



IDAHO DEPARTMENT OF HEALTH & WELFARE

C.L. "BUTCH" OTTER – Governor
RICHARD M. ARMSTRONG -- Director

LESLIE M. CLEMENT - Administrator

Important Information for Prescriber Providers - Web Prior Authorization

First Health Services Corporation (FHSC) is contracted with Idaho Medicaid to provide the Pharmacy Benefits Management (PBM) system **starting on January 30, 2010**. At that time pharmacies will submit drug claims for payment through the new PBM system. Prior Authorizations will be processed through this system as well. There is a new option for Medicaid Prescribers to submit prior authorizations through an online web portal application called Pharmacy Web Prior Authorization (Web PA). The Web PA tool will allow prescribers and their staff members to enter prior authorizations for a participant, as well as determine if a drug requires a prior authorization.

This notice is for prescribers who will submit pharmacy prior authorizations through the First Health Services Web portal that will be available starting on January 30, 2010. Prescribers and their staff will need to complete the registration process outlined in this notice prior to submitting prior authorizations through the Web portal.

Registration

Beginning January 4, 2010, prescribers and their staff will be able to register via the User Administration Console (UAC) application at <https://idaho.fhsc.com>. UAC is a registration tool that controls and manages user's access to FHSC Web-based applications. You will designate a single point of contact to manage employee access to the FHSC Web prior authorization application. This contact is known as a Delegated Administrator. This individual will register and create a single User ID and Password to become the Delegated Administrator for one or more providers.

Those users who will become Delegated Administrators may register for access to the new User Administration Console by navigating to <https://idaho.fhsc.com> and clicking on the "UAC" icon in the upper right hand corner of the page. The "Who Are You?" page presents three options: I am a Local or Delegated Administrator and need to perform administrative work, I have a User ID and need to be upgraded to a Delegated Administrator, or I do NOT have a User ID and need to initiate or complete registration to become a Delegated Administrator.

New Users - To Become Delegated Administrators

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. It is suggested that you print it out and keep it handy until you have completed the entire registration process. Complete documentation for creating and managing users through the User Administration Console is provided online within the application.

Step One – Request PIN: The prescriber designates a requestor with the authority to access secure information on its behalf. The requestor will register online for each provider requiring access to the UAC. In response to the online PIN request, FHSC will send a PIN letter via the U.S. Postal Service to each provider at their address of record in order for the provider to verify authenticity.

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 the registration process is complete, FHSC sends an activation email to the requestor.

Step Three – Activating your user ID and password: By selecting the activation link in the email, the registration process is completed and 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, follow these steps:

1. Log in to the User Administration Console through the UAC link on the Home page of <https://idaho.fhsc.com> .
2. After logging in, click on the **Roles** tab.
3. Select the appropriate application from the dropdown list (Pharmacy Web PA) and select the appropriate Role from the drop-down menu (Pharmacy Web PA Submit or Pharmacy Web PA View). Click **[List Users]**.
4. Click the checkbox next to your user profile.
5. Click the **[Save]** button to save your changes.

NOTE: No changes should be made to your role assignments for the FHSC User Administration Console application.

You should now be able to access the Web PA option on <https://idaho.fhsc.com>. Complete documentation for creating and managing users through the User Administration Console is provided online within the application by clicking on the Help button and viewing the User Guide.

Support

You may contact the First Health Services Web Support Center at 1-800-241-8726, Monday – Friday from 6:00 a.m. – 6:00 p.m. MT, or 5:00 a.m. – 5:00 p.m. PT, if you have any questions or problems regarding the UAC and Web Prior Authorization applications.

Training sessions will be offered via Microsoft Live Meeting. To register to attend, please contact FHSC at 1-800-922-3987. The training schedule is as follows:

UAC Webinar	
<p>Tuesday, January 5, 2010 1:00 p.m. – 4:00 p.m. (EST) 11:00 a.m. – 2:00 p.m. (MT) 10:00 a.m. – 1:00 p.m. (PT)</p>	<p>Tuesday, January 12, 2010 3:00 p.m. – 6:00 p.m.(EST) 1:00 p.m. – 4:00 p.m. (MT) 12:00 p.m. – 3:00 p.m. (PT)</p>
<p>Tuesday, January 19, 2010 1:00 p.m. – 4:00 p.m. (EST) 11:00 a.m. – 2:00 p.m. (MT) 10:00 a.m. – 1:00 p.m. (PT)</p>	<p>Tuesday, January 26, 2010 3:00 p.m. – 6:00 p.m.(EST) 1:00 p.m. – 4:00 p.m. (MT) 12:00 p.m. – 3:00 p.m. (PT)</p>

Web PA Webinar	
Thursday, January 7, 2010 12:00 p.m. – 1:00 p.m. (EST) 10:00 a.m. – 11:00 p.m. (MT) 09:00 a.m. – 10:00 a.m. (PT)	Thursday, January 14, 2010 3:00 p.m. – 4:00 p.m. (EST) 1:00 p.m. – 2:00 p.m. (MT) 12:00 p.m. – 1:00 p.m.(PT)
Thursday, January 21, 2010 12:00 p.m. – 1:00 p.m. (EST) 10:00 a.m. – 11:00 p.m. (MT) 09:00 a.m. – 10:00 a.m. (PT)	Thursday, January 28, 2010 3:00 p.m. – 4:00 p.m. (EST) 1:00 p.m. – 2:00 p.m. (MT) 12:00 p.m. – 1:00 p.m.(PT)

Thank you,
 Idaho Medicaid