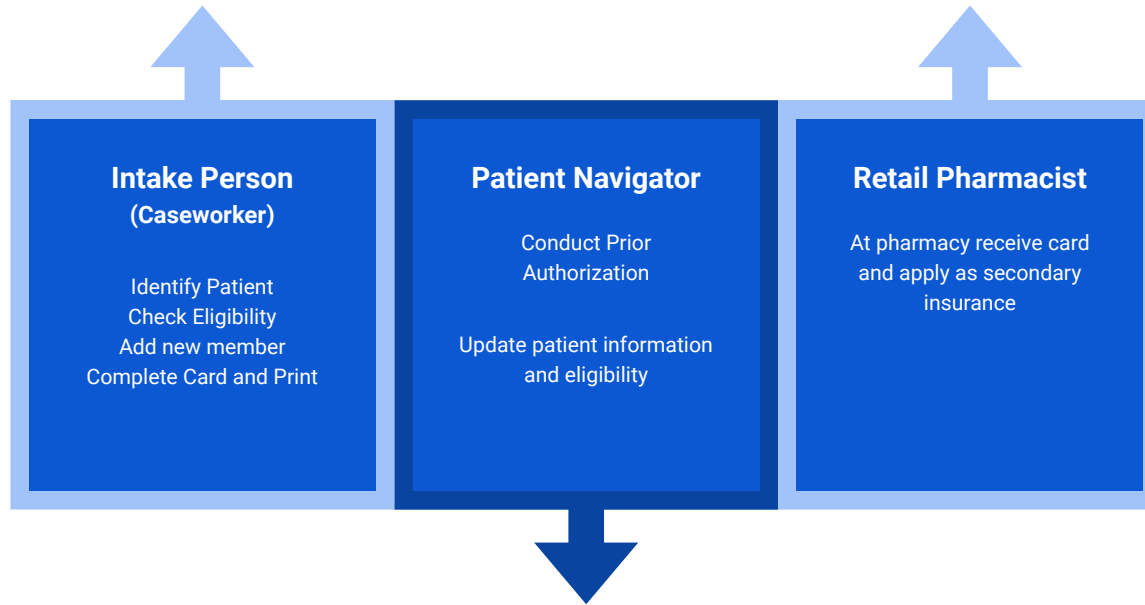# Ascension Rx
Med Affordability Charity Card

Training Program
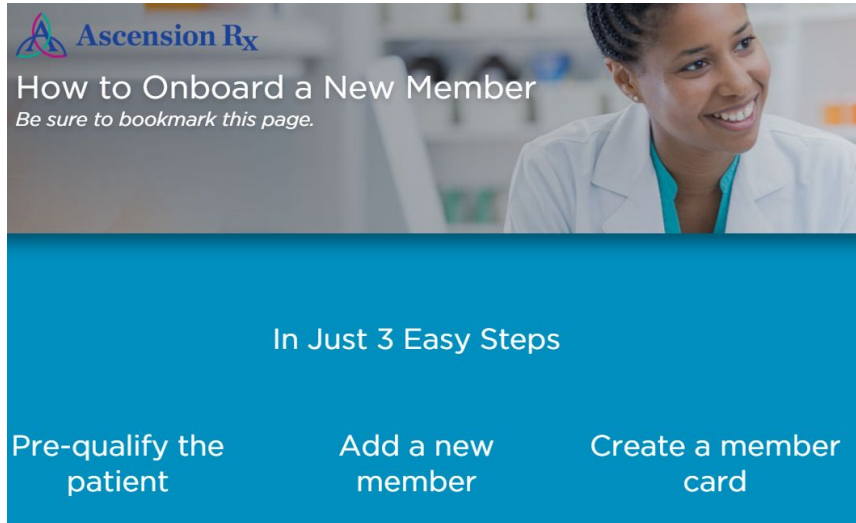
Ascension R_X

Charity Card Administration - Role and Responsibilities

Intake Person

(Caseworker)

