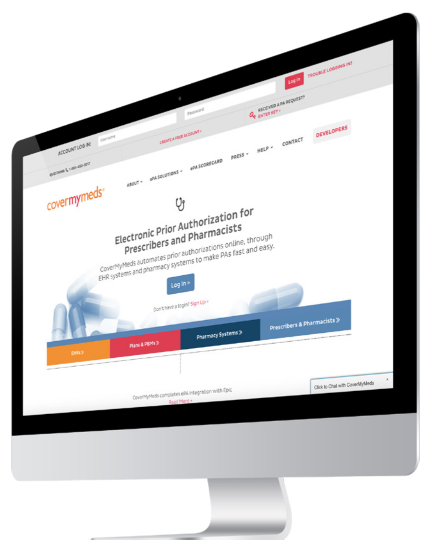
NEWCROP USER GUIDE

CONFIDENTIAL

REV. 08/17

OVERVIEW

CoverMyMeds helps phyisicians and pharmacists quickly find, fill out and submit prior authorization (PA) requests for all plans, including Medicaid and Medicare Part D, and all medications with a free and easy-to-use electronic solution through NewCrop.

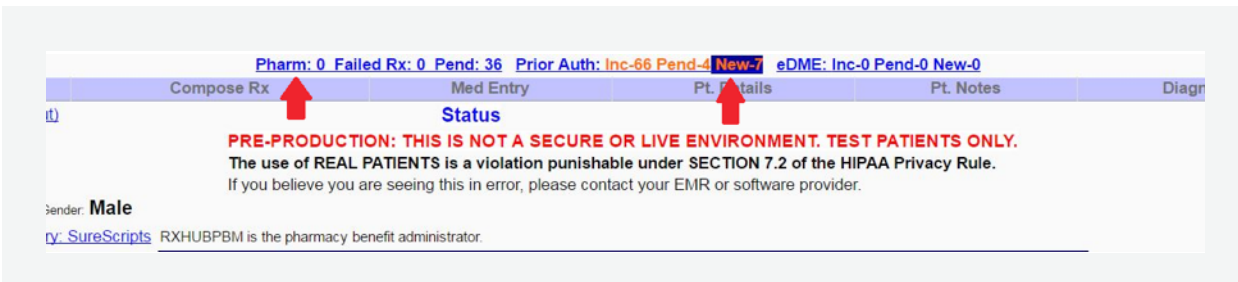


COMPLETE A PHARMACY INITIATED REQUEST

A fax coversheet will be sent by the pharmacy confirming that a PA request has been started for you. You can access and complete these pharmacy-initiated PA requests by using either of these two methods:

A.) Click the **“Prior Auth”** link at the top of the NewCrop homepage. This link will be updated with a **“New”** task.

or



B.) Click the **“Pharm”** link at the top of the page.

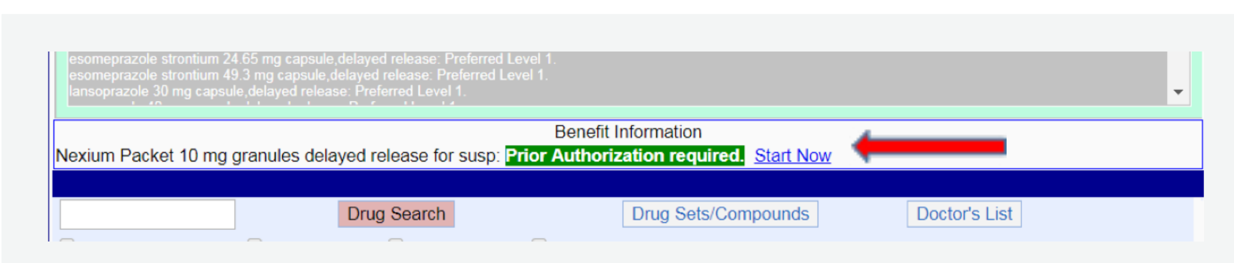
The patient, prescriber and medical details will be auto-filled. Complete any missing information. If there is additional information that needs to be included in the request (e.g. lab results) use the “Rationale” section. Click **“Save Changes”** on the top left side of the request when you complete a section of the form.

