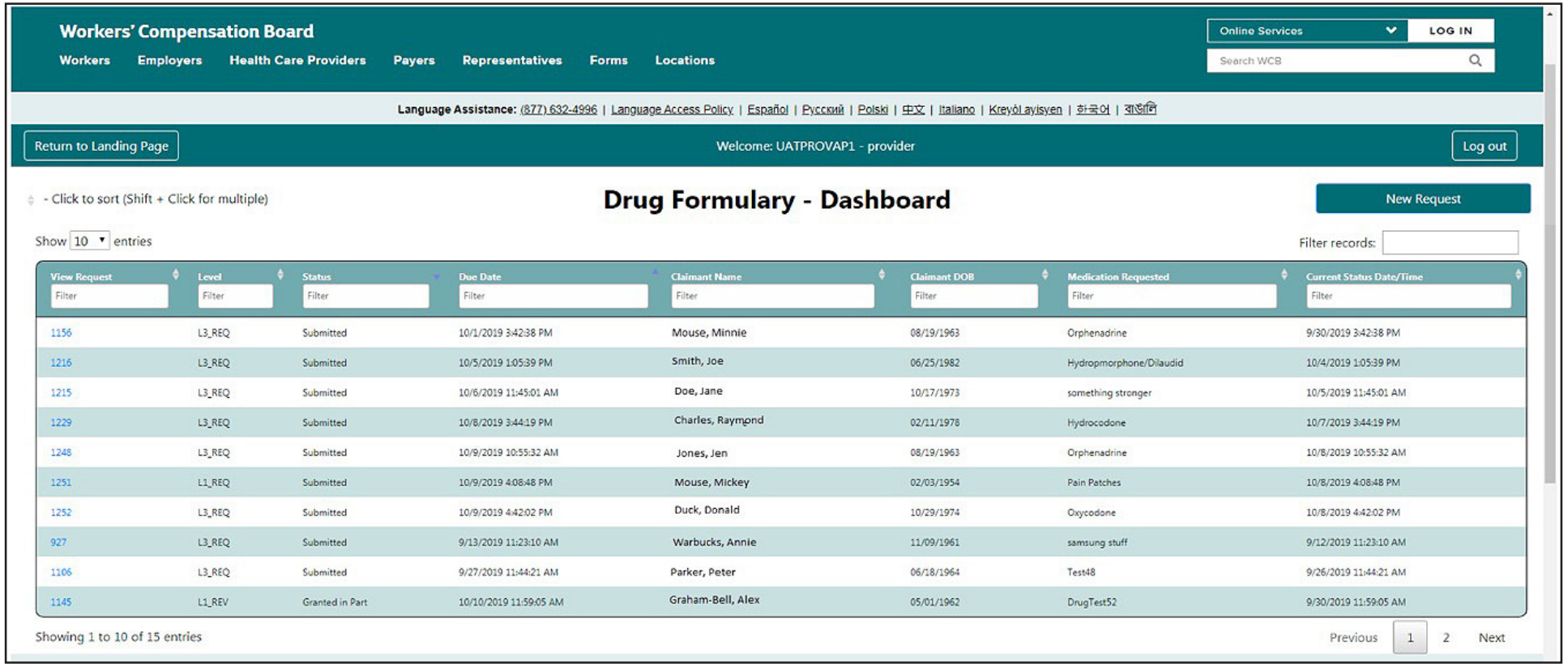
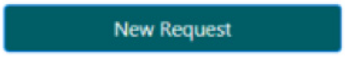
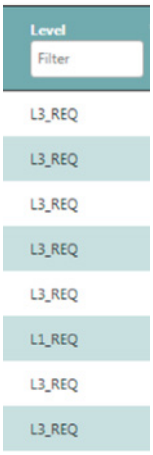
Provider
Drug Formulary Dashboard Guide

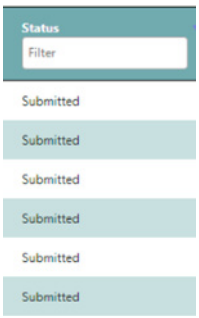
NEW YORK STATE OF OPPORTUNITY. Workers' Compensation Board

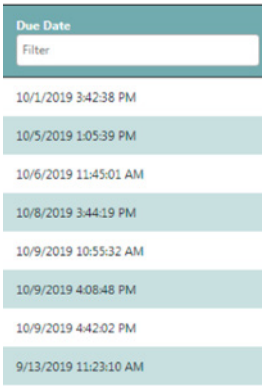
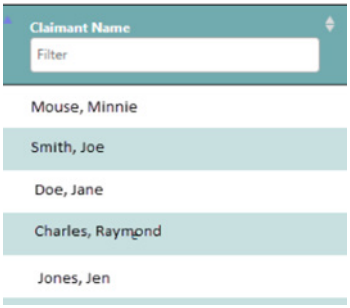
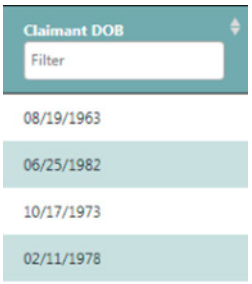
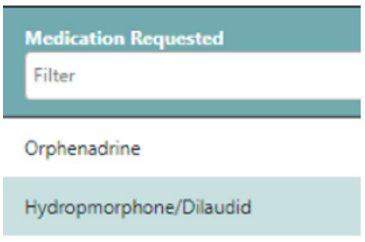
This Guide provides a description of the information contained on the Drug Formulary — Dashboard, with definitions of the fields and some tips regarding the functionality available.

