

Passport News



SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

NOTICE: IMPORTANT INFORMATION ON FORMULARY AND USING WEB PA

Date: April 17, 2014

To: All Passport Health Plan Providers

Background: Effective **April 1, 2014**, Passport Health Plan's Pharmacy Benefit Management (PBM) administrator changed from PerformRx to Magellan Pharmacy Solutions (Magellan). Our new preferred drug listing (PDL) can be found on the Passport website at www.passporthealthplan.com/pharmacy. Passport will grandfather members currently receiving non-preferred drugs for at least 60 days. To continue members on non-preferred drugs after 60 days, prior authorization will be required. A separate communication will be sent to you soon identifying affected Passport members.

How to submit Prior Authorization Requests Online

In addition to phone and fax submissions, prescribers may submit prior authorizations, as well as determine if a drug requires PA, through an online web portal application called Pharmacy Web Prior Authorization (Web PA). To access Web PA, prescribers and their staff will need to register with the User Administration Console (UAC) located in the Magellan pharmacy portal at www.passporthealthplan.com/pharmacy.

UAC is a registration tool that controls and manages the user's access to Magellan's web-based applications. You will designate a single point of contact to manage employee access to the Web PA application. This contact, known as a Delegated Administrator, will register and create a single User ID and Password for one or more providers at the website listed above by clicking the Register button on the upper-right side of the page.

The **Who Are You?** page offers three options for:

- Local or Delegated Administrators who need to perform administrative work;
- Those with a User ID who need to be upgraded to a Delegated Administrator; or
- Those do NOT have a User ID and need to initiate or complete registration to become a Delegated Administrator.



Becoming a Delegated Administrator – New Users

As a new Web PA user, you need to select **I do NOT have a User ID and need to initiate or complete registration to become a Delegated Administrator**. The registrant will be guided through a three-step process to request a PIN, register, and activate a new account. The registration process is designed to include the provider in the decision-making process. A Quick Start Guide is available on the UAC Welcome page Home tab. We suggest you print it and keep it handy until you have completed the entire registration process. Complete documentation for creating and managing users through the UAC is provided online within the application.

1. **Step One – Request PIN.** The prescriber designates a requestor with the authority to access secure information on their behalf. The requestor will register online for each provider requiring access to the UAC. In response to the online PIN request, Magellan will send a PIN letter via the US Postal Service to each provider at his or her address of record in order for the provider to verify authenticity.
2. **Step Two – Registering with a PIN.** It is the responsibility of the prescriber to determine who will complete the registration process and who will be allowed access to the provider's information. The PIN letter will provide instructions for completing the registration process. Once registration is complete, Magellan will send an activation e-mail to the requestor.
3. **Step Three – Activating your user ID and password.** After selecting the activation link in the e-mail, the provider or authorized users can begin using the UAC.

Once you activate your User ID and password as a Delegated Administrator, you will need to access the UAC in order to assign your access privileges to the Web PA system.

To assign your own access privileges, please use the following steps:

1. Enter the Magellan Pharmacy Portal at www.passporthealthplan.com/pharmacy.
2. Select the UAC link on the home page.
3. After logging in, click the **Roles** tab.
4. Select **Web PA** from the drop-down list and select **Pharmacy Web PA** from the drop-down menu.

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5. Click **List Users**.
6. Select the checkbox next to your user profile.
7. Click **Save** to save your changes.

NOTE: No changes should be made to your role assignments for the Magellan UAC application.

You should now be able to access the Web PA option located on the home page of the Magellan pharmacy portal via www.passporthealthplan.com/pharmacy. Complete documentation for creating and managing users through the UAC is provided online within the application by clicking the **Help** button and viewing the User Guide.

Support

If you have any questions or issues regarding the UAC and Web PA applications you may contact the Magellan Pharmacy Solutions Web Support Center at (800) 241-8726, Monday – Friday from 7:00 a.m. – 7:00 p.m. CT (8:00 a.m. – 8:00 p.m. EST).

Training

Training sessions for the UAC and Web PA will be offered on the web via Adobe Connect. UAC training will be conducted in two sessions. To register for a webinar, please e-mail the Magellan Training and Development department at MMATraining@MagellanHealth.com. Please provide the following information in your e-mail:

- Name
- Facility name
- NPI
- Phone #
- E-mail
- Date and time of webinar

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The training schedule is as follows:

UAC

UAC Part 2 – Managing User Access	
Thursday, April 17, 2014 10:00 a.m. – 11:30 a.m. (CT) 11:00 a.m. – 12:30 p.m. (EST)	Thursday, April 24, 2014 2:30 p.m. – 4:00 p.m.(CT) 3:30 p.m. – 5:00 p.m. (EST)

Pharmacy Web PA

Web PA– Registration and PIN Number
Wednesday, April 23, 2014 12:00 p.m. – 2:00 p.m.(CT) 1:00 p.m. – 3:00 p.m. (EST)
Thursday, May 1, 2014 8:00 a.m. – 10:00 a.m. (CT) 9:00 a.m. – 11:00 a.m. (EST)

Additional Resources

Additional information, forms, and documents including a current formulary will be available at www.passporthealthplan.com/pharmacy or by calling (800) 846-7971 and selecting option 1 for prescriber, then option 1 for formulary or PA form.

Provider Action Needed: If you would like to submit PAs via the web, please register via the UAC application.

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Questions: If you have any additional questions, please contact Magellan's Clinical Support Center by calling (800) 846-7971 or by fax at (800) 229-3928.

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