Company Settings for Coverage & Benefit Checks

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FOR ADMINISTRATORS

Three separate features, turned on separately.

Coverage information on the prescription pad, the benefit check screen, and electronic prior authorization are independent of one another. A practice can have any one of them without the others. This article covers what each one needs and in what order.

How the settings layer

Each feature is controlled in up to three places, and they apply in this order.

1. Product

Added to your practice by iSalus Support. Nothing below works until this is in place, and the settings may not even be visible. Request it at support@isalushealthcare.com.

2. Company setting

Turns the feature on or off for the whole practice. This is the one that decides whether anything happens.

3. User setting

Sets what an individual user sees by default. It does not turn the feature off. A user whose setting is unchecked can still run a benefit check by checking the box on the prescription, and a user whose setting is checked can uncheck it for one prescription.

The benefit check screen