Identify Patient
Check Eligibility
Add new member
Complete Card and Print

Patient Navigator

Conduct Prior
Authorization

Update patient information
and eligibility

Retail Pharmacist

At pharmacy receive card
and apply as secondary
insurance

Ascension Rx

Intake Person (Caseworker)

Charity Card Portal

Easy Access:

https://rxsense.com/ascension-member-card/

Save to favorites or add icon on desktop

Step 1 - Pre- qualify patient

Step 2 - Add a new member

Step 3 - Create a member card

Case Worker - Intake Person

Step - 1

❖ Once you have identified a potential patient login to the portal scroll down and use the questions at the bottom of the opening page to validate eligibility

Pre-qualify Patient

Ask the patient the following questions:

Assess for prescription drug coverage

➡ Do you have prescription insurance and, if so, who is the insurance through?

- Uninsured patients will likely be a good candidate.
- Insured patients: gather information on income below to determine eligibility.

Evaluate patient financial status

➡ What is your total household income and how many people are in your household?

- Recommend qualified patients need to be at or below 400% of FPL to qualify for this card.

Identify medication adherence opportunity

➡ Have you skipped doses of prescription medications due to a financial hardship and/or had difficulty paying for prescription medications in the last 12 months?

- Yes would indicate a patient who would most likely qualify for charity card, especially if income level is at or below 400% of FPL.
- No, depending on answers above, may not be a good candidate.

✴ If the patient meets all qualifications, login to RxAgile to add our new member.

Need clarification? Contact:

Patrick Leinauer
Sr. Manager, Ascension Patient Medication Assistance Program (APMAP)
t: 636-362-4367

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Patient is eligible!

❖ Use the link to go to <u>RxAgile</u> to add the new member.

❖ Link located in multiple places on the main page

In Just 3 Easy Steps

Pre-qualify the patient

Ask the patient the three simple questions below to determine if they qualify to become a new member and enjoy pharmacy benefits savings. Need clarification? Contact:

Patrick Leinauer
Sr. Manager, Ascension Patient Medication Assistance Program (APMAP)
t: 636-362-4367

Add a new member

Add a new member in RxAgile. The guide below will walk you through it. Remember to get the member's cardholder ID for the card.

> How to add a new member

Log into RxAgile

Create a member card

When you click the button below, a PDF form will open. Enter new member name and cardholder ID in the PDF and simply print the card for the new member to use at any participating pharmacy.

Print a new member card

Identify medication adherence opportunity

Have you skipped doses of prescription medications due to a financial hardship and/or had difficulty paying for prescription medications in the last 12 months?

- Yes would indicate a patient who would most likely qualify for charity card, especially if income level is at or below 400% of FPL.

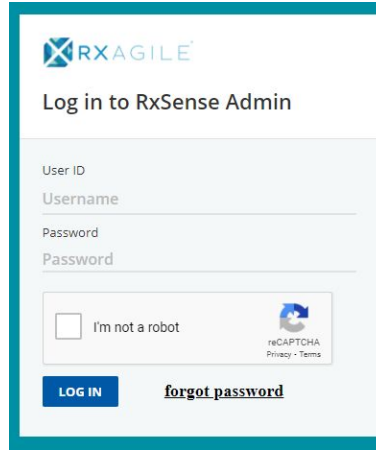- No, depending on answers above, may not be a good candidate.

If the patient meets all qualifications, login to RxAgile to add our new member.
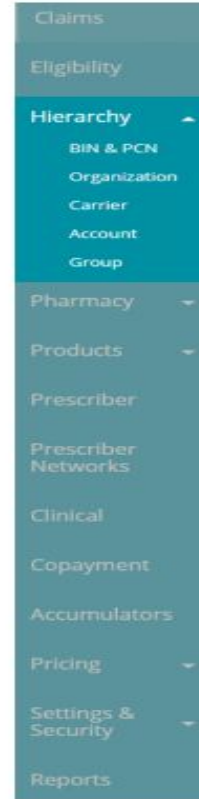
Need clarification? Contact:

