the appropriate medication.

Medication Information:	
Medication*:	nexium
Strength and route of administration*:	NEXIUM DR 10 MG PACKET-B00186 NDC-00186401001, GCN-63668
Frequency:	NEXIUM DR 20 MG PACKET-B00186 NDC-00186402001, GCN-62245
Quantity:	NEXIUM DR 40 MG PACKET-B00186 NDC-00186404001, GCN-62246
Diagnoses:	NEXIUM DR 20 MG CAPSULE-B00186 NDC-00186502031, GCN-47525
Rationale:	NEXIUM DR 20 MG CAPSULE-B00186 NDC-00186502054, GCN-47525
	NEXIUM DR 20 MG CAPSULE-

Figure 38: Selecting Medication

Continue filling out the remaining items within the request screen as shown in the example below. Note that the Prescriber Information area will default to the Prescriber logged into the MeridianRx portal.

Contract Entity Information:			Medication Information:		Prescriber Information:	
Member*:	WILLIE WALKER		Medication*:	NEXIUM	Prescriber Name*:	JAMES SMITH
DOB*:	06/13/2012		Strength and route of administration*:	20 MG ORAL	NPI*:	1234567890
Gender*:	Male		Frequency:	Daily	Specialty:	MEDICINE
Contact No:	(123)-456-7894		Quantity:	30	Office Phone*:	(123) 456-7890
Height Ft.In:	[Feet] [Inch]		Diagnoses:	Illness...	Office Fax*:	(123)-456-7894
Weight Lbs:			Rationale:	Required to treat illness...	Contact Person*:	JAMES SMITH
BMI:						
Blood Pressure:	123-456					

Figure 39: Completing the ePA request.

Allergies and Therapy History

The ePA application allows the user to enter information about member drug allergies and prior medication therapies to support the decision of the Prior Authorization administrator and enhance coordination of care.

Drug Allergies:	
Allergen	Allergen Concept Type
peanut (568)	Base Ingredient
Page 1 of 1	
Displaying 1 - 1 of 1	
Previously Attempted Therapies:	
Medication	Failure Date
Result of Therapy	

Figure 40: Member drug allergies and Prescription Therapy history.

Attachments

The prescriber may also attach documents, test results, etc., to support their case for authorization of medications. Start by clicking the Add Attachment button:

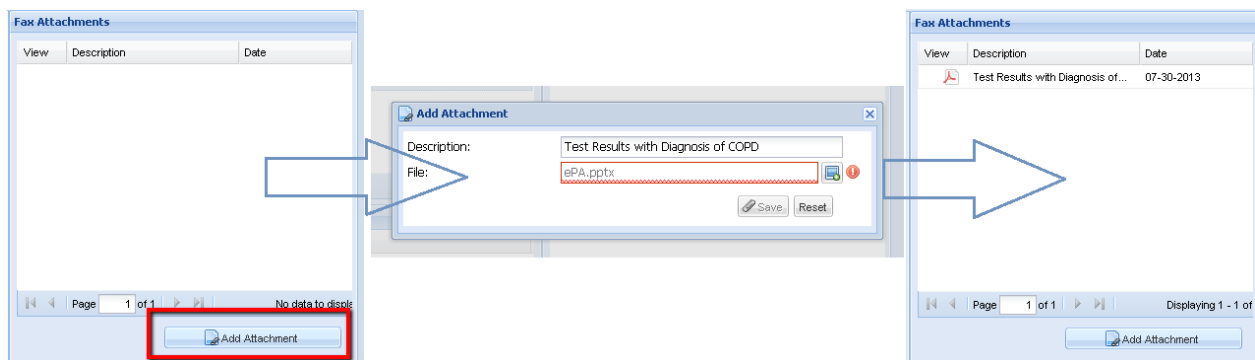


Figure 41: Attaching documents to ePA

Locate the file (pdf) that you'd like to attach and click the Save button. The document is appended to the ePA request form and is forwarded along with the ePA fax.

Save Prior Auth Request

Before submitting the ePrior Auth Request, the user must first save the information as entered using the Save button (1). This interim step also allows users to keep entered information without losing it in the event that not all required information is available. The user has the option of saving the ePrior Auth request for completion at a later time.

Figure 42: Save Prior Auth button.

