




Clinical Pharmacy Services

An Overview



Agenda

- 
- Introduction- Highmark pharmacist contacts
 - **GREEN** Formulary
 - Formulary Options
 - Formulary- status and restrictions
 - Drug management, Medco/Highmark
 - NaviNet Prescription Drug Authorization Submission
 - NaviNet denial example
 - Questions

Clinical Pharmacy Specialists

Highmark Pharmacy Contacts

- Nicole Butteri PharmD
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GREEN Formulary Access

- <http://mydrug.formularies.com>
 - Provider communication will be mailed in September 2010 directing them to this web site
- www.epocrates.com
 - Planned for 2011, currently unavailable for Mountain State providers
- e-Rx technology



Formulary Options

(Commercial)

- **Closed** – Non-formulary drugs are not covered under the plan
 - Currently not a Mountain State plan option
- **Open** – Generic / Brand-all drugs are covered
 - Generic co-insurance / co-payment ex. \$15
 - Brand co-insurance / co-payment is higher than generic ex. \$25
- **Select / Tiered / Incentive** – Uses copayment tiers to drive product selection
 - Generics are on the lowest copayment tier ex. \$15
 - Formulary brands are on the middle copayment tier ex. \$25
 - Non-formulary / non-preferred brands are on the highest copayment tier ex. \$50



<http://mydrug.formularies.com>

Drug Search

Welcome to *mydrug.formularies.com*

Alphabetical Search

ABCDEFGHIJKLMNOPQRSTUVWXYZ

Brand and Generic Name Search




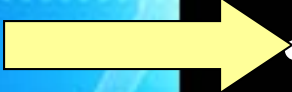






Enter drug name

Diovan

Search

Results of Search


Please select a drug from the list below to continue.

-  Diovan 160 mg Tab
-  Diovan 320 mg Tab
-  Diovan 40 mg Tab
-   Diovan 80 mg Tab
-  Diovan HCT 160 mg-12.5 mg Tab
-  Diovan HCT 160 mg-25 mg Tab
-  Diovan HCT 320 mg-12.5 mg Tab
-  Diovan HCT 320 mg-25 mg Tab
-  Diovan HCT 80 mg-12.5 mg Tab

Example of Formulary Status without Restrictions

1 drug(s) found

To view other medications in a therapeutic class, click any class hyperlink in your search results.

Brand Name <i>Generic Name</i>	Therapeutic Class <i>Sub-class</i>	Dose/Strength	Status	Notes & Restrictions
Diovan 80 mg Tab	<u>ANTIHYPERTENSIVE THERAPY</u> <u>ANGIOTENSIN II RECEPTOR</u> <u>BLOCKERS & RENIN INHIBITORS</u>	TABLET 80 MG		

Formulary Status



Formulary Generic Drug™ Generic drug covered at generic co-pay




Formulary Brand Drug- Formulary brand drug covered at preferred brand co-pay. If a generic equivalent is available for the formulary brand, then the member may also be responsible for the cost difference between the brand and generic products in addition to their formulary brand co-pay.



Non-formulary Drug- Non-Preferred Non-formulary drugs are not covered for members with a closed formulary. A request for coverage may be submitted by the prescribing physician for members who have tried preferred formulary alternatives. *Members with open or incentive formularies have coverage for non-formulary drugs at the appropriate co-pay/coinsurance based on benefit design.*



Example of Non-Formulary / Non-Preferred Drug

Brand Name <i>Generic Name</i>	Therapeutic Class <i>Sub-class</i>	Dose/Strength	Status	Notes & Restrictions
Crestor 10 mg Tab	<u>CARDIOVASCULAR DRUGS</u> LIPID/CHOLESTEROL LOWERING AGENTS	TABLET 10 MG		

- Closed- drug not covered
 - Mountain state has no closed option for members
- Open- drug covered at brand co-pay
- Tiered / Incentive- drug covered at highest non-preferred tier

Example of Formulary Status with Restrictions

Drug Search: celebrex 100 mg cap
1 drug(s) found

Brand Name <i>Generic Name</i>	Therapeutic Class <i>Sub-class</i>	Dose/Strength	Status	Notes & Restrictions
Celebrex 100 mg Cap	ANALGESICS COX-2 INHIBITORS	CAPSULE 100 MG		



Request for prior authorization must be submitted via NaviNet

Formulary Restrictions



Member Note- Click the Member Note icon next to the drug name for more details.