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6

Login to RxAgile

Hierarchy

Claims

Eligibility

Hierarchy
   BIN & PCN
   Organization
   Carrier
   Account
   Group

Pharmacy

Products

Prescriber

Prescriber Networks

Clinical

Copayment

Accumulators

Pricing

Settings & Security

Reports

RXAGILE

Log in to RxSense Admin

User ID
Username

Password
Password

☐ I'm not a robot   reCAPTCHA
                         Privacy - Terms

LOG IN   forgot password

❖ Users must have a User ID and Password to login to the RXAGILE site

   (**On initial entry reset pw**)

❖ In RxAgile using the left hand toolbar click on Hierarchy and Group

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Adding a New Member

Step - 2

❖ The Group name should be the name of your organization

❖ Group number will be added to card

❖ Click add member

Group Number

Group Name

Click here to add new member

Please write down the Group Number and Name - You will need to add this information when adding a new member and for the charity card.
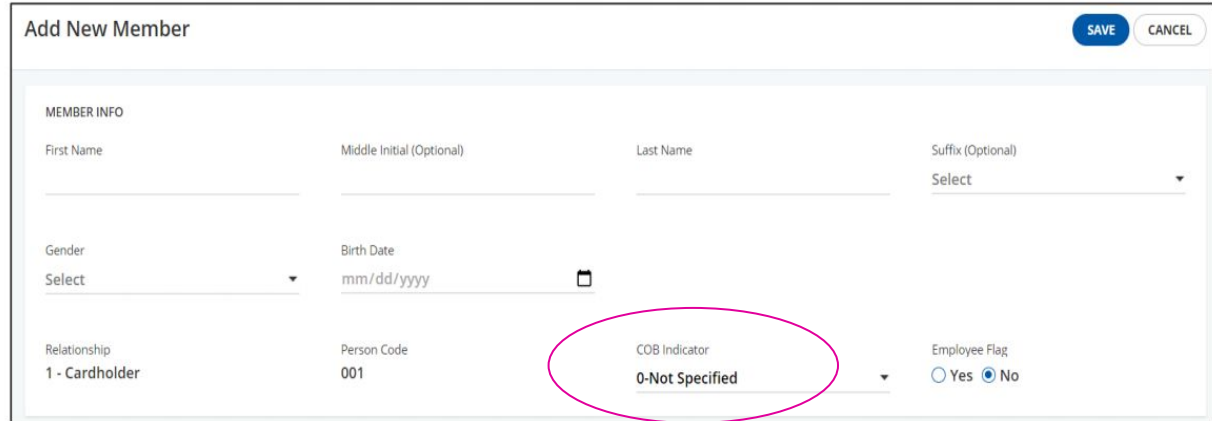
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Add New Member

❖ Complete the form with the member's information
  ➢ Name
  ➢ Gender
  ➢ Birth Date
  ➢ **Relationship ***
  ➢ **Person Code ***
  ➢ COB Indicator
  ➢ **Employee Flag ***

  ***(bolded fields are static)**

Insurance
1 - Primary - (Patient does not have insurance)
2 - Secondary - (Patient has insurance)

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Adding a New Member

❖ You will have to create a Cardholder ID for each member. **Cardholder ID** = Ministry Domain + Patient Medical Record Number

❖ (Example: MOSTL12345678)

❖ Enter this ID Number and also write it down for easy access on the next step

❖ You will also need to put in a Cardholder End Date - this Date should be 30 days from the date you are creating this member

MEMBER CARD INFO

Org Name + Number
Ascension Program Example-123456

Carrier Name + Number
Ascension Program Ex-123456

Account Name + Number
Ascension Program Example-123456

Group Name + Number
Ascension Program Example-123456

Cardholder ID

Alternate ID (Optional)

Cardholder Effective Date
mm/dd/yyyy

Cardholder End Date (Optional)
mm/dd/yyyy

Ascension R$_X$

Add New Member

❖ Contact Info
  ➢ Email
  ➢ Phone Number

❖ Permanent Address
  ➢ (Optional)

Step 3: Create a member card

❖ Go Back to the Main Page.

❖ Link located Under the Create a member card.

