00:05:14   Linden Weblab: Hi Pam and Steph! Thanks so much for joining! We'll be getting started at 12:30 Eastern 🙂

00:05:53   Steph Tam: Reacted to "Hi Pam and Steph! Th..." with 👍

00:05:54   Steph Tam: Hi! Sounds good 🙂

00:07:10   Linden Weblab: For new folks just joining us — thanks so much for being here! We will be getting underway at 12:30 Eastern 🙂

00:12:42   jennifer: SUPER excited for the ePA

00:13:10   Linden Weblab: Reacted to "SUPER excited for th..." with 💚

00:13:21   Linden Weblab: Replying to "SUPER excited for th..."

So are we!

00:13:28   Dewey Howell (PCC):   Reacted to "SUPER excited for th..." with ❤️

00:13:30   Steph Tam (PANW in Oregon):   Reacted to "SUPER excited for th..." with 💜

00:19:13   Suzy/Jan — Millburn/NJ: Replying to "SUPER excited for th..."

Hi — we will get a PA from the PA and us Navinet/Cover my meds to create a PA.

00:19:28   Suzy/Jan — Millburn/NJ: Replying to "SUPER excited for th..."

*drug store

00:19:56   Sarah Gliech (she/her) — PCC (Host):   Replying to "SUPER excited for th..."

Thanks Suzy! That's really good to know.

00:24:24   Saundra Fitzgerald MD Pediatric Assoc: My nurses really excited too!

00:24:32   Sarah Gliech (she/her) — PCC (Host):   Reacted to "My nurses really exc..." with 💚

00:24:38   Antonio Quintanilla: How we will get a PA for Synagis to star this kind of medication required the parents and Doctors signed paper forms.

00:25:01   shenriquez: that would be great and save us time

00:26:06   Saundra Fitzgerald MD Pediatric Assoc: nurses do this for us

00:26:13   jasminesandhu: Nurses for us

00:26:14   Suzy/Jan — Millburn/NJ: Our Nurse is the one who starts the PA

00:26:16   Donovan (GHPA): same

00:26:20   carrielake— Brighton Hill Pediatrics: nurses

00:26:21   Kelsey, Dover Pediatrics, NH: We only have medical

assistants in our office, we are the only ones to deal with the PAs. Docs usually have no idea when these are needed
00:26:32   Jeni from Dover Peds: Reacted to "We only have medical..." with ❤️
00:26:33   Saundra Fitzgerald MD Pediatric Assoc: We use covermymeds right now
00:26:34   Steph Tam (PANW in Oregon):   The Medical Assistants are the ones doing the PAs here at Pediatric Associates of the Northwest.
00:26:35   shenriquez: referral dept does PA at Winchester Peds Clinic
00:26:53   Suzy/Jan – Millburn/NJ: Cover my meds through Navinet
00:27:02   Jeni from Dover Peds: Kelsey Crocker from Dover Peds may be able to speak further of our process but typically the office gets a fax from the pharmacy stating that the PA is needed or from CMM stating that one was started. I typically then check the formulary for the insurance plan, then check the med list to see what has been tried before proceeding w/the PA
00:27:03   Steph Tam (PANW in Oregon):   We us CoverMyMeds if the forms are available. Otherwise we call insurance
00:27:15   KyleighGilliard: I do all of our PA's as a CMA. I use CMM and typically am also the one that calls the parent/pharmacy to update the status.
00:27:17   JanetFisher: I am the PA coordinator, so I handle all PA's mostly through CoverMeMeds and I usually only let the pharmacy know about the approval.
00:27:24   carrielake– Brighton Hill Pediatrics: if denied, I call the parent, if approved then I call pharmacy and tell them to fill it
00:27:28   amandaallen: Myself (Practice Liaison)and Medical Records handle our RX PA's
00:28:00   amandaallen: We use covermymeds, express scripts (when necessary) and superscripts.
00:28:11   amandaallen: Surescripts*
00:30:58   Donovan (GHPA): We have exactly the same experience
00:31:23   amandaallen: That is frustrating that the medicine has already been picked up without knowing and we go down a rabbit hole with insurance and find out patients did get the med.
00:31:33   Olney Peds/Maryland: This is exactly how we handle as well.
00:31:34   Kelsey, Dover Pediatrics, NH: I usually postdate a reminder to myself/Clinical to watch for a determination after the PA is submitted
00:31:43   Jeni from Dover Peds: 1. MA's
2. Fax to office then submission, then pharmacy/pt notification
3. CMM
4. Knowing the preferred for the insurance plan/what the specific criteria for approval/what the insurance limitations are; limited availability of some meds (pharmacy ordering from their supplier or manufacturer backorder, etc)