INITIATE A REQUEST AT THE POINT OF PRESCRIBING

You will be informed of the need for a PA request and will be able to initiate one while E-Prescribing. This will be indicated in the Benefit Information section.

1. Select patient
2. Search for drug
3. Select drug strength

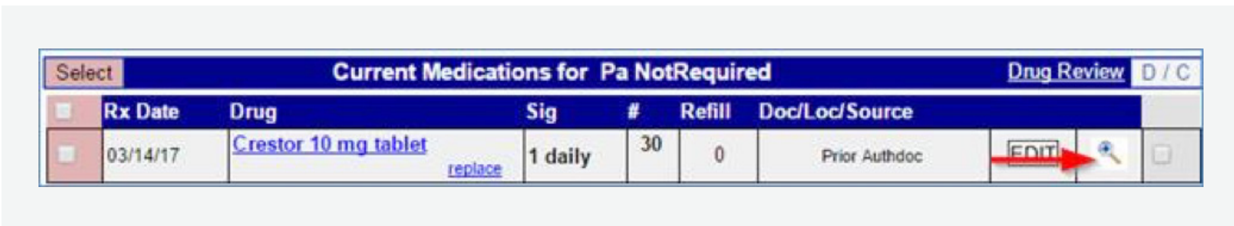
4. Check Benefit Information to see if a PA request is required for that medication and plan.
5. Click the **“Start Now”** link to start the request.



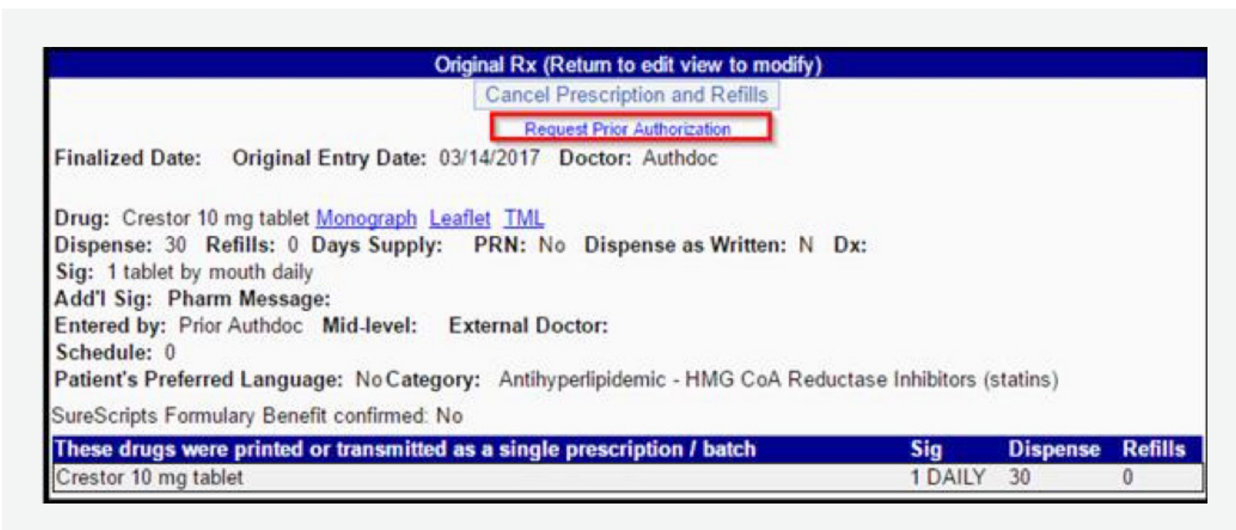
ALTERNATIVE WAYS TO START A PA REQUEST

You can also initiate a PA request outside the E-Prescribing workflow if you are informed that one is required ex post facto.

