



Allscripts and AssistRx Partnership  
Frequently Asked Questions – Provider /Client



## Summary

Allscripts has partnered with iAssist to integrate a specialty medication prior-authorization and resource platform to ePrescribe 2016.4. This document provides responses to frequently asked questions.

**Q** Why iAssist?

**A** More and more medications are being classified as specialty medications whether due to extremely high costs, or complex delivery requirements. It's expected by 2018, over half of the all the costs spent on prescriptions will be associated to those medications categorized as 'specialty'. Specialty medications require more work from your practice than just simply prescribing them. There are forms to fill out, prior authorizations to complete, patient assistance programs to identify, and education for your staff on the complexities of administering and monitoring these medications. You no longer need to memorize or write down the many passwords for different pharmaceutical company medication websites for access to these supporting services. Integrated access to the iAssist workflow will streamline this process for both clinical staff and patients by providing electronic access from within your EHR to various services which can greatly reduce the time, effort and time to therapy.

**Q** What is the difference between iAssist, AssistRx and Patient Access Services?

**A** AssistRx is the partner name, iAssist is the product name. iAssist has been around for several years, and is available today as a standalone solution. Practices may be familiar with the Brand name, iAssist but not the company name. Allscripts has developed a strategic partnership to integrate the same iAssist functionality into the EHR to streamline data flow and to expedite patient access to prescription support services unique to specialty medications. Patient Access Services is the function name within the EHR that allows you to access the iAssist workflows.

**Q** How much does it cost?

**A** iAssist is available to your practice at no additional cost.

**Q** Are all specialty medications supported?



**A** No, however supporting programs for specialty medications will continually grow. A list of medications that offer patient access services via iAssist will be published monthly on Allscripts Client Connect.

**Q** How will I know if a medication is supported or not?

From the medication screen search for the medication that you want to prescribe. If listed medication is a specialty medication, a dollar sign will appear next to the medication along with a tooltip "Prior Authorization and Patient Access Services Available" as shown below:

**Q** Who sponsors the patient access programs?

**A** These programs are the exact same that you are likely doing today via fax and paper. These services are sponsored by pharmaceutical companies and are designed to assist the patient and provider with the complexities of the medication administration and monitoring process. Each medication offers different services but each unique set of services is bundled with the required Prior Authorization process.

**Q** Do I have to enroll the patient in programs or can I just process the Prior Authorization using iAssist?

**A** You have the ability to process only the Prior Authorization. While both prior authorization bundled with enrollment options for additional services will always be available, you have the capability to submit only the Prior Authorization. Patient enrollment in additional support services is always optional based on patient preference.

**Q** How is iAssist different than CoverMyMeds?

**A** iAssist offers proactive prior authorization as well as the unique patient access services relevant to specialty medications. It also offers financial assistance offerings and the ability to electronically capture the required patient consents directly within the workflow.

**Q** What is needed for the activation and implementation process?

1. Email [iAssist@Allscripts.com](mailto:iAssist@Allscripts.com) to learn more and request Activation from an Allscripts Enrollment Specialist.
2. The following will occur during Activation:
  - a. Sign the Practice Consent Agreement
  - b. CDS Subscription Manager activated for Patient Access Services, iAssist

**Q** How long does the activation and implementation process take?



**A** The process takes approximately 48 hours.

**Q** How are updates delivered?

**A** As soon as iAssist Patient Access Services become available for newly supported medications, they will automatically become visible and accessible from within Allscripts ePrescribe. Once the practice has been activated for the iAssist functionality, providers will be able to initiate both prior authorization and patient enrollment into prescription support services within one streamlined workflow.

**Q** How will I be trained on the iAssist workflow?

**A** After enrolled by an Allscripts enrollment specialist, an Allscripts implementation representative will contact you and coordinate the Activation steps (described above). Once completed, you will receive an e-mail confirming the successful implementation which will include reminder links to the Feature Guide and iLearning videos. Following the email, and approximately a week after Activation, an Allscripts Utilization Manager will contact your practice to address any follow up questions you may have.

**Q** If my practice needs help or support, who should I call?

**A** Please contact Allscripts ePrescribe Support. Additionally, the iAssist workflow, has a Live-Chat option to provide you with real time and immediate interaction with a subject matter expert while working within the iAssist workflow. Note the iAssist Chat helpline is for questions related to the functionality. Clients who have questions regarding specific prescription support services for a drug, should use the contact numbers within the forms displayed for each program.

**Q** Can my nurse or other clinical staff do the work in iAssist?

**A** Yes, this is the same process that your nurse or clinical support staff currently does likely on paper or fax or when working directly in each drug's website.

**Q** What if I already use iAssist?

**A** Excellent! Clients already using the iAssist stand-alone solution will easily adopt to the workflow in ePrescribe since the iAssist screens and user interface are much of the same. To be setup, you will still need to contact an Allscripts enrollment specialist for Activation by emailing [IAssist@Allscripts.com](mailto:IAssist@Allscripts.com).

**Q** What are the different consents?

**A** First the practice must sign a Practice Consent Agreement to allow Allscripts to enable the feature for the interoperability of data being shared between the practice's Allscripts EHR and iAssist. This



consent is different from patient consents. Patient consents are required in order to enroll the patient into the supporting prescription services.

**Q** What data is shared from my Allscripts EHR to iAssist to streamline the eAuth and patient enrollment to the services?

**A** To begin the process, the following required fields are needed to initiate the iAssist workflow:

Practice Name and State

Provider NPI, First and Last Name

Patient First and Last Name, DOB, Gender and Zip code

Patient's Prescription: Internal med ID (RxNorm), Status, Prior Drug Experience, # Refill

Patients Payer Name and ID

An Allscripts Enrollment Specialist can share the full list with you when discussing the feature.