Prior Authorization- Coverage of this drug is subject to review by the plan and is based on Pharmacy policy





Quality Limits- Limits the amount of drug that a beneficiary may receive in a certain period. Click the Quantity Limit icon next to the drug name for more details.

How to Access Drug Management Criteria

- 
- ▶ Mountain State web site
 - ▶ Provider resource center
 - Abbreviated criteria for PA

Example of Management Criteria

Brand Name <i>Generic Name</i>	Therapeutic Class <i>Sub-class</i>	Dose/Strength	Status	Notes & Restrictions
Abilify 10 mg Tab	<u>PSYCHOTHERAPEUTIC</u> <u>MISC ANTIPSYCHOTIC</u>	TABLET 10 MG		

Prior authorization requests will be approved if members meet the following criteria:

- Abilify is being prescribed as adjunctive treatment of major depressive disorder in adults (> 18 years old) *AND*
- The member has tried and failed at least 1 other agent used for treatment of major depressive disorder *OR*
- The member has a diagnosis of schizophrenia *OR*
- The member has a diagnosis of bipolar disorder *OR*
- The member has a diagnosis of autism spectrum disorder.

Who Does What???



- Currently managing MS drug authorization requests
- Current and future MS claims processor



- 1/1/11 will manage MS drug authorization requests



NaviNet

- Secure tool
- Reduces faxing, decreases costs, improves efficiency
- Improves decision communication time to providers.



Path of a Prior Authorization Submission

- Physician staff enters prior authorization request via NaviNet
- Pharmacy care management representative accesses the request, prepares it for pharmacist review
- Pharmacist reviews and decision is made
- Approvals are then loaded into the system, RX can be filled for the member at the pharmacy
- Denials go to a Highmark Medical Director (physician) for review and final decision
- If denied, prescribing physician and member are notified in a timely manner



The NaviNet Help Desk 1-888-482-8057

When a user pulls up the NaviNet website they are taken to the NaviNet login page. Each user has their own user name and password for NaviNet. This page contains verbiage owned by NaviMedix and is displayed to all of their user's.

NaviNet - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://placc.navimedix.com/Main.asp>

NAVIMEDIX®
NaviNet®

Sign In

Username:

Password:

Passwords are case sensitive. Please make sure your Caps Lock key is off.

After 3 unsuccessful attempts to sign in, your password will have to be reset.

- [Forgot your password?](#)
- [Add NaviNet to your favorites](#)
- [Make NaviNet your Home Page](#)
- [Contact NaviNet Customer Care](#)

Not a NaviNet User?

What are you waiting for?

Thousands of providers across the country have already chosen to use NaviNet. It's fast, easy to use and free!

NaviNet Downtime

Please note:
Due to system upgrades, NaviNet will be offline from 8pm ET Friday, November 9th until 5am ET Saturday, November 10th. We apologize for any inconvenience.

For information about *health plan-specific* NaviNet downtime, please be sure to check Plan Central.

If you have any questions, please call NaviNet Customer Care at 1-888-482-8057. NaviNet Customer Care hours are Monday through Friday, 8am to 11pm ET and Saturday, 8am to 3pm ET.

NaviNet for UnitedHealthcare® is now available in Pennsylvania, New Jersey and Delaware!

Users in Pennsylvania, New Jersey and Delaware now have access to NaviNet for UnitedHealthcare. Features include:

- Eligibility and Benefits Verification
- Claim Status Inquiry

Getting started is easy! Simply click UnitedHealthcare on the Plan Central menu and follow the easy steps to add provider information and begin transacting.

