

## Frequently Asked Questions

### 1. What is Allscripts eAuth™?

Allscripts eAuth™ is an electronic transaction integrated into the Allscripts e-prescribing workflow which enables you, the provider, to perform prior authorizations electronically without fax forms, phone calls, or other cumbersome manual processes.

### 2. What are the benefits of eAuth?

- Replaces the manual process of phone/faxing in place today
- In most cases, provides real-time approval or denial
- Quicker response for approval or denial minimizes gaps in patient care
- Saves time and administrative work for staff
- Allows patient access to medication in a more timely manner
- Improves overall patient safety and patient satisfaction

### 3. Is eAuth available today?

Yes, Allscripts was first to market with electronic prior authorization (eAuth) via a Pilot in ePrescribe standalone. Now, eAuth is available in ePrescribe standalone for Express Scripts (the leading PBM in the market), Humana, and CoverMyMeds (CMM).

### 4. Do I need to pay for eAuth?

eAuth is available in ePrescribe standalone at no charge.

### 5. What PBM's are we connected to for eAuth?

We are leading all EHR vendors with PBM relationships for eAuth functionality. We are currently partnered with Express Scripts, CMM, and Humana to process eAuth in ePrescribe standalone (~100% of covered lives for pharmacy benefits).

### 6. How do we know if a medication requires a Prior Authorization?

eAuth is supported through the ePrescribing workflow. If a medication requires a Prior Authorization, end users will see an "ePA" icon on the destination screen and have the option to select "send ePA Request" in the drop down menu.

#### How do I answer a Question Form?

To answer your ePA Question Form, you will go to the **Task** tab and select **ePA** tasks. If a question form is available, the status will be **ePA Form Available**. To answer the question form click on **ePA Form Available**, the question form will appear for you to answer the questions related to the prior authorization request. Once all questions are answered, you will click on **Submit**. The form will be received and reviewed by the payer or PBM.

**7. How long will it take to get a question form back?**

If a question form is required, you should receive it within less than 24 hours.

**8. How long is the question form available?**

In general, questions forms are available for up to 72 hours (including weekends and holidays). It is recommended providers or office staff check for status updates daily.

**9. How long will it take to get an approval or denial after a question form with responses are submitted?**

In general, the average response time for an answered question form is less than 5 minutes.

**10. What are the most common ePA statuses?**

The most common ePA statuses are:

- **ePA Requested**- An ePA request has been initiated with the Payer or PBM.
- **ePA Form Available** – A question form has been received from the Payer or PBM and requires response.
- **ePA Approved** – The request has been approved and the prescription is ready to be sent to the pharmacy or printed.
- **ePA Denied** – The request has been denied.

**11. Will there be information included in a denial as to why the ePA was denied?**

Any information associated with a denial will be listed in the **Notes** section with the Denial response.

**12. What is the next step after receiving a response from the payer or PBM?**

After a request has a status of **ePA Approved**, select **Send to Pharmacy, Send to Mail Order, or Print** in the destination menu, and click on **Process**. If a request was **Denied**, users still have the option to select **Send to Pharmacy, Mail Order, or Print** in the destination menu and can **Process**. Doing so will enable the pharmacy to provide the prescription to the patient and the patient can pay for the prescription outside of his or her pharmacy benefit plan.

**13. How can I get additional information and/or training?**

In the Allscripts ePrescribe application Help site, access the [eAuth™ Quick Guide](#) or email [PayerLifeScience@allscripts.com](mailto:PayerLifeScience@allscripts.com) for more information.