

FERA - Prior Authorization (PA) Status and Process

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FERA - Prior Authorization (PA) Status and Process

Purpose: Follow this procedure when a user reports issues in FERA (Formulary Exception Request Application), regarding PA (Prior Authorization). Some medications require authorization from the patient's insurance. This is termed as Prior Authorization (PA). If PA is approved, then P&T; approval process begins.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Clinic Prod Patient Name, Patient MRN Detailed Description of the issue. Screen shot of the Error

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. PA approval and P&T; Approval are two separate processes.

A patient that requires PA cannot begin P&T; approval process without PA approval. A PA approval does not necessarily mean P&T; Approval.

5. When PA is required for a patient, user will be prompted to enter additional information in FERA.
6. After request is entered, users will receive a message stating Prior Authorization is Pending.
7. The prior authorization process can take several days. If you relaunch FERA to enter a request while there is a PA request pending for the same medication, a message box will appear indicating a PA is pending.
8. Status emails for PA will be sent to the contact email(s) provided in the request form, this included Approvals and Declinations
9. If PA declined, user's can submit a new request.
10. For all questions regarding PA statuses, Required, Pending, Declined, direct user to contact medicationsauthorizations@freseniusmedicalcare.com.
11. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Fera

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

SME or Team Lead

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