NaviNet Users Tell Us...

Did you know?

NaviNet®
A Message from Our Medical Director

Did you know that your office must have an active NaviNet Security Officer to maintain NaviNet user privileges? NaviNet Security Officers ensure that patient information accessed via NaviNet is used only for legitimate business reasons. They also add users, reset passwords, determine your NaviNet session length, and manage user access to specific plans and transactions.

Get to know your NaviNet Security Officer today!

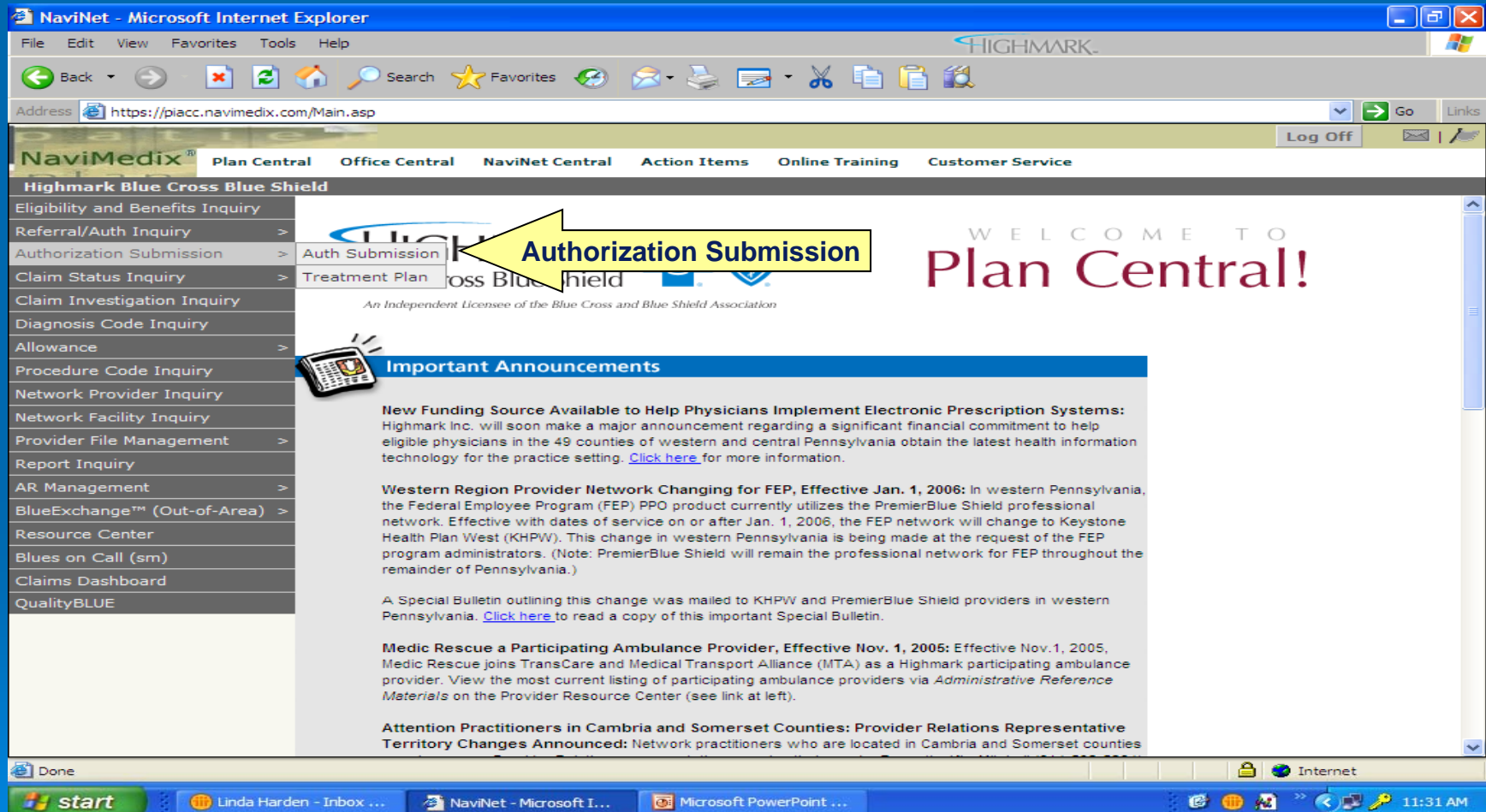
Within NaviNet: Click My Profile on the NaviNet Central menu and look under User Information. If your office does not have a NaviNet Security Officer, call us right away: 1-888-482-8057.

