truehealth™
new mexico

Electronic Prior Authorization Overview

What it is

Electronic Prior Authorization helps you streamline your workflow by making the most efficient medication-related prior authorization process your default. With the ability to automatically identify and quickly process prior authorizations at the point of care, you'll improve your practice's efficiency, avoid post-visit disruptions and deliver even more satisfying experiences for patients.

How it works

With Electronic Prior Authorization, you'll strip away inefficiency, reduce disruption, and give patients a faster path to successful treatment.
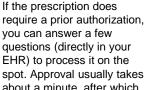
1

As soon as you select a medication, you'll get a notice showing whether you need a prior authorization.

2

If the prescription does require a prior authorization, you can answer a few questions (directly in your EHR) to process it on the spot. Approval usually takes about a minute, after which you route the approved prescription to the pharmacy.

3

Your patient arrives at the pharmacy, picks up his prescription, and starts his medication. No modification requests. No frustrating back-and-forth phone calls.

Talk with your EHR about activating or accessing Electronic Prior Authorization

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What it looks like in action

You're treating Jayden for asthma. You decide the best medication is ADVAIR®.

As you're entering the script into your EHR, you get an alert — this prescription requires a prior authorization. In real time, Electronic Prior Authorization retrieves Jayden's current benefit and eligibility information to check that you really will need a prior authorization. Your EHR confirms it: based on Jayden's patient-specific information, a prior authorization will be required.

Dependable, real-time confirmation of whether a prior authorization is actually needed

In your EHR, you see a short list of questions. All the questions are specific to ADVAIR — and some already have prepopulated answers. You quickly answer the rest of the questions, confirming there's a valid indication (asthma treatment) and identifying another medication that didn't work (SYMBICORT®).

Dynamic, in-workflow process for justifying approval

Once these questions are answered and submitted back to the payer, within about a minute you see an approval notification. Now you're sure that Jayden's insurance will cover the medication — and you can rest easy knowing you won't need to deal with after-the-fact questions or phone calls about coverage.

Advance approval that ensures "done" really means done

With the click of a button, you route the approved prescription to Jayden's pharmacy. He's able to pick up his medication on time, without any hassles.

Positive patient experiences at the pharmacy counter

Key advantages

- Adds a complete, guided prior authorization process into your everyday EHR workflow

- Replaces faxes and phone calls with a completely automated process

- Communicates in real time directly with the nation's largest PBMs and Health Plans, including True Health New Mexico

- Covers all medication classes and specialty medications

- Streamlines the prior authorization process at the practice level or for centralized teams

- Combines with Real-Time Prescription Benefit to transform patients' experiences

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