1. Select the magnifying glass link on the medication within Current Medications under the **“Compose Rx”** or **“MedEntry”** tabs:



2. Select the **“Request Prior Authorization”** link.



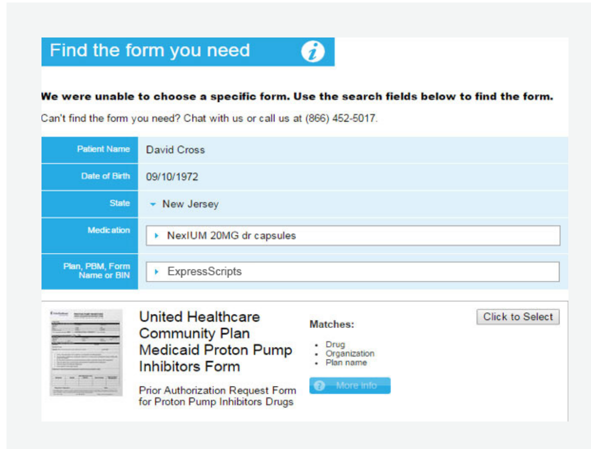
SELECT A FORM

AUTO PICK

Based on the information entered, the correct form may automatically be selected. You will be directed to a page to complete the request.

FIND A FORM

If a form isn't automatically selected, you will review and select the most appropriate form to use from a list. Form options are provided based on search terms such as your patient's health plan and Bin, PCN and group number. The top form is typically the best form to select. If you need help, click the Contact CoverMyMeds link on your dashboard.



TIP

The more information entered about the patient's health plan and drug needed, the higher chance of selecting the correct form.

COMPLETE A REQUEST

The patient, prescriber and medical details will be auto-filled. Complete any missing information. If there is additional information that needs to be included in the request (e.g. labs) us the **"Rationale"** section. Click **"Save Changes"** on the top left side of the request when you complete a section of the form.

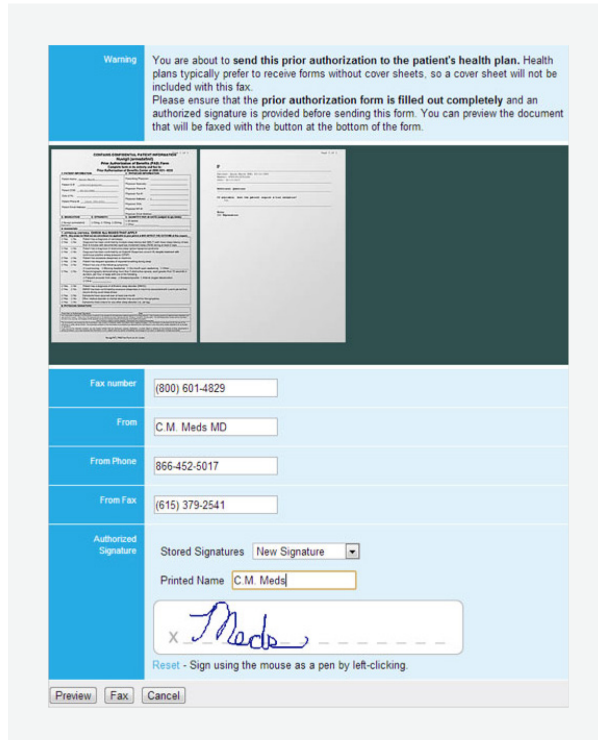
PHARMACY INITIATED REQUESTS

You will be notified that a pharmacy request has been initiated in two different ways:

1. A confirmation fax coversheet will be sent confirming a pharmacy request has been initiated. Follow the directions on the fax coversheet to access the request.
2. Your **"Prior Auth"** link at the top of your NewCrop homepage will be updated with a **"New"** task.

SEND REQUEST TO PLAN

1. Once a PA request is completed, click **"Send to Plan."** Plans enabled with electronic prior authorization (ePA) will either return an immediate determination or request more information.
2. If **"Send to Plan"** is not available, click **"Fax Request"** and choose **"Plan."** The fax number will auto-fill.
3. Sign the request electronically by using the left mouse button.
4. When ready to submit, click the **"Fax"** button.

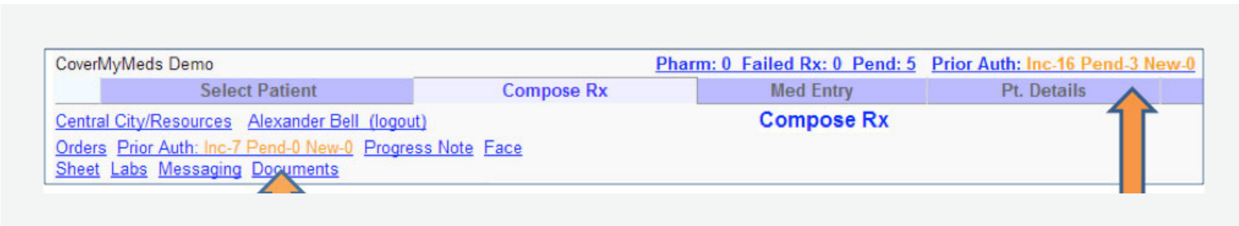


IMPORTANT

Do not use the **"Send to Prescriber"** button in NewCrop. If you need to share a PA request, use the **"Assign"** feature on the dashboard.