In Just 3 Easy Steps

Pre-qualify the patient

Ask the patient the three simple questions below to determine if they qualify to become a new member and enjoy pharmacy benefits savings. Need clarification? Contact:

Patrick Leinauer
Sr. Manager, Ascension Patient Medication Assistance Program (APMAP)
t: 636-362-4367

Add a new member

Add a new member in RxAgile. The guide below will walk you through it. Remember to get the member's cardholder ID for the card.

> How to add a new member

Log into RxAgile

Create a member card

When you click the button below, a PDF form will open. Enter new member name and cardholder ID in the PDF and simply print the card for the new member to use at any participating pharmacy.

Print a new member card

Note: Be sure to have available the Rx GRP assigned to your ministry and the patient ID # assigned

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Step - 3

Card Completion

❖ Go back out to portal to create and print member card

❖ Complete the three shaded fields
  ➢ Member name
  ➢ Cardholder ID
  ➢ Rx GRP

❖ Print and hand to patient

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PRESCRIPTION BENEFIT CARD

Member Name: Diane Mends
Cardholder ID: MOSTL12345678
Rx BIN: 610568   Rx PCN: RXS
Rx GRP: 123456

Present this pharmacy benefit savings card to fill your prescription at any participating pharmacy.
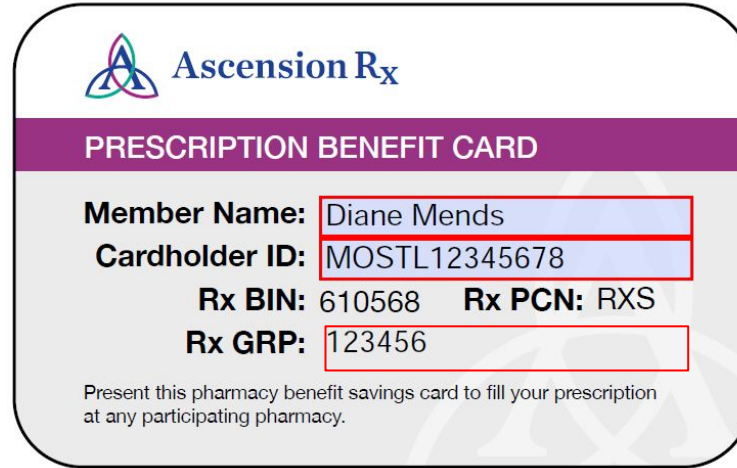
Cardholder ID = Ministry Domain + Patient Medical Record Number (Example: MOSTL12345678)

Rx GRP = Found on the Group Detail page in RxAgile

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Patient Navigator

Search for existing member

❖ <u>Group - Members</u>
➢ Add member last name and DOB
➢ Click search
❖ Once you find specific member click on their name to go to their eligibility details

Eligibility Details

Updating eligibility: All changes and edits will be documented and tracked.

Edits to member's eligibility must be done separately by card on the Eligibility Details screen.

Screen Tabs:

- Claims
- Member Details
- Group Details
- Prescriber
- Promo Funds
- Accumulators
- Coverage & Pricing
- Account Access History

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Extend Eligibility

❖ The patient charity card eligibility can be extended by changing the card end date

Prior Authorization

Prior Authorization

Ascension Rx Charity Card

- ❖ If a patient tries to use a valid Ascension Rx Charity Card outside of the constraints of the card (over max value allowed, past expiration date, etc.), it will reject and go into a queue for authorization
- ❖ Only approved associates can review and approve authorizations
- ❖ An authorization must be setup in the member profile in order for the card to work outside of the setup constraints

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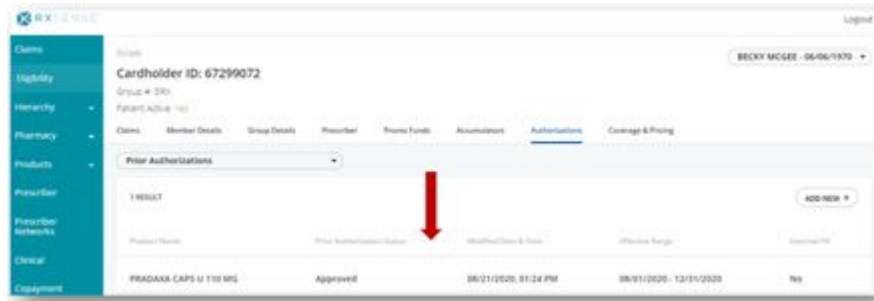
Prior Authorization

