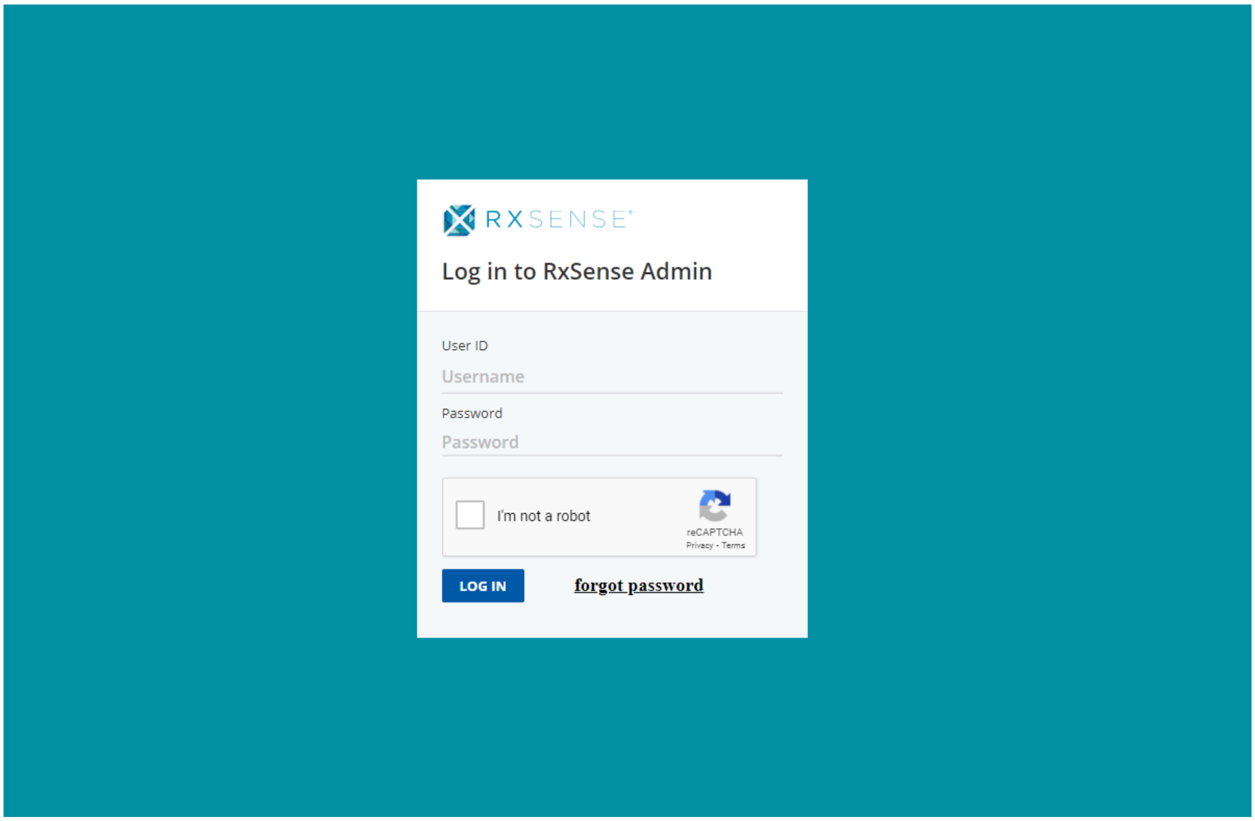
RxAgile

Onboarding New Ascension Members

Last updated: 3/10/22 1:38:00 PM



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Introduction

RxAgile® is a secure, mobile-optimized, cloud-based platform created by RxSense and accessible via any browser by correctly permissioned Ascension users. Ascension staff will onboard new, qualified members to RxAgile to provide them with a branded, prescription benefits card that helps them with savings at pharmacies in network.

