

Payer/TPA Drug Formulary Dashboard Guide



This Guide provides a description of the information contained on the Drug Formulary — Dashboard, with definitions of the fields and some tips regarding the functionality available.

Return to Landing Page
Log out

Welcome: Workload Administrator

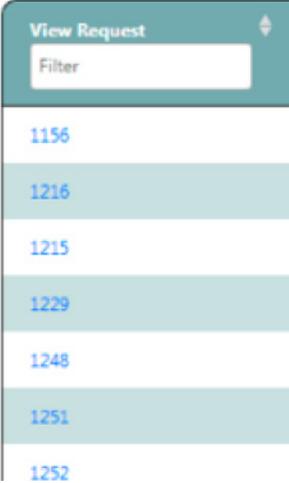
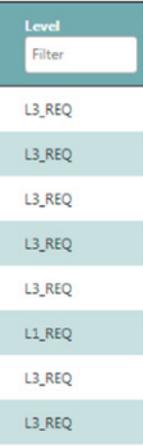
Drug Formulary - Dashboard

[Assign/Reassign](#)

Click to sort (Shift + Click for multiple)

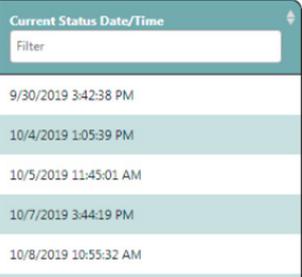
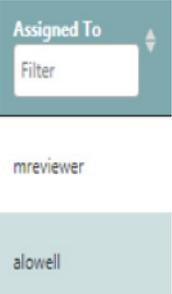
Show entries Filter records:

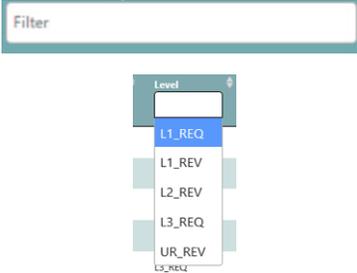
View Request	Level	Status	Due Date	Claimant Name	WCB Case ID#	Carrier Case ID#	Employer Name	Carrier Name	Claim Admin Name	Medication Requested	Current Status Date/Time	Assigned To	Assign/Reassign
<input type="text" value="Filter"/>													
1266	L1_REQ	Submitted	10/10/2019 9:39:20 AM	Smith, John	G1111111	1111111-11	Smith's Forge	Church Mutual Insurance Co	Church Mutual Insurance Co	Med4	10/9/2019 9:39:20 AM	mreviewer	<input type="checkbox"/>
1227	L2_REQ	Submitted	10/14/2019 2:12:36 AM	Mouse, Minnie	G1111112	1111111-12	Disney Productions, Inc.	Church Mutual Insurance Co	Church Mutual Insurance Co	Medication 1	10/9/2019 2:12:36 PM	alowell	<input type="checkbox"/>
802	L3_REV	Submitted	9/14/2019 1:34:19 PM	Doe, Jane	G1111113	1111111-13	St. Sophia's	Church Mutual Insurance Co	Church Mutual Insurance Co	Test Med	9/4/2019 1:34:19 PM		<input type="checkbox"/>
843	L3_REV	Submitted	9/16/2019 2:37:58 PM	Charles, Raymond	G1111114	1111111-14	Motown Records	Church Mutual Insurance Co	Church Mutual Insurance Co	test Narcotics	9/6/2019 2:37:58 PM		<input type="checkbox"/>
847	L3_REV	Submitted	9/16/2019 3:06:47 PM	Jones, Jen	G1111115	1111111-15	Gotham City Police	Church Mutual Insurance Co	Church Mutual Insurance Co	Test Anxiety	9/6/2019 3:06:47 PM		<input type="checkbox"/>
848	L3_REV	Submitted	9/16/2019 3:06:47 PM	Mouse, Mickey	G1111116	1111111-16	Disney Productions, Inc.	Church Mutual Insurance Co	Church Mutual Insurance Co	Test Med	9/6/2019 3:06:47 PM		<input type="checkbox"/>
852	L3_REV	Submitted	9/16/2019 4:04:13 PM	Duck, Donald	G1111117	1111111-17	Disney Productions, Inc.	Church Mutual Insurance Co	Church Mutual Insurance Co	Test	9/6/2019 4:04:13 PM		<input type="checkbox"/>
953	L3_REQ	Submitted	9/27/2019 10:28:29 AM	Warbucks, Annie	G1111118	1111111-18	Warbucks, Inc.	Church Mutual Insurance Co	Church Mutual Insurance Co	meds	9/26/2019 10:28:29 AM		<input type="checkbox"/>
1005	L1_REV	Granted in Part	10/4/2019 12:58:39 PM	Parker, Peter	G1111119	1111111-19	The Daily Planet	Church Mutual Insurance Co	Church Mutual Insurance Co	Drug Test 45	9/24/2019 12:58:40 PM	alowell	<input type="checkbox"/>