Done

start Linda Harden - Inbox ... NaviNet - Microsoft I...

Internet 11:27 AM

After a user logs in they are taken to Plan Central. The user will have transaction buttons to the left and verbiage owned by Highmark that can be changed on demand. To get to the Prescription Drug workflow the user hovers on Authorization Submission and clicks on the Auth Submission flyout.



The user is taken to the Selection Form where they must choose a referring practitioner, enter a proposed date of service, enter the member info and choose prescription drug from the category drop down (all required fields are cyan blue or present a message to the user).

NaviNet - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://navinet.navimedix.com/Main.asp

Log Off

NaviMedix Plan Central Office Central NaviNet Central Action Items Online Training Customer Service

Highmark Blue Shield | Auth Submission > Selection Form

Selection Form

Step 1. Please select a Referred from Service Provider and enter the Proposed Date of Service (both are required):

Service Provider:

Proposed Date of Service:

Step 2. For faster results, enter Member ID with Date of Birth and/or Member First Name:

Member ID: Member Date of Birth:

Member First Name: Member Last Name:

Step 3. Please select a Category and then a Service from the selections below:

Category: Service:

Add Category/Service

Service

Submit Save

Done Internet

Select a Category

The user is taken to the request form to enter diagnosis, requested drug and medical rationale information. The user also has the option to look at the member's formulary and do a drug name search from this page. Once the user submits from this page data cannot be changed.

The screenshot shows a web browser window titled "NaviNet - Microsoft Internet Explorer". The address bar displays "https://placc.navimedix.com/Main.asp". The page header includes the "HIGHMARK" logo and navigation links: "Plan Central", "Office Central", "NaviNet Central", "Action Items", "Online Training", and "Customer Service". A secondary header shows the breadcrumb trail: "Highmark Blue Cross Blue Shield | Auth Submission > Selection Form > Request Form".

The main content area is titled "Request Form" and contains the following sections:

- Patient Information:** This section is divided into two columns. The left column contains labels for "Patient Last Name", "Gender", "Product", "Group #", and "Member ID #", each followed by a grey rectangular input field. The right column contains labels for "Patient First Name:", "Date of Birth:", "Line of Business:", and "PCP:", each followed by a grey rectangular input field.
- Service Details:** This section contains the text "Requested Service: Prescription Drug - Request" and "Proposed Date of Service: 12/12/2007".
- Diagnosis Codes:** This section includes the instruction "You may enter or search for up to 3 diagnosis codes. To add an additional diagnosis code, click the 'Add Diagnosis Code' button." It features a "Diagnosis Code:" label followed by a redacted input field, an "Optional Search" button, and a "Description:" label. Below these is an "Add Diagnosis Code" button.
- Additional Information:** This section contains the text "Please enter additional information about the service request in the fields below."
- Requested Drug:** This section is located at the bottom of the form and contains four buttons: "Submit", "Save", "View Referral/Auth", and "Review Notes".

The browser's status bar at the bottom shows the Windows taskbar with the "start" button, open applications including "Linda Harden - Inbox ...", "NaviNet - Microsoft I...", and "Microsoft PowerPoint ...", and the system clock displaying "1:38 PM".

Requested and Alternative Drug info.

NaviNet - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://piacc.navimedix.com/Main.asp>

Log Off

NaviMedix® Plan Central Office Central NaviNet Central Action Items Online Training Customer Service

Highmark Blue Cross Blue Shield | Auth Submission > Selection Form > Request Form

Additional Information:
Please enter additional information about the service request in the fields below.