This document provides Ascension social workers instruction on:

- Qualifying patients for benefits card
- Adding new members
- Printing a member card
- Managing eligibility, claims, and status

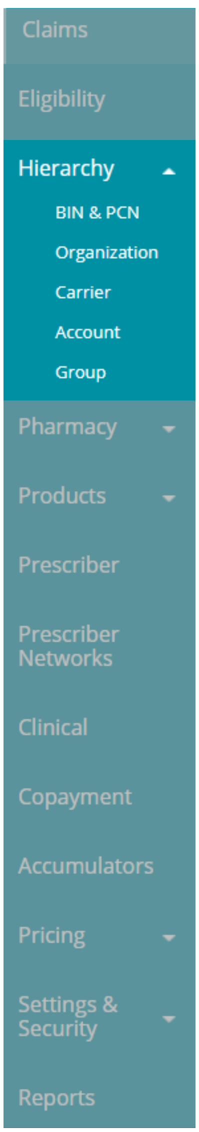
Qualify Patients for Benefits Card

1. Go to the Onboard a New Member page for Ascension: https://rxsense.com/ascension-member-card/
2. Ask patients the three questions listed on the page.
3. If they meet the qualifications, continue to add a new member as shown next.

Add New Member Overview

Once you have qualified the patient, you can add them the plan in RxAgile. Log into RxAgile for Ascension (button to login is also on the Onboard a New Member page). Once in, follow the directions below for adding a new member.

Hierarchy



The RxSense hierarchy is composed of:

- BIN & PCN
- Organization
- Carrier
- Account
- Group

There can be multiple carriers under one organization, multiple accounts under one carrier, and multiple groups under one account.

Every client setup has Organization, Carrier, Account, and Group entities, to which benefit options are attached. The benefits can be segmented in multiple ways (by location, line of business, etc.) to enable the client to adjudicate claims in line with their unique benefit design.

There can be duplicate Carrier, Account, or Group numbers across Organization, but there cannot be duplicates under the same Organization.

Once set up, hierarchies can be modified and end-dated. Hierarchies can never be deleted from the system.

Effective and end-dates set at a higher level of hierarchies will override effective and end dates at the lower levels of that hierarchy. A validation message alerts the user that editing the date will impact lower levels within the hierarchy.

Adding Members

Adding and uploading eligibility files is done through the ***Group Details*** *screen outlined above under* ***Eligibility****.*

To create eligibility for members, click **Hierarchy** on the left navigation menu, then click **Group**.

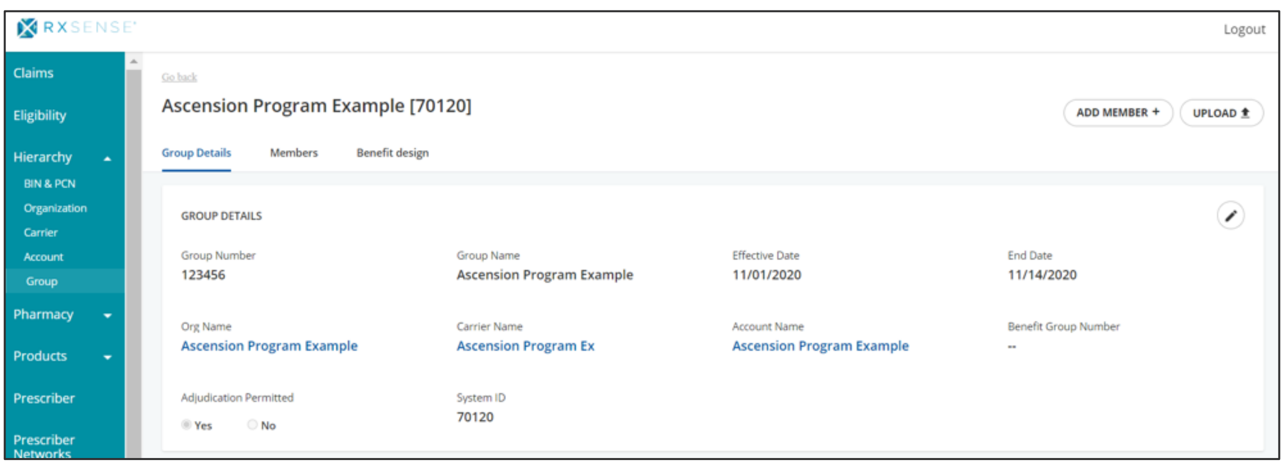
Adding a New Member

From the Group screen under hierarchy, a user can search for and select the group that the member will be added to.