Dashboard Item	Description
<p>View a Request</p> 	<ul style="list-style-type: none"> ■ When the blue hyperlink is clicked, the prior authorization form will open for the user. ■ The user will see the information that they entered when the form was initiated and any subsequent reviewer response. ■ If the request was denied or partially approved, and the prescriber wishes to request next-level review, information specifically addressing the rationale for the denial or partial approval should be entered. ■ Reviewers should specifically address the prescriber’s rationale for the request. ■ Entered information can be free text and/or attachments. If using attachments, it is recommended that brief free text be entered to provide context for the attachment(s). ■ To add an attachment, click on the paperclip icon in the upper right corner.
<p>Level of a Request</p> 	<ul style="list-style-type: none"> ■ The Level is the current level of the review. ■ The Level can be either L1, L2, or L3. ■ It can also be in the status of either REQuest, or REVIEW. ■ Example: <ul style="list-style-type: none"> ■ L1_REQ – the prescriber has submitted the prior authorization request for Level I review. ■ L1_REV – the Level I review has been completed.
<p>Current Status of a Request</p> 	<ul style="list-style-type: none"> ■ The current Status of the prior authorization request, which includes: <ul style="list-style-type: none"> ■ Submitted – The request has been submitted by the provider and will remain in this status until an action is taken or the four-day timeframe has lapsed. ■ Denied – The request has been denied ■ Granted – The request has been granted ■ Granted in Part – The drug has been approved, but for a limited length of time, quantity or number of refills (from what was originally requested). ■ Approved OOC – The reviewer has not responded in the allocated timeframe and the request is deemed approved by an Order of the Chair. The prescription may be written and dispensed. ■ Granted Final – The provider’s 10 days to respond to the Level I or Level II review has lapsed or the WCB Medical Director’s office (MDO) has made a final decision. ■ Granted in Part Final – the provider’s 10 days to respond to the Level I or Level II review has lapsed or the MDO has made a final decision ■ Denied Final – the provider’s 10 days to respond to a Level I or Level II review has lapsed or the MDO has made a final decision.

<p>Due Date</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Due Date</p> <input type="text" value="Filter"/> </div> <ul style="list-style-type: none"> 10/1/2019 3:42:38 PM 10/5/2019 1:05:39 PM 10/6/2019 11:45:01 AM 10/8/2019 3:44:19 PM 10/9/2019 10:55:32 AM 10/9/2019 4:08:48 PM 10/9/2019 4:42:02 PM 9/13/2019 11:23:10 AM 	<p>■ Example:</p> <ul style="list-style-type: none"> ■ If a Level I request (L1_REQ) was submitted at 1/1/20 9:00am, the Due Date for the Level I review would be 1/5/20 9:00am
<p>Claimant Name</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Claimant Name</p> <input type="text" value="Filter"/> </div> <ul style="list-style-type: none"> Mouse, Minnie Smith, Joe Doe, Jane Charles, Raymond Jones, Jen 	<p>■ Claimant Name</p>
<p>WCB Case ID#</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>WCB Case ID#</p> <input type="text" value="Filter"/> </div> <ul style="list-style-type: none"> G1111111 G1111112 G1111113 G1111114 G1111115 G1111116 	<p>■ Workers' Compensation Board Case ID#</p>