Requested Drug:

Drug Name: Search Description:

Strength or Dose:

Requested Quantity per Month:

Alternative Tried/Used By Patient:

First Alternative Drug Tried:

First Alternative Strength:

First Alternative Documentation:

Second Alternative Drug Tried:

Second Alternative Strength:

Second Alternative Documentation:

Third Alternative Drug Tried:

Submit Save View Referral/Auth Review Notes

Next slide shows formulary access

Add all drugs tried to avoid unnecessary denial

start Linda Harden - Inbox ... NaviNet - Microsoft I... Microsoft PowerPoint ... 1:42 PM

The prescription drug search is a contains within search.

NaviNet - Microsoft Internet Explorer


File Edit View Favorites Tools Help

Address <https://placc.navimedix.com/Main.asp> Go Links

Log Off

NaviMedix® Plan Central Office Central NaviNet Central Action Items Online Training Customer Service

Highmark Blue Cross Blue Shield | Auth Submission > Selection Form > Request Form

HIGHMARK 
an independent licensee of the Blue Cross and Blue Shield of Michigan

Prescription Drug Search

Prescription Drug Name:

Records 1-23 of 23, page: 1

Prescription Drug Name	
Use drug named "tyl" as entered and return to request form.	<input type="button" value="Select"/>
ACETYLCYSTEINE	<input type="button" value="Select"/>
AMITRIPTYLINE	<input type="button" value="Select"/>
AMITRIPTYLINE/PERPHENAZINE	<input type="button" value="Select"/>
AVENTYL	<input type="button" value="Select"/>
BENTYL	<input type="button" value="Select"/>
FREESTYLE	<input type="button" value="Select"/>
FREESTYLE TEST STRIPS	<input type="button" value="Select"/>
NORTRIPTYLINE	<input type="button" value="Select"/>
NORTRIPTYLINE HCL	<input type="button" value="Select"/>
PERPHENAZINE/AMITRIPTYLINE	<input type="button" value="Select"/>
PRONESTYL	<input type="button" value="Select"/>
PROTRIPTYLINE	<input type="button" value="Select"/>
SANTYL	<input type="button" value="Select"/>
SANTYL OINTMENT	<input type="button" value="Select"/>
TYLENOL	<input type="button" value="Select"/>

Done Internet

start Linda Harden - Inbox ... NaviNet - Microsoft I... Microsoft PowerPoint ... http://highmark.medi... 2:09 PM

Contact info and Medical rationale.

NaviNet - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://piacc.navimedix.com/Main.asp> Go Links

NaviMedix[®] Plan Central Office Central NaviNet Central Action Items Online Training Customer Service

Highmark Blue Cross Blue Shield | Auth Submission > Selection Form > Request Form

Third Alternative Documentation:

[View Details](#)

Referred From Provider:

Billing Provider: 3845

Address: 901B WEST STREET PITTSBURGH PA 15221

Service Provider: ANDERSON, JANICE

Contact Name: Contact Phone:

Fax Number:

Comments:

Medical Rationale/Reason for Drug Therapy/Treatment Plan:

An authorization means that the requested service has been determined to be medically necessary and/or appropriate. It does not mean that the requested service is covered under the member's benefit plan. Payment is contingent upon benefit coverage for the services rendered and eligibility of the patient.

[Go to top](#)

[Submit](#) [Save](#) [View Referral/Auth](#) [Review Notes](#)

start Linda Harden - Inbox ... NaviNet - Microsoft I... Microsoft PowerPoint ... 1:43 PM

The Response Form is the last page of the transaction (the receipt of what was entered).
At this point no changes to the request can be made by the user.