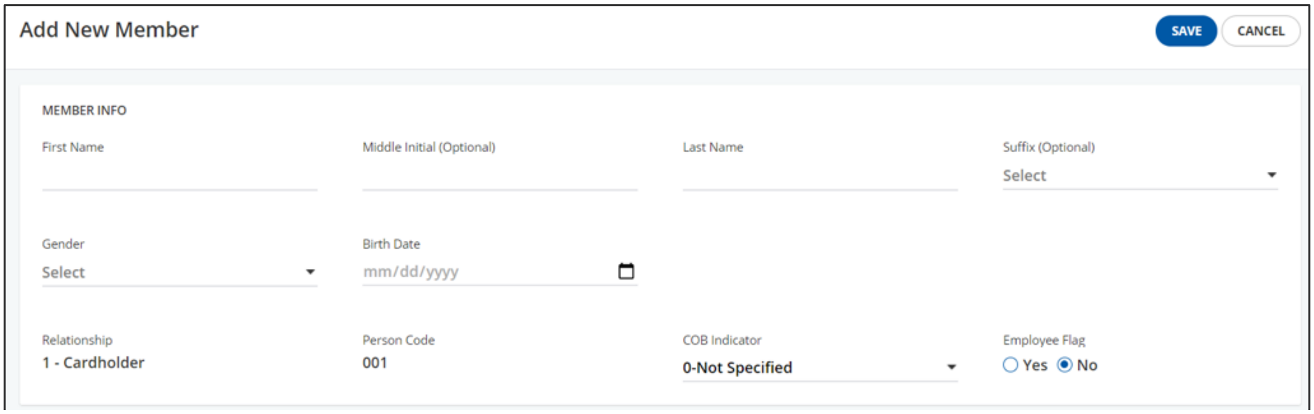
Note: You will only be able to view the group number for your location based upon your access to the system.

Here is an example structure for all the current groups:

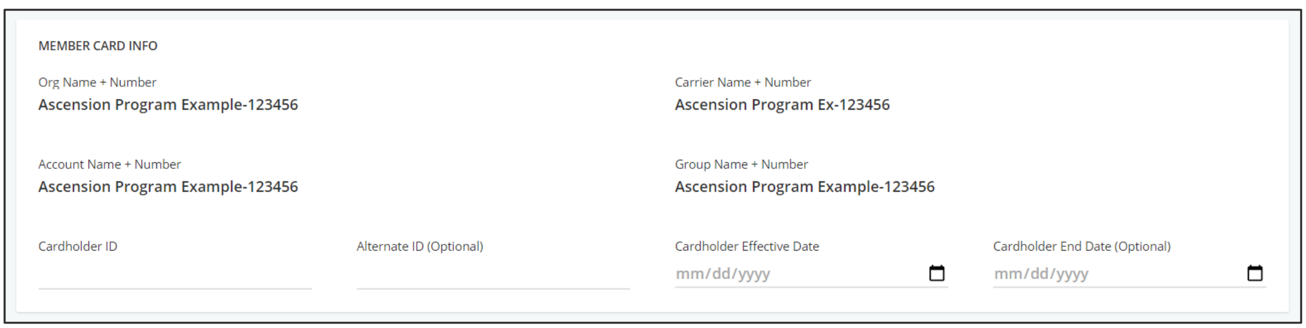
Carrier #	Carrier Name	Account #	Account Name	Group #	Group Name
FL2000	FLORIDA	PEN3000	ASCENSION_PENSICOLA	SHH101	SACRED_HEART_HOSPITAL
FL2000	FLORIDA	BAY3000	ASCENSION_BAY_HOSPITAL	BAY101	BAY_HOSPITAL
WI2000	WISCONSIN	WI3000	ASCENSION_WISCONSIN	WINORTH101	WISCONSIN_NORTH
WI2000	WISCONSIN	WI3000	ASCENSION_WISCONSIN	WISOUTH102	WISCONSIN_SOUTH
IL2000	ILLINOIS	CHIPRE3000	ASCENSION_IL	EVA101	PRESENCE_FRANCIS_HOSPITAL
IL2000	ILLINOIS	CHIPRE3000	ASCENSION_IL	KAN101	PRESENCE_MARYS_HOSPITAL
IL2000	ILLINOIS	CHIPRE3000	ASCENSION_IL	AUR101	PRESENCE_MERCY_HOSPITAL
IL2000	ILLINOIS	CHIPRE3000	ASCENSION_IL	ALX101	ALEXIS_MEDICAL_CENTER
IL2000	ILLINOIS	CHIPRE3000	ASCENSION_IL	CHC101	PRESENCE_MARY_ELIZABETH
IL2000	ILLINOIS	CHIPRE3000	ASCENSION_IL	CHC102	SAINT_JOSEPH_CHICAGO
IL2000	ILLINOIS	CHIPRE3000	ASCENSION_IL	ELG101	SAINT_JOSEPH_ELGIN



