Medical Claims Portal - Specialty Pharmacies User Guide

V1.0

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Overview

What is the Medical Claim SP Portal?

The Lilly Medical Claim SP Portal is intended to allow Specialty Pharmacies to:

- Upload supporting documentation to submit a claim for reimbursement of product. Documentation includes: Explanation of Benefits (EOB), UB04/CMS1450/CMS1500

Guide Key

Errors

Error screens are displayed on the bottom right of the page. These screens feature red highlighted fields or warning messages to let the User know of appropriate steps needed to proceed. If a User encounters one of these errors while using the Portal, please review that all required fields are populated.

- **Next**

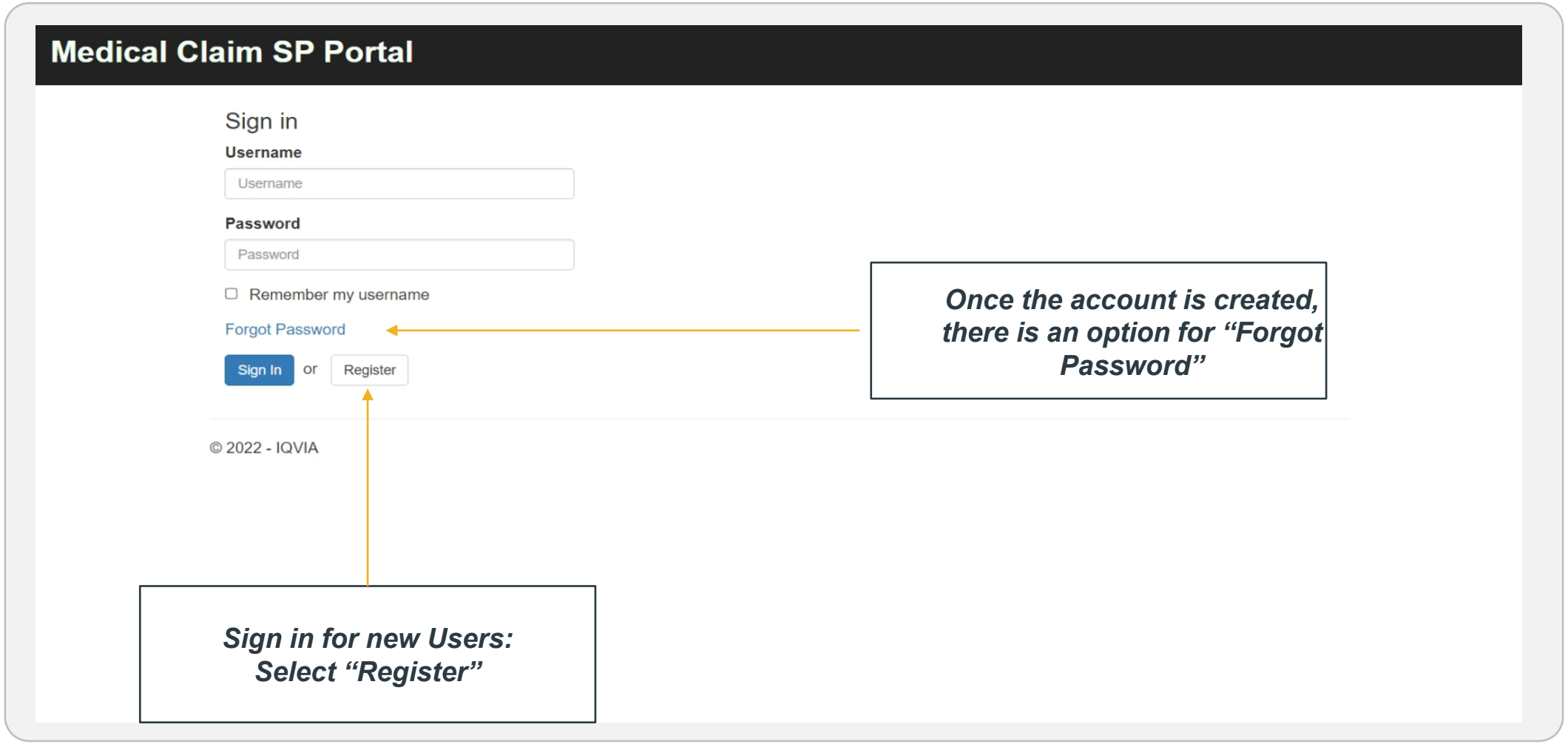
  The correct button to proceed to the following screen will be illustrated with a blue box to demonstrate where to click to continue the process.