Submit ePA

When all fields are complete and any necessary supporting documents have been attached, click the Submit PA Request button to set MeridianRx pharmacist queue into motion. Users will receive a confirmation of their submission as shown:

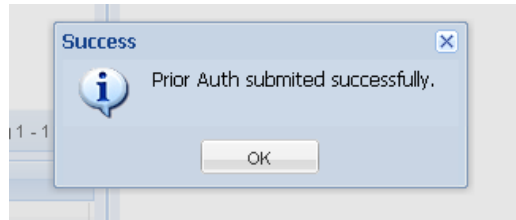


Figure 43: Confirmation of ePrior Auth submission.

Confirmation

To confirm that your prior authorization was successfully submitted, navigate to the Search Prior Auth tab and you should see the new prior auth request listed with status of Pending.

A screenshot of the 'Search Prior Auth' interface in a web application. The interface has a top navigation bar with 'Home', 'Prior Auth Details' (selected), and 'Create Prior Auth'. Below the navigation bar is a search form with fields for 'From:' (3/23/2014), 'To:' (4/22/2014), 'Auth Status:' (a dropdown menu showing 'Select a status...'), 'Member:' ([Member]), and 'Medication:' ([e.g. Nexium]). Below the search form are buttons for 'Search', 'Reset', and 'Export To Excel'. At the bottom is a table with the following data:

Auth ID	Member ID	Member Name	Hedis	Last Filled	Pharmacy Filled	Status		Medication
3136681	0094515674	WILLIE WALKER				Pending	View PA	HUMALOG 100 UNITS/ML VIAL

Figure 44: New ePrior Auth request showing in Prior Auth Details.

Documents and Forms

The Documents and Forms area of the provider portal allows the provider to download copies of documents for prior auth submission, formulary and other items to be added as MeridianRx grows into the future.

Documents

Documents include or may include Prior Authorization Request Forms, patient information/consent forms, etc... Generally, any document that assists the doctor in better serving MeridianRx patients will be included and available in this tab.



Figure 45: Documents window

Formulary

The formulary option within Documents and Forms allows the prescriber a quick link to the formulary PDF for any line of business. This also allows them to print the formulary for sharing with patients.

Begin by selecting the appropriate plan.

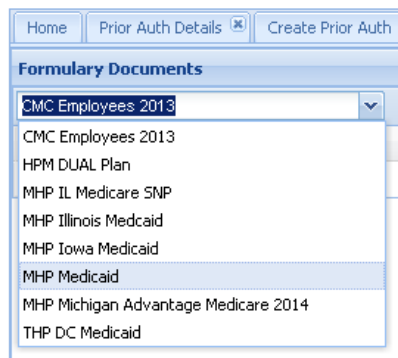



Figure 46: Select Plan for Formulary

With the plan selected, the user now has the ability to view and print the formulary by clicking the icon  next to the formulary name.

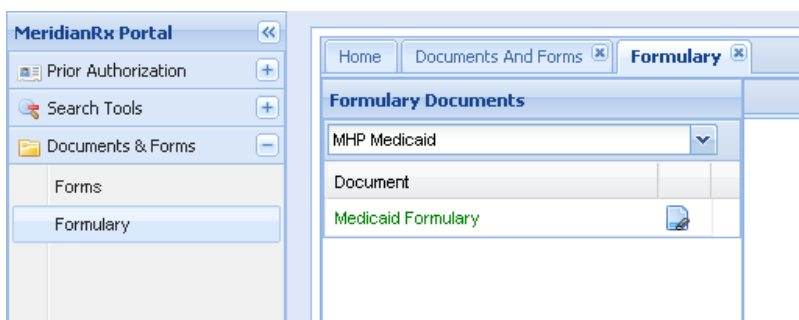


Figure 47: Formulary window

Prescriber Support

From the Home Screen, there is a direct link within the Prior Authorization queue that will display the MeridianRx support phone number specific to that Prior Authorization.

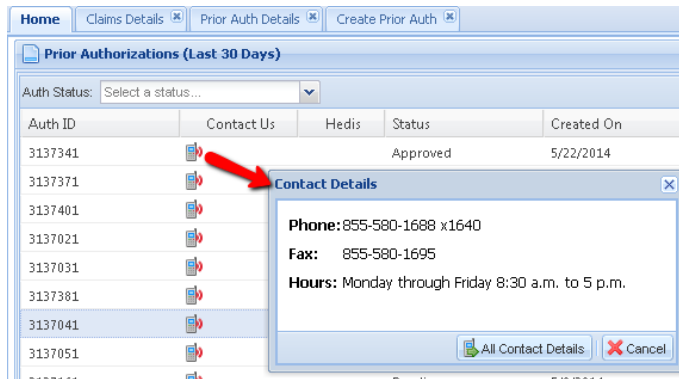


Figure 48: Prior Auth contact link.