00:32:30   Sarah Gliech (she/her) – PCC (Host):   Thank you for all of these great accounts!
00:33:13   Dewey Howell (PCC):   Go PNW! Hi from Seattle!
00:33:50   Donovan (GHPA): This happens to us rarely too
00:34:06   amandaallen: I spent 3 hours on just ONE patient
00:34:14   Jeni from Dover Peds: 5. I notate the phone note that it was submitted (and I tend to be the over-documenter in office so I also attach the CMM submission to the phone note) and leave a task open so it can be checked by others. If I'm aware of the approval (we rotate covering the phones and the MA's working the phones are in charge of the PA's) I call the pharmacy to make sure they are aware of the approval and then also let the parent know
00:34:28   Saundra Fitzgerald MD Pediatric Assoc: Reacted to "I spent 3 hours on j..." with 👇
00:34:43   amandaallen: "If you don't document, it didn't happen" lol. That's my quote
00:34:54   Donovan (GHPA): It's the rare occasions when the appropriate form isn't available through covermymeds that takes the longest
00:35:09   amandaallen: Reacted to "It's the rare occasi..." with 👍
00:35:19   Jeni from Dover Peds: **I try to do as much as I can electronically w/o being on the phone.
6. ADHD is a big one…then some of the asthma meds or behavioral health
00:35:27   Steph Tam (PANW in Oregon):   Reacted to "It's the rare occasi..." with 👍
00:37:08   HPAH – MI: Some insurances require written appeal only :(
00:37:20   Dewey Howell (PCC):   yeah
00:37:28   shenriquez: Agree
00:37:32   Dewey Howell (PCC):   I am sure not all insurance companies support all variations
00:37:43   Steph Tam (PANW in Oregon):   One state insurance here in Oregon requires a phone call for PAs
00:37:47   Jeni from Dover Peds: I'd love to have like a check box of the different steps so anyone can pick up where you left off—i.e. insurance PDL reviewed, noted preferred, chart reviewed for prior trials, submitted PA, determination of PA…
00:39:02   KyleighGilliard: I find CMM has issues verifying eligibility for some Blue Cross products, so I end up having to call.
00:40:08   Steph Tam (PANW in Oregon):   We document in the faxed document that has been imported into the patient's chart. Sometimes it would be in a phone note also
00:40:24   CCrawford: Can someone give me a passcode for the meeting?
00:40:28   Jeni from Dover Peds: Yeah most PA's have to be renewed yearly even with the same insurance plan, sooner if the insurance plan changes

00:40:28   Saundra Fitzgerald MD Pediatric Assoc: 1. We make our patients have portal. They miss a lot if they don't.We have a text box to keep all the history of meds, etc. We have a snap text for the fields we want to track
00:40:42   Saundra Fitzgerald MD Pediatric Assoc: ack where's my edit text button?
00:41:11   Christina Vo: Reacted to "I'd love to have lik..." with ❤️
00:41:24   Sarah Gliech (she/her) — PCC (Host):   Replying to "Can someone give me ..."

Hi! The passcode is 126345
00:41:27   Steph Tam (PANW in Oregon):   We try to get all patients signed up for the portal
00:43:01   Sarah Gliech (she/her) — PCC (Host):   Replying to "Can someone give me ..."

The link to the meeting (which will automatically enter all the passcode when you join) is: https://pcc-com.zoom.us/j/85084235352?pwd=bXdUMnluTTFYZmh6cGdWbjhLTC9LUT09
00:43:24   Saundra Fitzgerald MD Pediatric Assoc: Sorry, we have a history snap text and a box called Provider Behavioral Health where we keep all the info needed for trials of meds etc
00:43:34   Jeni from Dover Peds: Yes we use the portal as well
00:44:03   Sarah Gliech (she/her) — PCC (Host):   Replying to "Sorry, we have a his..."