- **Contextual Information**

  - Content related to the topic of the slide will be illustrated with a yellow box to demonstrate the location of the item on the page.

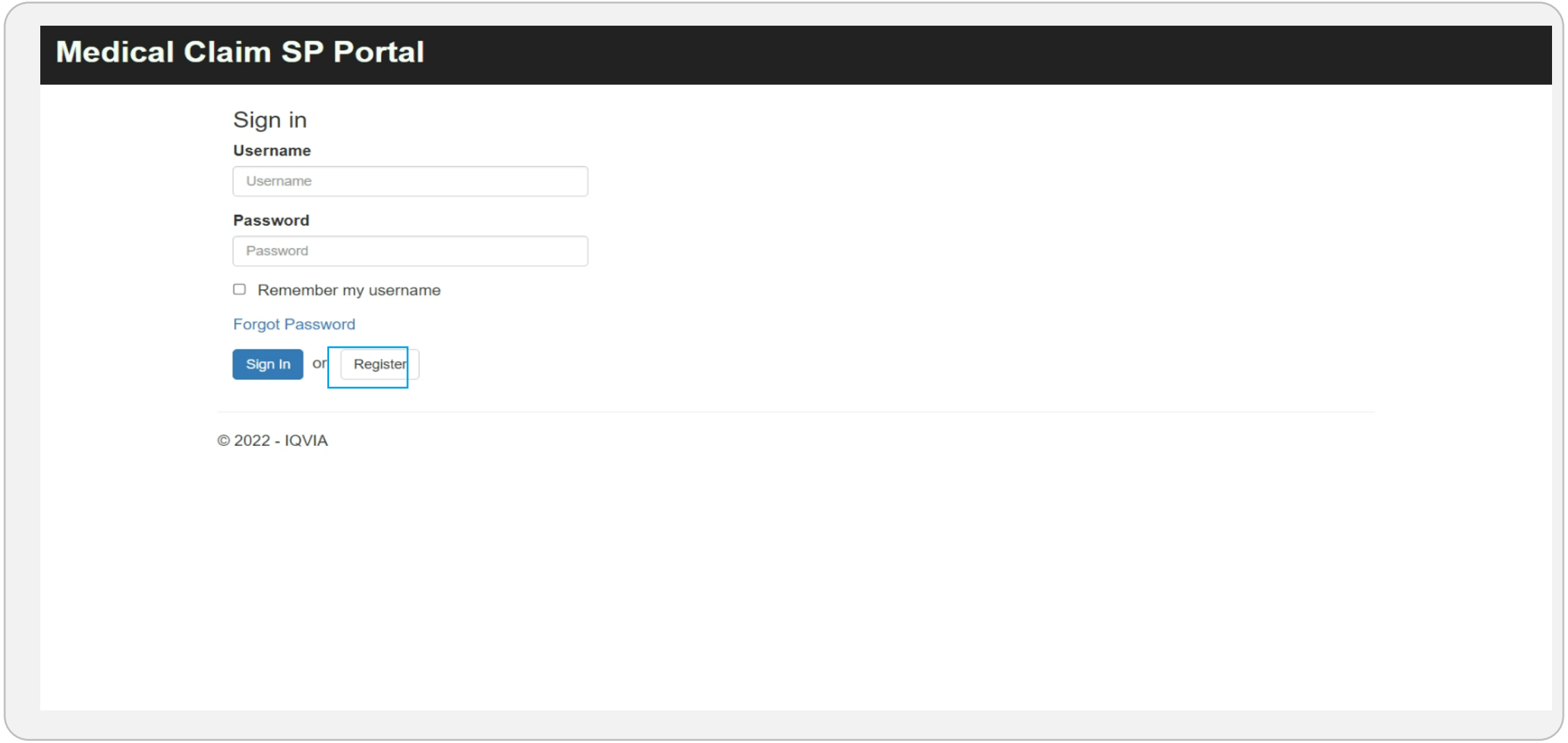
LANDING PAGE

- URL: SVC.OPUSHEALTH.COM/ELY/OMVOH/SP
- In a browser, the User should follow the URL to access the Sign in page.



