

CoverMyMeds Default Process Steps

Last Modified on 09/03/2025 5:02 pm EDT

ePA Process Step by Step

This article describes an expected workflow for the default configuration of the CoverMyMeds ePA process. Given the ePA process is a coordinated effort between the ePA Task assignee/prescriber, and Payer/PBM multiple variations to workflow or process can exist.

1. A user with appropriate settings enabled prescribes medication and the Benefit Check is run automatically at the time of print/send/queue. If the RxBc response is "**PA Required**" there will be an opportunity for the user to assign an ePA task to a user or user group. Utilizing the company and user settings for "EPA Processor", this value can default to a configured user/group.

CoverMyMeds - Real Time Benefit Check

Prescription Details

Prior Authorization Requirement
PA REQUIRED

Qty: 11 Tablet

Prescription Benefit Details

Plan Price	Applied Deductible	Remaining Deductible	Cash Price	Discount Price
\$25.00-35.00				\$20.50

*Drug not on formulary, patient covered. Prior authorization required
This medication is not covered by the patient's insurance. A Formulary exception (prior authorization) is required for coverage.*

Pharmacy Details

CVS PHARMACY #03359
33840 AURORA RD SOLON, OH 44139
(440) 248-5907

EPA Assigned To *

Patient: Head, Chandler B.
11/02/2004 (18.11y) Male
123 Anywhere Bargserville, IN 46106
Phone (317) 474-2516 Work (317) 474-2516 Night (317) 474-2516

Drug: spironolactone 50 mg-hydrochlorothiazide 50 mg tablet

Sig: 1 tab oral twice a day

Dispense: 60 Tablet 30 days supply

Refills: No Refills **Effective:** 10/05/2023 **Void:** **Dispense as Written:** Yes

Note:

Pharmacy: Test 000 Pharmacy (703) 555-0195 000 Pending Response Way, Arlington, VA 22201

[More+](#) [Send Prescription Information](#) ☒ **Benefit Check** [Coverage](#) [Save](#) [Print](#) [Send](#) [Queue](#)

2. Once, the "Print/Queue/Send as Prescribed" button is selected, the ePA task is created and is available to the assignee in the My Task List > CoverMyMeds ePA > My Assigned queue in the status of **Initiated**

<div> <div>21</div> <div>My Assigned</div> <div>8</div> <div>Problem</div> <div>19</div> <div>Completed (90 days from Written Date)</div> </div>									
<div> <input type="text" value="search ..."/> <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> </div>									
Patient Name	Status	Provider	Written Date	Drug Name	Deadline (UTC)	Post Date	By	Assignee	
Head, Chandler B.	Initiated	Adkins MD, Stanley	09/18/2023 15:05:27	CoverMyMeds - Test 1		09/18/2023 12:17:39	Ichandler	Ichandler	
Head, Chandler B.	Approved (Pending)	Adkins MD, Stanley	09/18/2023 17:34:25	CoverMyMeds - Test 6		09/18/2023 13:53:17	Ichandler	Ichandler	
Head, Chandler B.	Open	Adkins MD, Stanley	09/18/2023 17:53:33	CoverMyMeds - Test 6.2	09/18/2024 17:54:06	09/18/2023 13:54:31	Ichandler	Ichandler	
Head, Chandler B.	Approved (Pending)	Adkins MD, Stanley	09/18/2023 18:15:11	CoverMyMeds - Test 8 (ins search)		09/18/2023 14:28:25	Ichandler	Ichandler	
Head, Chandler B.	Approved (Pending)	Adkins MD, Stanley	09/18/2023 18:20:14	CoverMyMeds - Test 9 (was 10)		09/18/2023 14:29:22	Ichandler	Ichandler	
Head, Chandler B.	Approved (Pending)	Adkins MD, Stanley	09/18/2023 18:26:23	CoverMyMeds - Test 10 (was 11)		09/18/2023 14:31:10	Ichandler	Ichandler	

3. The ePA processor will work their My Assigned list. The first status change will be from **Initiated -> Follow Up** this will mean there is a question set being presented that needs to be completed in order for the Payer/PBM to adjudicate the request.
- Complete the question set and submit the answers. This will change that status from **Follow Up -> Submitted**

- Some cases may require attachments to be included with the ePA submission. In the header of the ePA task there is an icon that will pull up a screen allowing a user to attach either a **SOAP Note, Order Result, or eDocument**.

Add Attachment

eDocuments

Order Results

Soap Notes

eDocuments Search

30

Days Since Create

Search


File Name	Created On	Size	Days Since Create	Folder
No Results Found				

Close Search

Attach

4. When the payer responds to the submission the task will either contain the adjudication and may be returned as **Denied or Approved**. The payer may also ask additional questions after the initial set, in this case, the ePA processor would work to submit the question set again. Otherwise, a user will complete the necessary steps to complete the PA such as calling the patient or communicating with the prescriber to determine an alternative treatment plan. In either case, the user will need to **mark any "Pending" ePA as Complete** in order to remove it from the My Assigned list and into the Completed category.

Pending

Patient	> Head, Chandler B. Born: Nov 2, 2004 (19y) Gender: Male Chart: 311925 
Medication	CoverMyMeds - Test 6, 1 (1 days)
Prescriber	Stanley Adkins (NPI: 1972609493)
Priority	Standard

Status	Approved (Pending)
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Note	Your request has been approved
Effective Date	Sep 18, 2023 1:52:50 PM (EDT)
Expiration Date	Sep 18, 2024 1:52:50 PM (EDT)
Reference Number	EPA
PA Case ID	BY67K6DC

Sent on: 09/18/2023 13:53:17

 Complete

