eCC - Current Approval Mircera List

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Purpose: Follow this procedure when a user reports issue with Mircera Approval. The current approval Mircera list is located at Mircera Approval folder. There will be only one file stored in the location. There are three possibilities please follow each carefully.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNAdmit dateECD # (encounter common data number)

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Potential issues

Scenario 1: Clinic is not able to enter Mircera Order, Clinic runs report that shows patient is ineligible.

P&T; committee requires a remedy ticket to verify that patient is not eligibleTicket is looked at by the E-Cube Team and compared to the weekly eligibility list.If patient is ineligible, clinic then completes P&T; request form for either Epogen or Aranesp

Scenario 2: Clinic has a patient that has arrived in the clinic from another clinic and was already receiving Mircera

Clinic creates a Remedy ticketeCube Team looks at eligibility list and since patient is eligible, e-Cube Team Emails FMC Operations Integrity Formulary Exceptions to create Mircera Authorization on new visit

cenario 3: Clinic has a patient who is not eligible to receive Mircera but previously had received Epogen or Aranesp

Clinic creates a remedy ticket to get Aranesp or Epogen Auth createdeCube Team verifies patient is ineligible for MirceraeCube Team reviews Patient record to make sure patient has received Aranesp or Epogen in the pasteCube Team request Emails FMC Operations Integrity Formulary Exceptions to create an authorization for Epogen or Aranesp depending on what medication the patient received in the past.

3. Micera Approval can be found at

https://fmcna.sharepoint.com/sites/GRP-ESAEligibility/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FGRP%2DESAEligibility%2FShared%20Documents%2FMircera%20Eligibility%20Reports&p;=true&originalPath;=aHR0cHM6Ly9mbWNuYS5zaGFyZXBvaW50LmNvbS86Zjovcy9HUlAtRVNBRWxpZ2liaWxpdHkvRWdEeGlDbkhpdzlMZzhJZ2ktU09va3dCVlhienBXZmdTNmdqZ25iYkJhYTFlZz9ydGltZT1KRDVIdi1PdjEwZw

4. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-EUX-Help Desk-Clinical Java Review - L1