- Manually: From the ***Group Detail*** screen in ***Eligibility*** above, click **Add Member** at the top right of the screen.



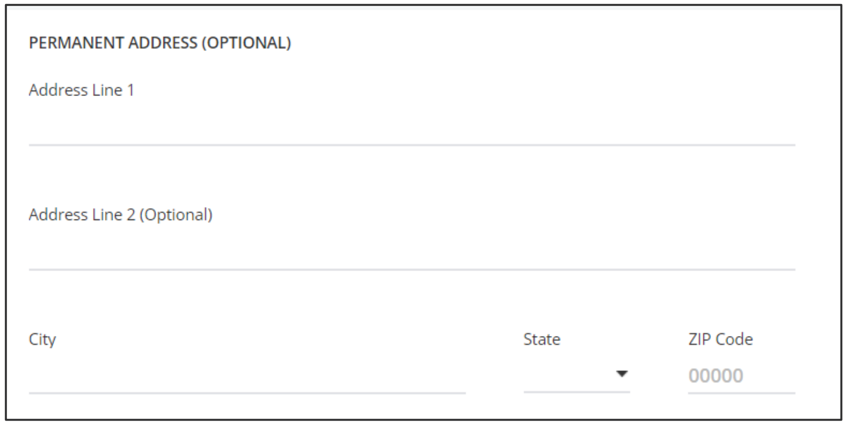
- User is prompted to complete the form with the member's information:
  - First Name
  - Middle Initial (Optional)
  - Last Name
  - Suffix (Optional)
  - Gender (Dropdown)
  - Birth Date (mm/dd/yyyy)
  - Relationship
  - Person Code
  - COB Indicator (Dropdown)
  - Employee Flag



- Member Card Info
  a) Cardholder ID = Ministry Domain + Patient Medical Record Number
  b) Alternate ID (Optional)
  c) Cardholder Effective Date
  d) Cardholder End Date (Optional)

