CERPASSRX

Electronic Prior Authorization (ePA):
Simplify Prior Auth, Empower Your Practice

CERPASSRX + SURESCRIPTS

ePA

🌐 **cerpassrx.com/ththealth_prescribers/**

About CerpassRx

CerpassRx, a full-service PBM, is known for its tailored solutions addressing diverse client needs. Its distinctive approach encompasses innovative clinical solutions, prescription optimization programs, flexible formulary designs, personalized member services, and efficient mail delivery and specialty pharmacy programs.

Over 86% of providers report improved efficiency with ePA.

Electronic Prior Authorization (ePA)

CerpassRx has partnered with Surescripts to bring the power of Electronic Prior Authorization (ePA) directly to providers and their staff—at no cost to you!

This collaboration provides access to all providers to an easy-to-use, efficient solution that eliminates the hassle of traditional PA processes.

Why Choose ePA

✅ **Faster Decisions:**
ePA reduces PA turnaround time, helping members start therapy sooner.

✅ **Streamlined Workflow:**
Submit and track PAs directly within your EHR system or through the Surescripts Prior Auth Portal—no faxes or phone calls required.

✅ **Member Satisfaction:**
Minimize delays and helps ensure members leave the pharmacy with their medications, not frustrations.

✅ **Secure and Compliant:**
HIPAA-compliant and designed to provide secure communication.

CERPASS**RX**®

How ePA Works

01 **Initiate PA:** During e-prescribing, ePA flags any medications requiring PA.

02 **Complete Forms:** Plan-specific questions auto-populate, ensuring all required info is submitted.

03 **Receive Determination:** Decisions are delivered electronically, often in real-time.

Getting Started with ePA in 3 Simple Steps

01 **Register**
Register on the Surescripts Prior Auth Portal, https://providerportal.surescripts.net/Provider Portal/login. Create your prescriber account using your NPI, or work on behalf of a prescriber with a delegate account.

02 **Sign In**
Log in to the portal to access your worklist, view task history, and manage your account settings seamlessly.

03 **Start Your Prior Authorization**
Use the **TRX code** from your fax or verify your prescribers to begin prior authorizations at the time of prescribing.

10 Minutes

Active work time eliminated from the average prior authorization process[1]

2+ Days

Saved in prior authorization wait time for patients[1]

<4 Minutes

Average time to receive approval[2]

For questions on ePA registration and submission process call **(866) 797-3239** or open a support ticket at Surescripts Provider Portal. For all other questions call CerpassRx at **(844) 622-1797**.

Teachers
HEALTH TRUST

[1] Surescripts, "How Aurora Health Care Used Electronic Prior Authorization To Cut Clinic Staff Overtime By More Than Half," July 25, 2019.
[2] Surescripts, "2022 National Progress Report," March 2023.

CERPASSRX + SURESCRIPTS FAQs

Q: How do I get started?

A: Providers interested in Surescripts services can visit the Surescripts Provider Portal for information and free sign-up. For personalized support, contact Surescripts Customer Support at **(866) 797–3239** and follow the prompts.

Q: How do I create my account?

A: To create your account, **Prescriber Accounts** are designed for users with a registered NPI who will manage prior authorizations for prescriptions they have written. For those managing prior authorizations on behalf of a prescriber, **Delegate Accounts** are available. Simply select the "Delegate" account type during registration and follow the prompts to complete the required information.

Q: What is Surescripts' direct contact information for website or portal issues?

A: For issues accessing the Surescripts portal, visit the Surescripts Provider Portal Login. Click "Contact Customer Support" at the bottom of the page, then complete and submit the provided support form.

Q: How can I access a Surescripts demo? Is there a designated contact?

A: To access a demo, visit the Surescripts Contact Sales Page and complete the form. A sales representative will follow up to discuss demo options. Alternatively, you can call **(866) 797–3239** and follow the prompts for immediate assistance.

Q: Does ePA help complete prior authorizations before or after the prescription reaches the pharmacy?

A: Yes, ePA can assist with both. Organizations gain the most efficiency from the prospective prior authorization workflow, which allows them to initiate the process and obtain approval before the pharmacy takes any action. However, ePA can also be used to complete or continue retrospective prior authorizations triggered at the pharmacy's request.

Q: Does Surescripts have a more accurate way to determine if prior authorizations are truly required?

A: Yes. Prior authorization indicators are sent directly from PBMs and reflect the requirement status based on the benefit plan design. Surescripts ensures payers provide up-to-date information through On-Demand Formulary and Real-Time Prescription Benefit inquiries. This gives prescribers a more accurate view of whether a prior authorization is necessary.

Q: Can prescribers without an EHR integration still submit prior authorization requests electronically?

A: Yes. Thousands of prescribers and their staff use the free Surescripts Prior Authorization Portal to connect electronically with PBMs. The portal provides tools to streamline workflows, manage requests and submissions, and access timely approvals or other determinations.

Q: What are "question sets"? Do they replace traditional paper or PDF forms?

A: Question sets are dynamically generated based on the medication type and the clinical information a payer requires for a specific patient and treatment. They appear in the EHR or portal and request only the necessary demographic and clinical information, often pre-filling patient details. Unlike paper or PDF forms, question sets are tailored to each case, making electronic prior authorizations significantly faster and more efficient.

Q: I forgot my password. How can I retrieve it?

A: Surescripts uses Multi-Factor Authentication (MFA) for enhanced security. If you've forgotten your password, refer to the Surescripts MFA FAQ for detailed guidance on resetting it.

Q: How do I manage delegate accounts?

A: To manage delegate accounts, click the **User Account** menu in the upper-right corner of the screen and select **Location Management**. Navigate to the desired location, enter the delegate's First Name, Last Name, and Email Address in the provided fields, and click **Add**. To remove a delegate, click the corresponding **X** next to their name.

Q: What should a prescriber do if they have questions about the ePA process, status, or best practices?

A: Prescribers using ePA within their EHR should begin by contacting their EHR vendor, as many questions can be resolved through a simple support ticket. Alternatively, prescribers can reach the Surescripts support team directly at **(866) 797–3239** for additional assistance.

Teachers
HEALTH TRUST