MANAGING YOUR DASHBOARD

All PA requests are stored on your Dashboard. You can navigate to your Dashboard by clicking the **"Prior Auth"** link at the top of the NewCrop homepage.



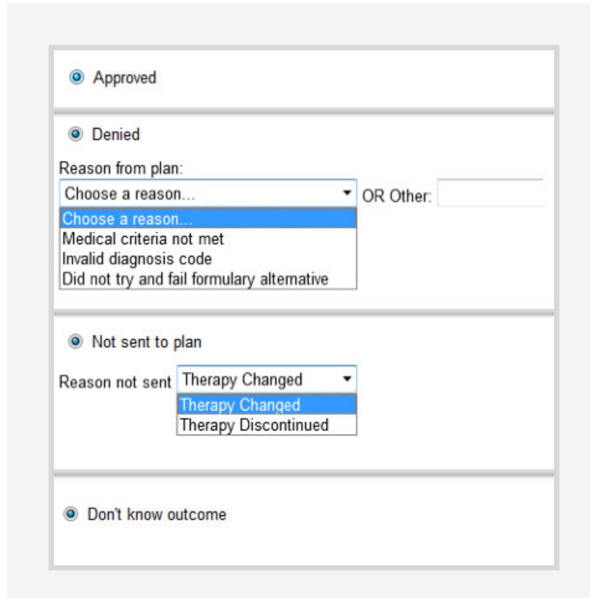
We suggest archiving or deleting any PA requests once they have been resolved to keep your Dashboard clean.

DELETING A REQUEST

Use the **"Delete"** button to remove requests from your account. CoverMyMeds recommends only deleting incomplete PA requests older than 10 days or duplicate entries.

ARCHIVE REQUESTS

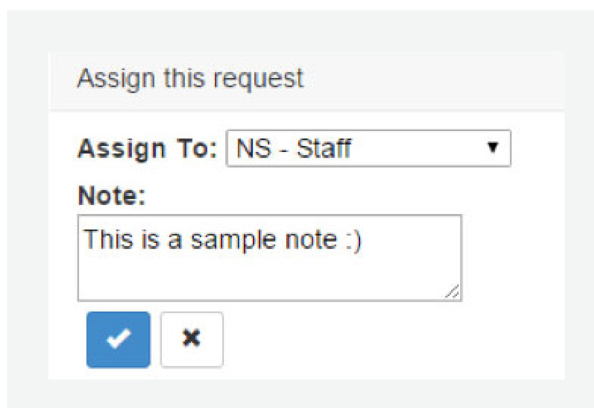
You should archive requests when you receive a determination from the plan.



1. Find the request you want to archive on your dashboard.
2. Click Archive.
3. Choose an outcome of **"Approved," "Denied," "Not sent to plan,"** or **"Don't know outcome."** If **"Denied"** is chosen, a dropdown menu will appear to select the reason for denial. You can also type the reason in the **"Other"** field. A dropdown menu will also appear when **"Not sent to plan"** is selected.

Archived requests will move into the **"Archived"** folder.

ASSIGN A REQUEST



The prescriber can assign a request to themself, or to a staff member. There is a **"Note"** field where text can be entered to assist in the completion of the PA request, or to enter a reminder.

SUPPORT RESOURCES

At CoverMyMeds we know the PA process can be tricky and time consuming. That's why we have a team of experts and a variety of help resources to make PA requests faster and easier.

CALL OR CHAT FOR HELP

Phone: 866.452.5017 | **Live Chat:** covermymeds.com
Email: newcropsupport@covermymeds.com
Monday – Friday: 8 a.m. EST – 11 p.m. EST, Saturday: 8 a.m. EST – 3 p.m. EST