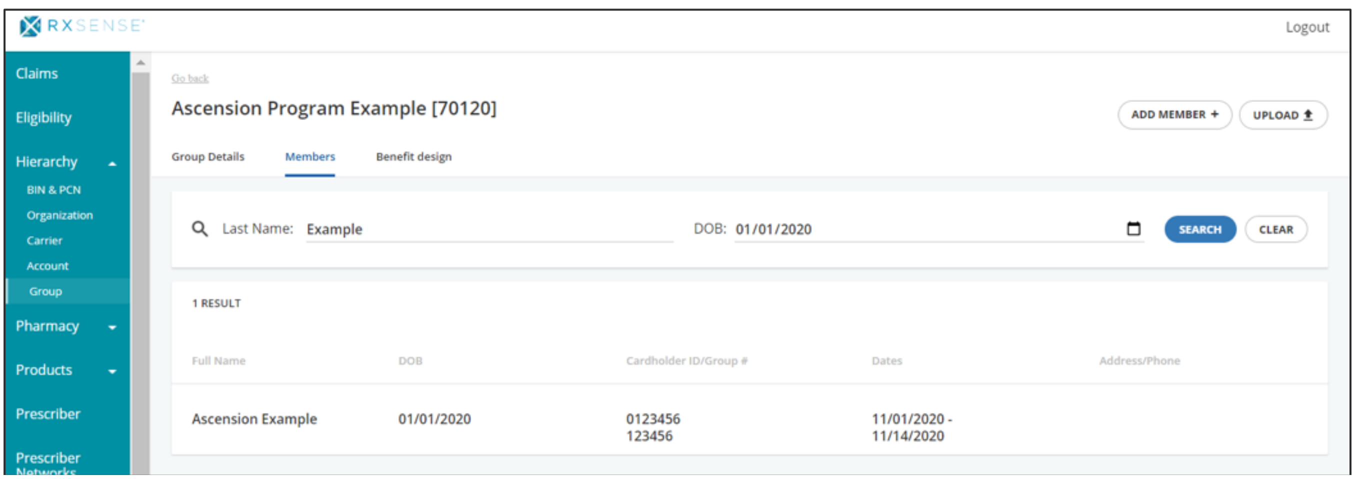
- Contact Info
    a) Email
    b) Phone Number (xxx-xxx-xxxx format)
    c) Confirm Email

- Permanent Address (Optional)
    a) Address Line 1
    b) Address Line 2 (Optional)
    c) City
    d) State
    e) Zip Code



Searching Members in Group

Once a member has been added, the user is able to search for this member within the group by clicking on the **Members** tab and searching by Last Name and Date of Birth.



Once you have found the specific member you are looking for, click on their name to go into their Eligibility details.

Eligibility Details

Updating eligibility: All changes and edits will be documented and tracked. Changes to eligibility will be visible by the value that was changed, the previous value, and the new input.

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

The Eligibility Details Screen contains all member information. This screen contains the following tabs:

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

Member Details

The Member Details tab will present the following information for view / edit:

- Member Info
    a) Cardholder First Name
    b) Cardholder Last Name
    c) Cardholder Suffix
    d) Gender (Unknown / Male / Female)
    e) DOB
    f) Special Pricing (-- / EXC: Exclusive Pricing)
    g) Employee Flag (Y / N)

- Member Card Info
    a) Cardholder ID
    b) Cardholder Effective Date
    c) Cardholder End Date
    d) Relationship Code
    e) Person Code
    f) COB Indicator (0-Not Specified / 1-Primary / 2-Secondary / 3-Tertiary)

