

00:25:21 Linden Weblab: Feel free to either unmute yourself or type your responses here in the chat!

00:26:20 Melissa Messer: for our 3 offices, RN's and LPNS. The are faxed over. We do use covermymeds – the system is not bad. Everything about PA

00:26:23 Maureen Bodiford: I use cover my meds

00:26:40 Melissa Messer: Everything about PA's is painful....

00:27:00 Melissa Messer: We call the pharmacy and let them know to process.

00:27:34 PAFR – Jennifer: The referral coordinator and care coordinator in our office process PA's. We use covermymeds sometimes and we manually process others. We're not a fan of covermymeds – the biggest problem is that its not great for medicaid and we are 60% medicaid practice

00:27:46 OCC–Katie: Our office has triage nurses process prescription ePAs. Mainly through covermymeds.com. Sometimes we get emailed requests from covermymeds.com or the pharmacy will send a request for a PA that contains a key ID to covermymeds.com.

00:28:12 Cpaga–Christine: Cover my meds..

00:28:29 OCC–Katie: ADHD medications and specialty medications, especially if first use medications need PAs

00:28:32 Judy Orton: It's either myself as the provider or my nurse care manager that does the PA. We find out because parent has called, pharmacy has faxed or we see an email from Cover My Meds. Usually is a VT Medicaid or BC product –AND PA is not really required but needs DAW – hard to keep track who is who. It's painful and time consuming. I do use the new tool but still it's not perfect as to if a PA is needed.

00:28:40 Melissa Messer: they typically send a fax to the office

00:28:40 PAFR – Jennifer: Fax from the pharmacy or family calls frustrated

00:29:00 Cpaga–Christine: FAX from the pharmacy, family, emails.

00:29:12 Holland Pediatrics: Dual insurance is difficult. Primary insurance may be private and secondary Medicaid and they both cover different meds.

00:29:13 Melissa Messer: picking up from machine

00:29:16 Judy Orton: Stimulant medications are probably #1 but more recently inhaled steroids are second most common.

00:29:26 Melissa Messer: talk sweet to me!

00:29:34 Christine: picking up from fax

00:29:38 OCC–Katie: we now have faxes come into our PCC EHR

00:30:18 Judy Orton: Definitely it's better with new tool.

00:32:02 PAFR – Jennifer: Can portal message go out automatically to parent once it is approved?

00:32:26 Melissa Messer: not very often in our offices. prob less than 10%

00:32:42 OCC–Katie: I would say 40% in our practice, just

because of different insurances.

00:32:49 OCC-Katie: However, covermyeds.com helps with that

00:32:50 Pam and April from TPC: Not very often in our office either.

00:32:53 Judy Orton: My care manager probably has it happen about 1 x/week (we're a small practice) and then it's sitting on hold to BC for 3 hours. She's great at multi-tasking but frustrating. - probably 10%

00:32:59 PAFR - Jennifer: Agree with the 40%

00:34:52 OCC-Katie: It's hard because formularies change often, too... especially Medicaid

00:35:22 Judy Orton: That would be cool to have a heads up that a new PA was coming due.

00:35:30 OCC-Katie: Reacted to "That would be cool t..."

with 👍

00:36:16 PAFR - Jennifer: That would be great!

00:42:43 Linden Weblab: For anyone just joining, please feel free to unmute yourself if you have questions or comments. Alternatively, you can use this chat as well.

00:48:53 OCC-Katie: Can it pull in previously used medications with end/start dates? Many times if we note they have had a failure/intolerance to previous medications they want to know what has been tried. Or is there a way to enter this into the medication history when a med has been discontinued? At least so it's easy to find.

00:51:33 OCC-Katie: yes that's awesome!

01:01:25 OCC-Katie: Thanks so much!

01:01:35 PAFR - Jennifer: Thank you so much!

01:01:37 Christine: Thank you!!!

01:01:50 Pam and April from TPC: Thanks SO Much !

01:33:40 Linden Weblab: Feel free to unmute or use this chat for any questions or feedback you may have!