❖ From the Member Profile, select the Authorizations tab
❖ Then use the drop-down option to select Prior Authorizations

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Prior Authorization

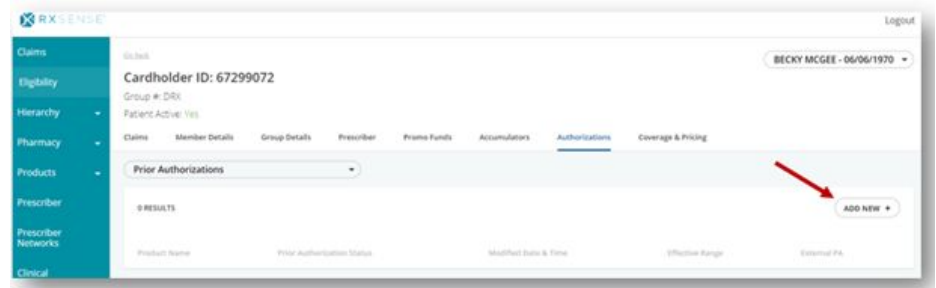❖ If the member has existing authorizations, it will appear on the results screen.

Prior Authorization

❖ To begin creating a new PA, select the "Add New" button on the top right of the screen
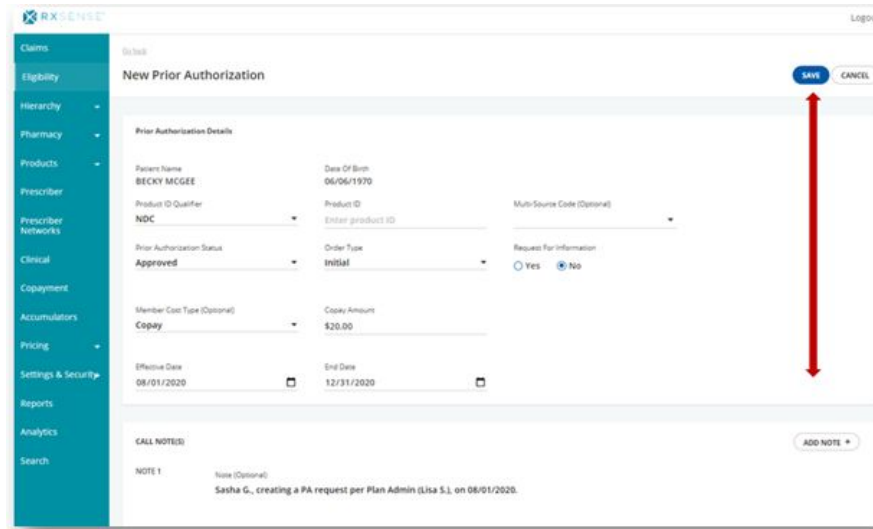
Prior Authorization

- ❖ A New PA Form will appear.
- ❖ Complete all required fields including:
  - ➢ Product ID Qualifier (NDC or GPI #)
  - ➢ Prior Authorization Status (Approved or Denied or Open if you need more information)
  - ➢ Order Type (Initial if first time submitting, otherwise Appeal)
- ❖ Member Cost Type is Optional:
  - ➢ You can select Copay if you want to cover a specific copay
- ❖ Select a date range for when you would like it to be effective to and from
- ❖ Add any PA Call notes by clicking Add Note and filling in details around the PA

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Prior Authorization

❖ Once information is completed, click Save and the PA is complete

Retail Pharmacist

Retail Pharmacist

Ascension Rx Charity Card

❖ Always check for primary insurance and use Charity Card as secondary wherever possible