<p>Carrier Case ID#</p> <div data-bbox="110 205 256 342"> <p>Carrier Case ID#</p> <input type="text" value="Filter"/> </div> <p>1111111-11</p> <div data-bbox="110 430 256 520"> <p>1111111-12</p> </div> <p>1111111-13</p>	<p>Carrier's Case ID#</p>
<p>Employer Name</p> <div data-bbox="110 642 326 722"> <p>Employer Name</p> <input type="text" value="Filter"/> </div> <p>Smith's Forge</p> <div data-bbox="110 785 326 846"> <p>Disney Productions, Inc.</p> </div> <p>St. Sophia's</p> <div data-bbox="110 909 326 970"> <p>Motown Records</p> </div>	<p>Injured worker's employer</p>
<p>Carrier Name</p> <div data-bbox="110 1039 245 1150"> <p>Carrier Name</p> <input type="text" value="Filter"/> </div> <p>Church Mutual Insurance Co</p> <div data-bbox="110 1230 245 1310"> <p>Church Mutual Insurance Co</p> </div> <p>Church Mutual Insurance Co</p>	<p>Name of the payer/self-insured</p>
<p>Claim Admin Name</p> <div data-bbox="110 1455 227 1566"> <p>Claim Admin Name</p> <input type="text" value="Filter"/> </div> <p>Church Mutual Insurance Co</p> <div data-bbox="110 1646 227 1707"> <p>Church Mutual Insurance Co</p> </div> <p>Church Mutual Insurance Co</p>	<p>Claim Administrator Name – this will be the same as the carrier name if the carrier is administering their own claims.</p>

<p>Medication Requested</p> 	<ul style="list-style-type: none"> The name of the drug being requested for prior authorization.
<p>Current Status Date/Time</p> 	<ul style="list-style-type: none"> The date and time that the action listed in the Status field of the dashboard was taken.
<p>Assigned To</p> 	<ul style="list-style-type: none"> The name of the individual reviewer assigned to review the request.
<p>Assign/Reassign</p> 	<ul style="list-style-type: none"> Assign/Reassign is used by the workload administrator to assign requests from the master dashboard to the individual reviewer's dashboard. To assign a request to a reviewer, the workload administrator clicks the Assign/Reassign box and selects the reviewer from the drop-down that displays on the screen. The request will be placed on the reviewer's dashboard. The item will stay on the workload administrator's dashboard, but will display the name of the assigned reviewer. To make a reassignment of an item, the same process is used.
<p>Sort Icon</p> 	<ul style="list-style-type: none"> Each of the above items has the "double triangle" symbol associated with it. Clicking this symbol will change the sort order of the items in the column. Example: <ul style="list-style-type: none"> If the column is sorted alphabetically, clicking this symbol will change the sort to reverse alphabetical order. If the column is sorted chronologically, clicking this symbol will change the sort to reverse chronological order.

<p>Column Filter</p> 	<ul style="list-style-type: none"> ■ Each column on the dashboard can be filtered. This allows the user to view all entries containing a particular value. ■ Example: <ul style="list-style-type: none"> ■ The user might want to see everything in the status of L1_Req to see what requests are outstanding and the due date of those requests. ■ Clicking on “Filter” will display the values that the user can filter on for that column. ■ Multiple filters from a single column can be applied. ■ Filters from multiple columns can be applied.
<p>All Column Filter/Search</p> <p>Filter records: <input type="text"/></p>	<ul style="list-style-type: none"> ■ Filter records allows the user to search for a particular value, regardless of which column it might appear in. ■ Example: <ul style="list-style-type: none"> ■ Entering “Jones” will display only those records with the name “Jones” in the claimant name field. ■ Entering “Oxy” will display only those records that have “Oxy” in the medication request field. ■ Typing characters into the Filter records box will refine the list of displayed items. The list will become smaller as more characters are entered.

Other Tips:

1. By default, the item needing the next action will default to the top of the dashboard list.
2. A newly acted on request will fall to the bottom of the reviewer’s submitted items since the next date of required next action on the request is now later than the other requests on the dashboard.