Snap text is awesome! Neat use of it!
00:44:37   HPAH — MI: Knowing what the step therapy needed is helpful
00:44:42   Jeni from Dover Peds: That would be so cool to have
00:45:49   Jeni from Dover Peds: Reacted to "Sorry, we have a his..." with 👍
00:46:00   Sarah Gliech (she/her) — PCC (Host):   Here's the link to sign up for next month's drop in!

https://info.pcc.com/erx-drop-in-2024-march
00:46:08   Jeni from Dover Peds: Reacted to "1. We make our pati..." with 👍
00:47:10   Steph Tam (PANW in Oregon):   Would ePA be able to pull the information from the chart into the PA that is being filled out? (Example: filling out the ICD-10 code, what other medication has been tried, etc) ?
00:47:46   amandaallen: Reacted to "Would ePA be able to..." with 👍
00:47:52   Jeni from Dover Peds: Reacted to "Would ePA be able to..." with 👍
00:50:39   Jeni from Dover Peds: We have a few patients that

have a prescription 3rd party manager (that is, it goes through a company different than the medical so there is a different prescription insurance card that they have)…we don't typically have that on file
00:51:21   Jeni from Dover Peds: Would the PCC eRx ePA pull that third party Rx coverage instead of the medical ? Or would we need to have that info on file?
00:51:28   Antonio Quintanilla: Sometime the pharmacy aske for a PA and when we contact the patient insurances say is not need it.
00:51:42   Sarah Gliech (she/her) – PCC (Host):   Replying to "We have a few patien..."

After Dewey shows this off, we can cover how prescription coverage is determined on your PCC system! (Spoiler alert, it's not based on the policy details you enter in PCC EHR!)
00:52:07   Jeni from Dover Peds: Reacted to "After Dewey shows th..." with 👍
00:55:14   Jeni from Dover Peds: Would this be able to "flag" when the expiration of a PA is approaching so it could be renewed without a delay in the patient treatment?
00:55:20   Suzy/Jan – Millburn/NJ: Can there be a task button for the DR to hit so the staff will know they need to continue the PA
00:55:49   helotes pediatrics: Reacted to "Can there be a task ..." with 👍
00:56:20   HPAH – MI: Reacted to "Can there be a task ..." with 👍
00:56:51   amandaallen: Is there a way to immediately notify the PA team without going through the front office? Occasionally, there's a delay if a new employee is unsure what to do with a PA document sent to us.
00:57:10   Steph Tam (PANW in Oregon):   Reacted to "Is there a way to im..." with 👍
00:58:35   HPAH – MI: Miscommunication and doublework happens is our pain points
00:58:36   Steph Tam (PANW in Oregon):   Replying to "Is there a way to im..."

^ can there be a ePA queue tab? Or a ePA tab in general to get these notifications similar to eLabs?
00:58:46   amandaallen: Reacted to "Miscommunication and..." with 👍
00:58:46   Sarah Gliech (she/her) – PCC (Host):   These are great questions! Please keep asking them 🙂 We don't have specific answers to most design-y questions yet, since we are still learning what you need and building prototypes. But these real specific questions are great for letting us know what would be helpful to you.
01:00:31   Steph Tam (PANW in Oregon):   Reacted to "These are great ques..." with 👍

01:01:57   Jeni from Dover Peds: Reacted to "^ can there be a ePA..." with 👍

01:02:57   amandaallen: Could there be an option to select "due to nationwide shortage" when a provider is trying to find whatever he or she can to get the patient their RX?

01:03:06   Steph Tam (PANW in Oregon):   Reacted to "Could there be an op..." with 👍

01:03:15   Jeni from Dover Peds: Reacted to "Could there be an op..." with 👍

01:03:22   amandaallen: Right

01:03:24   Sarah Gliech (she/her) – PCC (Host):   Replying to "Could there be an op..."

Oof we hear you on this! Seems like every office is really feeling the pain.

01:03:40   amandaallen: Reacted to "Oof we hear you on t..." with ❤️

01:03:51   Steph Tam (PANW in Oregon):   Extra notes would be great!

01:05:50   Jeni from Dover Peds: I need to sign off for now, but I think Kelsey Crocker (Dover Peds) is still on. And I'm available for additional questions via email (Jennifer@dp.pcc.com) as would be Kelsey (kelseyxmc@dp.pcc.com)

01:05:51   amandaallen: I can't get my audio to unmute lol

01:06:07   Sarah Gliech (she/her) – PCC (Host):   Reacted to "I need to sign off f..." with 👋🏻

01:06:12   Dewey Howell (PCC):   Thanks Jeni!

01:06:17   Sarah Gliech (she/her) – PCC (Host):   Replying to "I need to sign off f..."

Thanks y'all!