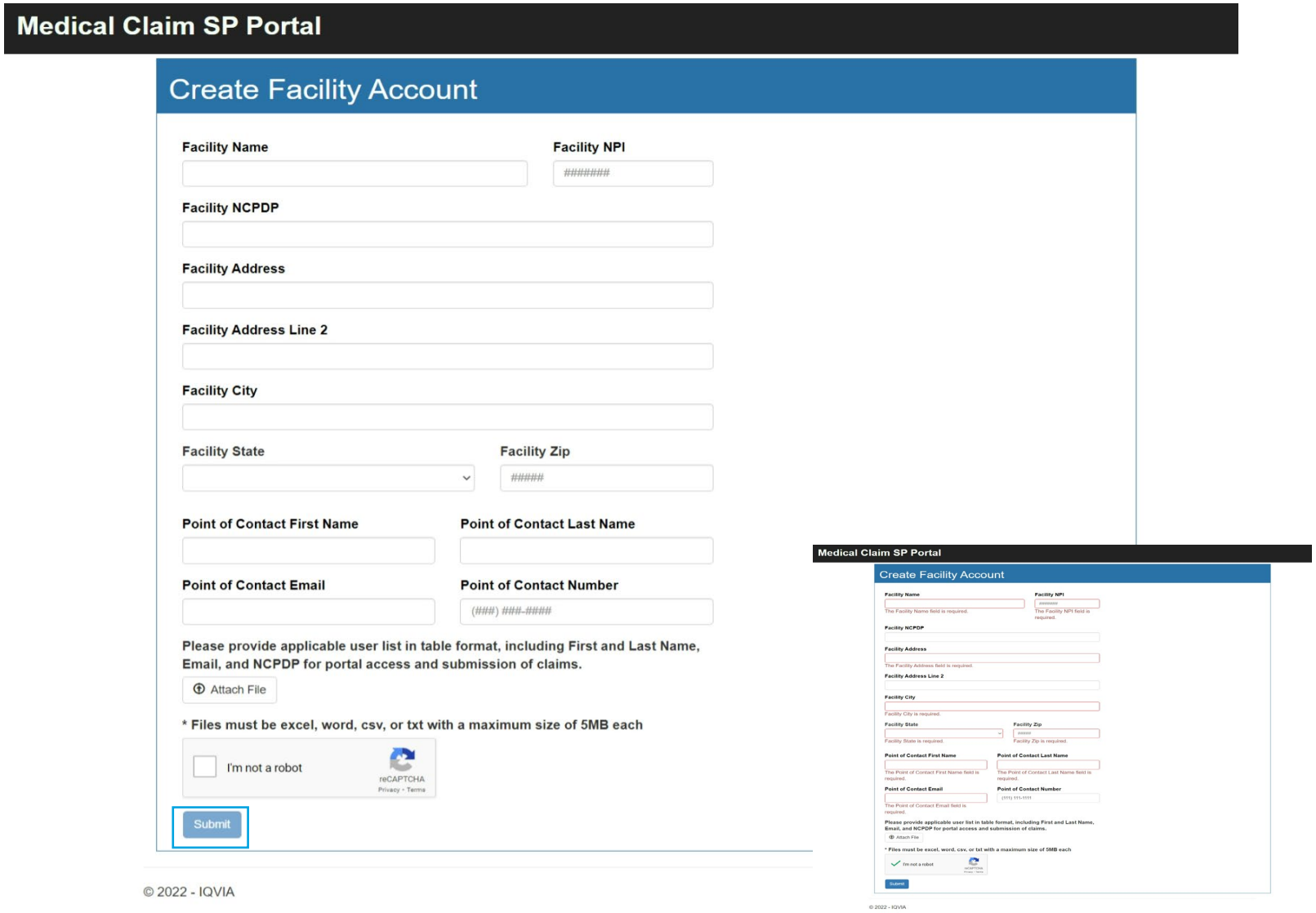
USER ACCOUNT SET UP

- From the Sign in page – new Users should select “Register” to create an account.