The screenshot shows a web browser window titled "NaviNet - Microsoft Internet Explorer". The address bar displays "https://placc.navimedix.com/Main.asp". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains icons for Back, Forward, Stop, Home, Search, Favorites, and other standard browser functions. The page content is from the NaviMedix website, which is part of the Highmark Blue Cross Blue Shield system. The breadcrumb trail at the top reads: "Highmark Blue Cross Blue Shield | Auth Submission > Selection Form > Response Form". The main heading is "Response Form". Below this, the "Tracking Number: P022363405" and "Status: PENDED" are displayed. The "Authorization Number:" field is empty. The "Patient Information:" section includes fields for Patient Last Name, Gender, Product, Group # (05840555), Member ID #, Patient First Name, Date of Birth, Line of Business, and PCP. The "Service Details:" section shows "Requested Service: Prescription Drug - Request" and "Proposed Date of Service: 12/12/2007". The "Diagnosis Codes:" section displays "Diagnosis Code: 123 - OTHER CESTODE INFECTION". A note provides a link to the Highmark Medicare Formulary. The "Additional Information:" section shows "Requested Drug: Drug Name: AMITRIPTYLINE/PERPHENAZINE". At the bottom, there are buttons for "View Referral/Auth" and "Review Notes". The Windows taskbar at the bottom shows the Start button and several open applications: Linda Harden - Inbox, NaviNet - Microsoft I..., Microsoft PowerPoint, and http://highmark.medi... The system clock indicates 2:13 PM.

NaviNet - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://placc.navimedix.com/Main.asp> Go Links

NaviMedix Plan Central Office Central NaviNet Central Action Items Online Training Customer Service

Highmark Blue Cross Blue Shield | Auth Submission > Selection Form > Response Form

Log Off

Response Form

Tracking Number: P022363405
Status: PENDED

Authorization Number:

Patient Information:

Patient Last Name: [REDACTED]
Gender: [REDACTED]
Product: [REDACTED]
Group #: 05840555
Member ID #: [REDACTED]

Patient First Name: [REDACTED]
Date of Birth: [REDACTED]
Line of Business: [REDACTED]
PCP: [REDACTED]

Service Details:

Requested Service: Prescription Drug - Request
Proposed Date of Service: 12/12/2007

Diagnosis Codes:

Diagnosis Code: 123 - OTHER CESTODE INFECTION

For more information about the Highmark formulary, or to find more information about a particular drug or class of drugs, [click here to view the Highmark Medicare Formulary](#) in a new window.

Additional Information:

Requested Drug:
Drug Name: AMITRIPTYLINE/PERPHENAZINE

[View Referral/Auth](#) [Review Notes](#)

Done Internet

start Linda Harden - Inbox ... NaviNet - Microsoft I... Microsoft PowerPoint ... http://highmark.medi... 2:13 PM

The Response Form is the last page of the transaction (the receipt of what was entered).
At this point no changes to the request can be made by the user.

The screenshot displays the NaviMedix web application in a Microsoft Internet Explorer browser window. The address bar shows the URL <https://placc.navimedix.com/Main.asp>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar also features a search icon, a star for Favorites, and a 'Go' button. The NaviMedix logo is visible in the top left corner of the application area, and a 'Log Off' button is in the top right. The main navigation menu includes Plan Central, Office Central, NaviNet Central, Action Items, Online Training, and Customer Service. The breadcrumb trail at the top of the content area reads: Referral/Auth Log | Auth Submission > Selection Form > Response Form.

The main content area is titled 'Additional Information:' and contains the following details:

- Requested Drug:**
 - Drug Name: AMITRIPTYLINE/PERPHENAZINE
 - Strength or Dose: 30mg
 - Requested Quantity per Month: 30

Below this, the section is titled 'Alternative Tried/Used By Patient:' and lists three alternatives:

- First Alternative Drug Tried:** amitriptyline
- First Alternative Strength:** 20mg
- First Alternative Documentation:** the dosage wasn't high enough
- Second Alternative Drug Tried:**
- Second Alternative Strength:**
- Second Alternative Documentation:**
- Third Alternative Drug Tried:**
- Third Alternative Strength:**
- Third Alternative Documentation:**

At the bottom of the form, there are two buttons: 'View Referral/Auth' and 'Review Notes'. The browser's status bar at the bottom shows the Windows taskbar with the Start button, open applications (Linda Harden - Inbox, NaviNet - Microsoft I...), and the system clock (7:13 AM).