01:06:36   Jeni from Dover Peds: And yes our front office would route the the phone call (at least at Dover Peds), but our Referral coordinator/ or IT/Office assistant check the faxes and would route those

01:07:39   amandaallen: Our front office and triage will scan and/or chart our documents and faxes for RX's. Occasionally, our PA team will have already done the PA, clinical narratives, RX history, but the front office adds the denial or PA request after the work has been done.

01:07:55   amandaallen: It creates doublework

01:07:56   Sarah Gliech (she/her) – PCC (Host):   Sign up for next time! https://info.pcc.com/erx-drop-in-2024-march

01:08:58   Dewey Howell (PCC):   Replying to "It creates doublewor..."

Yes, we will be thinking about this flow to ensure there is no double work. Thanks for the info!

01:09:29   amandaallen: Absolutely
01:10:28   Steph Tam (PANW in Oregon):   At PANW (Pediatric Associates of the Northwest) our Medical Records department/person receives the faxes and then imports the documents for us CMAs to see and handle
01:10:55   amandaallen: Do you have any information related to various insurances on what they expect? Insurances vary quite often. So just seeing if anyone has a cheat sheet. haha
01:11:03   Steph Tam (PANW in Oregon):   Reacted to "Do you have any info..." with 👍
01:11:27   Steph Tam (PANW in Oregon):   Moda/ODS
BCBS
01:11:38   amandaallen: Molina, Absolute Total Care, BCBS
01:12:11   Sarah Gliech (she/her) — PCC (Host):   Replying to "Molina, Absolute Tot..."

The irony that a company called "Absolute Total Care" is a troublemaker!
01:12:34   amandaallen: You can literally do the whole she-bang with narrative, clinical notes, RX history, and insurance will still require more. Then we do the rest of the dance with provider letter, peer to peer, request for reconsideration.
01:13:28   amandaallen: Reacted to "The irony that a com..." with 😂
01:18:47   carrielake— Brighton Hill Pediatrics: this would be helpful   often times we get a denial but ins. co won't send their preferred list.
01:19:52   amandaallen: Reacted to "this would be helpfu..." with 👍
01:26:52   amandaallen: Yes, it's still not working. I exited and got back in. I'll try with headphones next time! I do apologize! You all have been very informative and open to our feedback. That is greatly appreciated!
01:27:21   Sarah Gliech (she/her) — PCC (Host):   Replying to "Yes, it's still not ..."

We sincerely appreciate your persistence!
01:28:03   amandaallen: Reacted to "We sincerely appreci..." with ❤️
01:34:53   Eastern Pediatrics (Tonya, LPN Clinical Manager):   Yes I complete the PA here in the office, we have to call ins comp and hope its the right one lol
01:34:59   Robyn: Could you guys just give a brief overview of how the PA process will work through EHR
01:35:41   Sarah Gliech (she/her) — PCC (Host):   Replying to "Yes I complete the P..."

You're in the right place 🙂

01:35:59   Eastern Pediatrics (Tonya, LPN Clinical Manager):
        We do the Cover My Meds, complete the PA forms, or call
insurance them selves and get transferred all around depts. If we had
a Electronic PA it would make our life easier and I can train all my
staff :)
01:36:26   Sarah Gliech (she/her) — PCC (Host):   Reacted to "We
do the Cover My M..." with 💚
01:43:39   Eastern Pediatrics (Tonya, LPN Clinical Manager):
        I like this idea for sure, will it alert us if there is an
approval?
01:44:52   Eastern Pediatrics (Tonya, LPN Clinical Manager):
        Also, will it able to do PA for compound medications or washes
that has % amounts in it
01:49:27   Eastern Pediatrics (Tonya, LPN Clinical Manager):
        what about if they have secondary insurance and getting
approvals?
01:50:02   Sarah Gliech (she/her) — PCC (Host):   You can sign
up for next month's drop in here: https://info.pcc.com/erx-drop-
in-2024-march
01:52:06   Eastern Pediatrics (Tonya, LPN Clinical Manager):
        Thanks for that
02:08:40   Sarah Gliech (she/her) — PCC (Host):   Final time
I'll post the link :) You can sign up for next month's drop in here:
https://info.pcc.com/erx-drop-in-2024-march
02:11:53   Sarah Gliech (she/her) — PCC (Host):   dewey@pcc.com
02:12:47   Steph Tam (PANW in Oregon):   Thank you for holding
this session! 🙂
02:12:53   Seth D Kaplan: Thank you!!