CoverMyMeds ePA Getting Started

This article describes the functionality of the CoverMyMeds ePA task list. This list is composed of Electronic Prior Authorizations for medications, routed through CoverMyMeds and eventually direct connections to the Payers/PBMs. This document will describe the steps for configuring, accessing, using, and ultimately completing an ePA.

Prerequisites & Configurations

Features

- **CoverMyMeds (Legacy SSO)**
- **CoverMyMeds ePA Integration**

Features can only be enabled by an iSalus representative. Please complete the Typeform if you wish to enable this functionality for your practice. Please be aware that some of the settings below may not be visible until the corresponding features are enabled.

Settings

- The settings below are **REQUIRED** for the Prospective ePA workflow, to begin an ePA with CoverMyMeds, it must first be determined that the prescribed medication requires prior authorization. This is done via the Real-Time Benefit Check (RxBC) functionality on the prescription pad. These settings enable the RxBC to be run when printing/sending/queuing a prescription:
  - Company Setting: **Run Real-Time Prescription Benefit Check (RxBC)** = *True/Checked*
  - User Setting: **Run Real-Time Prescription Benefit Check (RxBC)** = *True/Checked*
- The two settings below are optional, but recommended. These dictate the default assignee of the ePA Task Item when prescribing a medication that returns "**PA Required**". The User or User Group will see the ePA task in their CoverMyMeds ePA task list.
  - Company Setting: **EPA Processor** *(optional)* = *User/User Group*
  - User Setting: **EPA Processor** (optional) = *User/User Group*

Role

- The "**My Tasks - CMM ePA**" security screen will need to be enabled for the applicable roles. Write access will need to be granted.
  1. Setup > Roles > Search "**CMM ePA**"
  2. Set applicable access

In 2025, we introduced new settings to give practices more flexibility with CoverMyMeds. One setting allows practices to turn off automatic ePA sending so prescribers can decide on a case-by-case basis during prescribing. Another lets practices set a **Minimum Prescription Cost** to reduce low-dollar ePAs, while still giving prescribers the option to override when needed. For full details, see CoverMyMeds Settings for Customized Workflows.