The Response Form is the last page of the transaction (the receipt of what was entered).
At this point no changes to the request can be made by the user.

NaviMedix Plan Central Office Central NaviNet Central Action Items Online Training Customer Service

Referral/Auth Log | **Auth Submission** > Selection Form > Response Form

Documentation:

Third Alternative Drug Tried:

Third Alternative Strength:

Third Alternative Documentation:

Referred From Provider Information:

Billing Provider Name: [REDACTED]

Address: [REDACTED]

Service Provider: ANDERSON, JAMIE

Contact Name: sue Contact Phone: 888-999-7777

Fax Number: 444-222-5555

Comments:

Medical Rationale/Reason for Drug Therapy/Treatment Plan:

This is where the additional medical is listed.

An authorization means that the requested service has been determined to be medically necessary and/or appropriate. It does not mean that the requested service is covered under the member's benefit plan. Payment is contingent upon benefit coverage for the services rendered and eligibility of the patient.

[Go to top](#)

[View Referral/Auth](#) [Review Notes](#)

NaviNet

Denial Example





Referral/Authorization Detail

An authorization means that the requested service has been determined to be medically necessary and/or appropriate. It does not mean that the requested service is covered under the member's benefit plan. Payment is contingent upon benefit coverage for the services rendered and eligibility of the patient.

Member ID Number:

Patient Name:

Product Name:

Patient Date of Birth:

Gender:

Group Name:

Referral/Authorization
Number: D023640216

Referral/Authorization Status: DENIED

Referral/Authorization Reason:

Date of Service/Admit Date: 01/13/2010

Last Covered Date:

Discharge Date:

Enter Date: 01/13/2010

Primary Diagnosis Code: 733.01 SENILE OSTEOPOROSIS

Secondary Diagnosis Code:

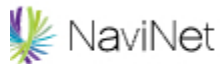
Tertiary Diagnosis Code:

Number of Visits/Days: 0

Services Description:

DIAGNOSIS CODE: 733.01
DIAGNOSIS DESCRIPTION: SENILE OSTEOPOROSIS
HOSPITAL/ FACILITY STAY: CONTACT NAME: M
HOSPITAL/ FACILITY STAY: CONTACT PHONE #
DRUG PRIOR AUTH
DRUG NAME: BONIVA

Exit




DRUG PRIOR AUTH
DRUG NAME: BONIVA
DRUG STENGTH: 150
DRUG QUANTITY: 1
FAX NUMBER: 724-728-3852
ALTERNATE DRUG 1: NAME: FOSAMAX

Comments:

COMMENTS TO KHPW: AN ADEQUATE TRIAL OF AT LEAST 2 FORMULARY PRODUCTS HAS NOT BEEN DOCUMENTED.
DIAGNOSTIC TESTING: AN ADEQUATE TRIAL OF AT LEAST 2 FORMULARY PRODUCTS HAS NOT BEEN DOCUMENTED.
HISTORY/SYMPTOMS: FORMULARY ALTERNATIVES INCLUDE ALENDRONATE AND ACTONEL.
TREATMENT PLAN: pt was on fosamax and had bad reaction esophagus damage, she has been using boniva and doing fine

Referred From:**Service Provider:****Billing Provider Name:****Billing Provider Number:****Billing Provider Telephone:****Facility Name:****Facility Number:****Entered By:** NMX**Referred To:****Service/Attending Provider Name:****Billing Provider Name:****Billing Provider Number:****Billing Provider Telephone:****Facility Name:****Facility Number:**[Go to top](#)**Exit**

Wrap Up

- As of 1/1/11 Highmark will be managing MS drug benefit
- Drug formulary can be accessed via <http://mydrug.formularies.com>
- Non-formulary = Non-preferred
-  Prior authorization requests *must* be submitted to Highmark via NaviNet



Questions???