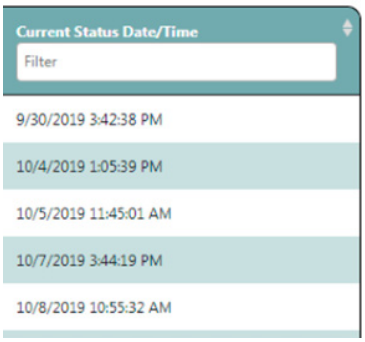
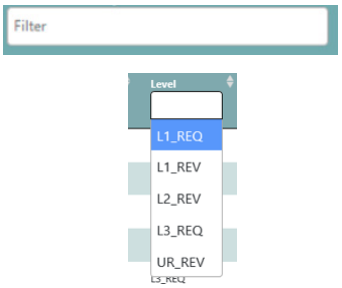


Dashboard Item	Description
New Request 	■ Used to initiate a new prior authorization request.
View a Request 	■ When the blue hyperlink is clicked, the prior authorization form will open for the user. ■ The provider will see the information that they entered when initiating the form and the response from the Reviewer. ■ If the requested was denied or partially approved, and the prescriber wishes to request next-level review, information specifically addressing the rationale for the denial or partial approval should be entered. ■ Entered information can be free text and/or attachments. If using attachments, it is recommended that brief free text be entered to provide context for the attachment(s). ■ To add an attachment, click on the paperclip icon in the upper right corner.

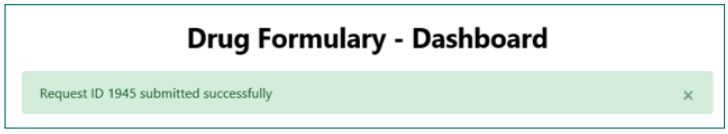
Level of a Request
 
	■ The Level is the current level of the review.
	■ The Level can be either L1, L2, or L3.
	■ It can also be in the status of either REQuest, or REView.
	■ Example:
	  ■ L1_REQ – the prescriber has submitted the prior authorization request for Level I review.
	  ■ L1_REV – the Level I review has been completed.

Current Status of a Request
 
	■ The current Status of the prior authorization request, which includes:
	  ■ **Submitted** – The request has been submitted by the provider and will remain in this status until an action is taken or the four-day time frame has lapsed.
	  ■ **Denied** – The request has been denied.
	  ■ **Granted** – The request has been granted.
	  ■ **Granted in Part** – The drug has been approved, but for a limited length of time, quantity or number of refills (from what was originally requested).
	  ■ **Approved OOC** – The reviewer has not responded in the allocated time frame and the request is deemed approved by an Order of the Chair. The prescription may be written and dispensed.
	  ■ **Granted Final** – The provider's 10 days to respond to the Level I or Level II review has lapsed or the WCB Medical Director's office (MDO) has made a final decision.
	  ■ **Granted in Part Final** – The provider's 10 days to respond to the Level I or Level II review has lapsed or the MDO has made a final decision
	  ■ **Denied Final** – The provider's 10 days to respond to a Level I or Level II review has lapsed or the MDO has made a final decision.

Due Date 	■ The Due Date is the date by which the next action must be taken. ■ Example: ■ If a Level I request (L1_REQ) was submitted at 1/1/20 9:00am, the Due Date for the Level I review would be 1/5/20 9:00am
Claimant Name 	■ Claimant Name
Claimant Date of Birth 	■ Claimant Date of Birth
Medication Requested 	■ The name of the drug being requested for prior authorization.

Current Status Date/Time 	■ The date and time that the action listed in the Status field of the dashboard was taken.
Sort Icon 	■ Each of the above items has the “double triangle” symbol associated with it. Clicking this symbol will change the sort order of the items in the column. ■ Example: ■ If the column is sorted alphabetically, clicking this symbol will change the sort to reverse alphabetical order. ■ If the column is sorted chronologically, clicking this symbol will change the sort to reverse chronological order.
Column Filter 	■ Each column on the dashboard has filters to enable the user to view all entries containing a particular value. ■ Example: ■ The user might want to see everything in the status of L1_Req to see what requests are outstanding and the due date of those requests. ■ Clicking on “Filter” will display the filter values that the user can be applied for that column. ■ Multiple filters from a single column can be applied. ■ Filters from multiple columns can be applied.
All Column Filter/Search 	■ Filter records allows the user to search for a particular value, regardless of which column it might appear in. ■ Example: ■ Entering “Jones” will display only those records with the name “Jones” in the claimant name field. ■ Entering “Oxy” will display only those records that have “Oxy” in the medication request field. ■ Typing characters into the Filter Records box will refine the list of displayed items. The list will become smaller as more characters are entered.

Other Tips:

1. By default, the item needing the next action will default to the top of the dashboard list.

2. When a prescriber submits a request, he/she will receive a message that the request has been successfully submitted. The confirmation message will include the Request ID number.