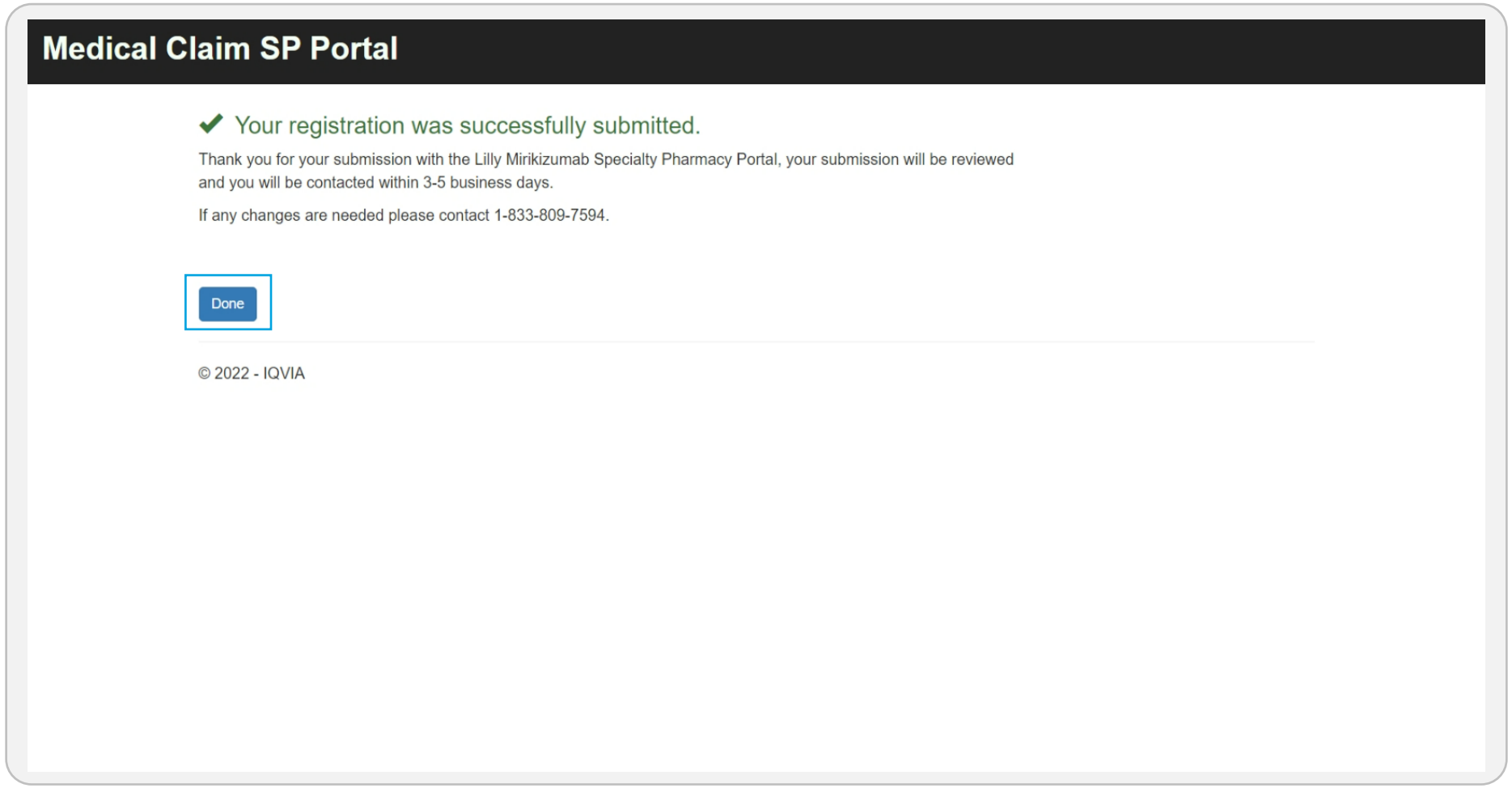
USER ACCOUNT SET UP

- To register, the User will be required to enter information regarding the facility. This information will be used to validate the facility for access to the Portal. The following information will be required to submit:
- **Facility Name**
- **Facility NCPDP**
- **Facility NPI**
- **Facility Address**
- **Facility City**
- **Facility State**
- **Facility Zip**
- **Point of Contact First name**
- **Point of Contact Last Name**
- **Point of Contact Phone**
- **Point of Contact Email**
- Once the User has filled in the appropriate details, they should attach a list of Users for Portal access and claim submission access, click “Captcha”, and select “Submit”.



USER ACCOUNT SET UP

- When the User has successfully submitted, the screen will then display a successful registration page informing User of next steps. The following page shall appear.
- The User will Select “Done” and be returned to the Sign in page.



USER ACCOUNT SET UP

- Once the submitted facility information has been validated by IQVIA Support, the facility registerer will receive an email notifying them of the approval. The registered Users will be sent an email with a link to follow to create an account password.

