# PeopleSafe - Expiring Prior Authorization (PA) Opportunity in PeopleSafe

[** Reminders](#_Toc155361357)

[Determining if an Expiring Prior Authorization (PA) Exists](#_Toc155361358)

[** Advising the Member of an Expiring Prior Authorization (PA) Opportunity](#_Toc155361359)

[Identifying Prior Authorization Types That Do Not Warrant Communication](#_Toc155361360)

[Related Documents](#_Toc155361361)

**Description:** Provides the process for accessing, reviewing, and advising a member of an expiring Prior Authorization event.

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| Reminders |

**  ePA does not apply to Specialty medications or MED D/EGWP members.  
Specialty handles its own medication authorization. Refer to **Specialty Prior Authorization, Exception, or IBR** section of [Specialty Pharmacy (CTS - Caremark Therapeutic Pharmacy Services) Call Handling (007148)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2eb2f621-bbbb-4e0e-9189-6b47d44f42b3).

Various Alerts can be used to determine if an expiring Prior Authorization opportunity exists. This capability will be used to provide the plan member with information on what steps to take to ensure that there are no drug therapy interruptions due to an expired PA (if applicable).

If unable to view the PA Status via the PBO tab, call the PA Department unless the corresponding CIF states otherwise.

**Renewal of an Expiring Prior Authorization**

Renewals of previously approved Prior Authorizations cannot be initiated any earlier than 90 days before the expiration date of the current prior authorization that’s already on file.

**Alert Status**

* Plan Benefit Override (PBO) navigation tab is **GOLD** as shown here: 
* Pop-up message indicating: **“Expiring PA Opportunity exists for one or more Participants”**
* Expiring, Expired PA and/or Overrides text display in **RED** font
* Voided Prior Authorizations/Overrides text display in **GREEN** font

**Alerts Criteria**

* ** For the Pop-Up **Alert** of an expiring Prior Authorization to display the PA must be either **45 days before** or **45 days after** the actual expiration date of the PA on file.

This is the **Pop-Up Alert only** and NOT the date the PA can be started.



** **Note:** In order to trigger an alert, a Prior Authorization record must be **in effect** for a **minimum of** **30 days** to trigger a PA Expiration Alert, and the selected member’s prior authorization record(s) must meet the above criteria.

**Example:**

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| **PA Expiration Window (Alert Trigger)** | | | |
| **Trigger Activates** | | **Trigger Deactivates After 45th Day** | |
| **45 Day** | **Exp Date** | | **45 Day** |
| **(11/16/18)** | **(12/31/18)** | | **(02/14/19)** |

[Top of the Document](#_top)

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| Determining if an Expiring Prior Authorization (PA) Exists |

Perform the following steps to verify that an expiring PA opportunity exists:

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| **Step** | **Action** | |
| **1** | Access PeopleSafe Main Screen, locate the member’s account, and look for the following message: “Expiring PA opportunity exists for one or more participants.” | |
| **2** | Select **OK** andthe **View Activity** button to determine if Expiring PA opportunities have been recently addressed with the member. | |
| **If…** | **Then…** |
| Yes | Do Not advise of Expiring PA. Proceed with call as normal. |
| No | Proceed to [Advising the Member of an Expiring Prior Authorization (PA) Opportunity](#_Advising_the_Participant). |
| **3** | Select the  navigation tab from the **Main** screen.  **Result:** Plan Benefit Override screen displays the expired or expiring PAs in **RED** font as illustrated below. | |

[Top of the Document](#_top)

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| Advising the Member of an Expiring Prior Authorization (PA) Opportunity |

After [determining if an expiring PA exists](#rocc), perform the following steps to advise a member of an expiring PA opportunity:

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| **Step** | **Action** | |
| **1** | Select the **Plan Benefit Override** button.  **Result:** Plan Benefit Override Summary screen displays. Several columns within this screen can be sorted to assist with locating the appropriate PA. | |
| **2** | Select the **radio button** located to the left of the expiring PA. | |
| **Prior Authorization/Override Type** | **Displays in (font color)** |
| Expired/Expiring | Red |
| Voided | Green |
| **3** | Review list for other Prior Authorization opportunities. Refer to [Identifying Prior Authorization Types](#_Identifying_Prior_Authorization) for further explanation. | |
| **4** | Determine if the indicated expiring prior authorization opportunity is for a type that should NOT be proactively addressed with the member. | |
| **If…** | **Then…** |
| Yes | Do Not advise of Expiring Prior Authorizations. Proceed with call as normal.  **Note:** Some Prior Authorizations are entered to exclude coverage of a specific drug or class of drugs. Do **NOT** advise members of expiring PA’s that exclude coverage. |
| No | Proceed to next step. |
| **5** | Select the **View Claims** button to view list of claims associated with the expiring Prior Authorizations.  **Note:** If no claims are found (View Claims pop-up), use the GPI/GCN code to lookup the drug name via Tools: Find A Drug. | |
| **6** | Obtain the medication name listed under the selected prior authorization. | |
| **7** | It appears that a Prior Authorization for one of your medications will be expiring soon. If you could provide me with the names of the medications you are currently taking, I can check to see if any of them are affected.  **Note:** Expiring Prior Authorization opportunities can be provided to a fully authenticated member for any of their own medications affected and authorized callers calling on behalf of another member after authenticating the call and **only** if the caller provides the drug names and one of those drugs are affected by the expiring PA. | |
| **8** | Once the medication name is provided, Are you still in need of this prescription after the expiration date? | |
| **If…** | **Then…** |
| Yes | Do you mind if I take a moment to see what actions you will need to take to ensure the Prior Authorization remains effective?    **CCR:** Review the CIF Prior Authorization or Need to Know. If no information is found, run a Test Claim. |
| No | Proceed with call as normal. |
| **9** | Assist member with a new Prior Authorization request. Refer to [Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c).  **Note:** Expiring PA opportunities for other family members can be viewed by selecting the Member/Family drop-down menu and should only be discussed with a fully authenticated or authorized caller. Refer to [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd), [Universal Care – Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f), and [HIPAA Grid (CMS-2-028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).  PBO Screen displays Carrier/Account/Group: This allows PeopleSafe users to see upfront that a PBO was from another CAG (Carrier/Account/Group). | |

[Top of the Document](#_top)

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| Identifying Prior Authorization Types That Do Not Warrant Communication |

The following prior authorization types should NOT be proactively discussed with the member.

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| **Prior Authorization Type** | **Explanation** |
| **RECAP**  **(PA w/ drug exclusion)** | Access the **Plan Benefit Override Summary** screen and review the Action column for the word “Exclude.” |
| **QL (PA w/ drug exclusion)** | Access the **Plan Benefit Override Summary** screen and review the Class Code / Description column for the selected PA that includes the word “Exclude.” |
| **RxClaim**  **(PA w/ drug exclusion)** | * Access the **Plan Benefit Override Summary** screen and click the **Radio Button** for the PBO that needs to be reviewed. * Click the **Edit Optional Fields** button and review the **Plan Benefit Override Maintenance** screen for the selected PA that includes the word “Reject.” |
| **CCM**  **(PA w/ drug exclusion)** | Access the **Plan Benefit Override Summary** screen and review the Comments column of the PBO.  **Note:** If the comments indicate “CCM”, do not inform the member that the PA is expiring. |

[Top of the Document](#_top)

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| Related Documents |

[Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c)

[Customer Care Abbreviations, Definitions, and Terms (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[Top of the Document](#_top)

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