There is also a tab for general Prescriber Support that contains phone, fax and location information for the prescriber in the event that they need to contact MeridianRx for any reason.

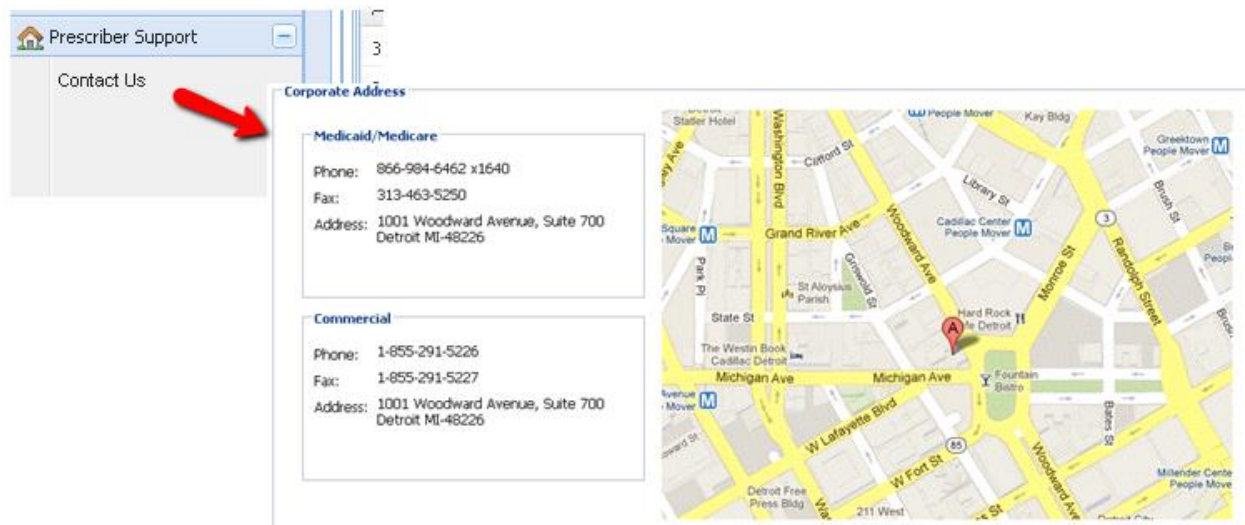



Figure 49: MeridianRx Contact Information

Additional Features


Excel Export

On most list screens, users have the ability to export the content into Excel for sharing, viewing, filtering, etc. Look for the Export to Excel  Export To Excel link.


Member Information

The My Members window contains an icon link  that will bring up the Member's information screen.

Drug Information

The Claim Detail list contains an icon link  that will automatically return information on the drug shown.

HEDIS Information

Anywhere the Bell icon is shown  the user can click it to view HEDIS measures that are due for the member.

Display Content

To add or remove a column from any display, hover at the right edge of any column within the window and look for the drop down arrow to appear. Click the arrow and column options will appear, allowing the user to sort by, add or remove columns from the display.

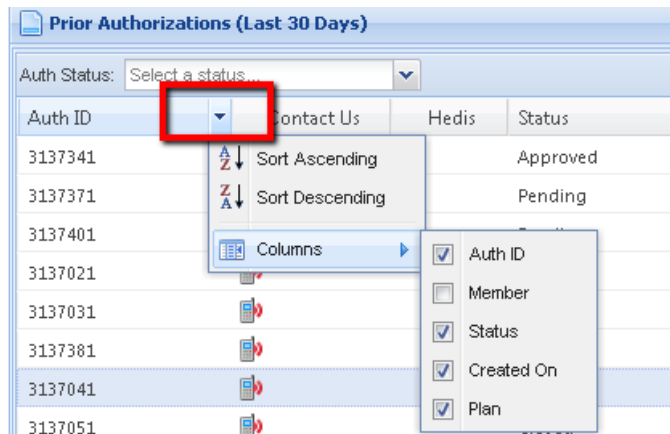



Figure 50: Managing Display Content

Refresh Display

The Refresh icon  in any display will bring up the latest available information relative to current window.