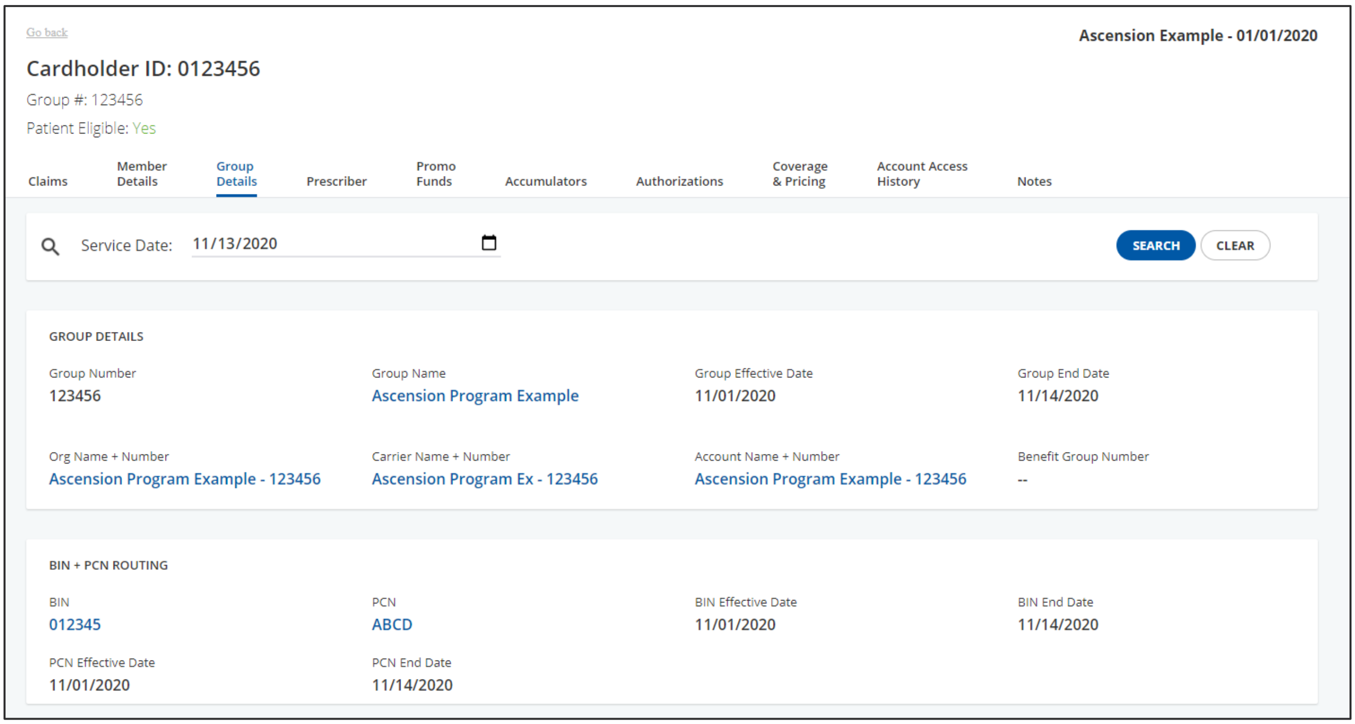
- Contact Info
    a) Email
    b) Phone Number (xxx-xxx-xxxx format)
    c) Confirm Email

- Addresses
    a) A user may add a new address by clicking the Add New button.
    b) Shipping Address
        i. Address Line 1
        ii. Address Line 2 (Optional)
        iii. City
        iv. State
        v. Zip Code

- Patient Level Accums
  a) If there are any Accums at the patient level for the selected patient, the information will appear in this section.
     i. Accum Type (Deductible / Out of Pocket / Benefit Period Plan Max / Lifetime Max)
     ii. Effective Date
     iii. End Date
     iv. Accum Amount

A date search is available at the top of the screen. When a date has been entered, the information on the screen will display the state of eligibility on the specified date.

Group Details



The Group Details screen displays the following information for view / edit:

- Group Details
  a) Group Number
  b) Group Name
  c) Group Effective Date
  d) Group End Date
  e) Org Name + Number
  f) Carrier Name + Number
  g) Account Name + Number
  h) Benefit Group Number

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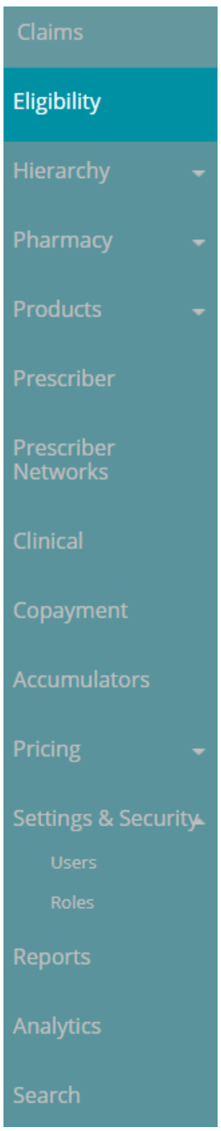
- BIN + PCN Routing
  a) BIN
  b) PCN
  c) BIN Effective Date
  d) BIN End Date
  e) PCN Effective Date
  f) PCN End Date

Eligibility



There is an alternate way to view member information once the member has been added. User utilizes the Eligibility module on the left navigation menu.

On the Eligibility screen, there is a search bar at the top of the screen with a selection to search by two levels:

- First level: Member Info or Hierarchy
  - Member Info is most commonly used by the Contact Center.
- Second level: Name or Cardholder ID / Alternate ID for Member Info, Organization, Carrier, Account, Group, or Benefit Group for Hierarchy

Once a member has been found and selected, that member / patient can be selected to show eligibility details.