From: donotreply@opushealth.com

Sent: [Date/Time]

To: [SP Email Address]

Subject: REGISTRATION VALIDATED: <Program Name/Banner Title>

Congratulations, [Facility Name] has been validated. Account requested users will be set
will receive a follow up email to proceed with creation of a new unique password.

Thank you,

Customer Support

Please do not reply to this message, which was sent form an unmonitored e-mail address

To: [SP Email Address]

Subject: <Program Name/Banner Title>- User <User email> needs approval or reset

Hi [User Name],

To set/reset your password please click on the following link.

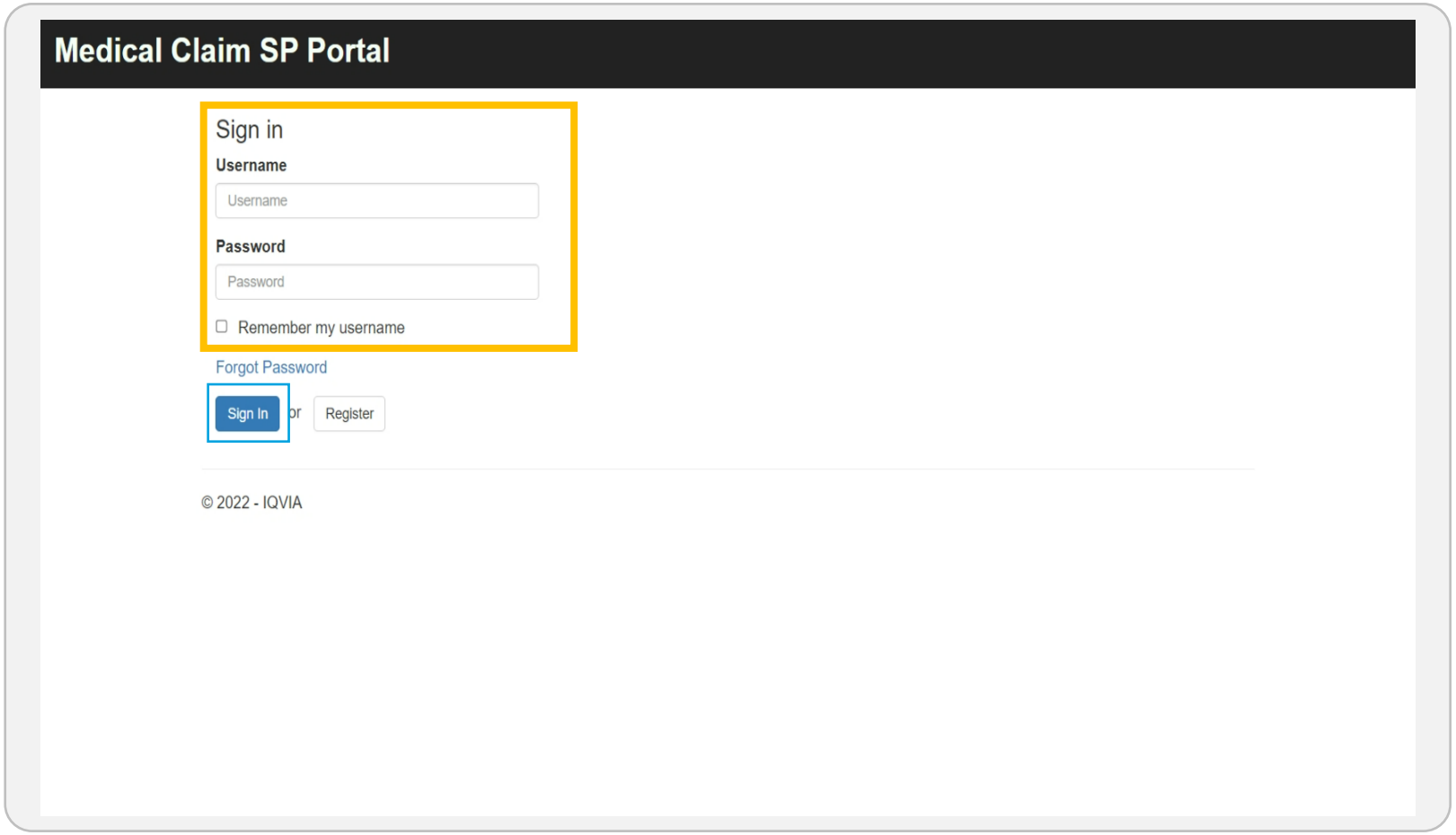
Please click here to set/reset your password.

Thank you,

Customer Support

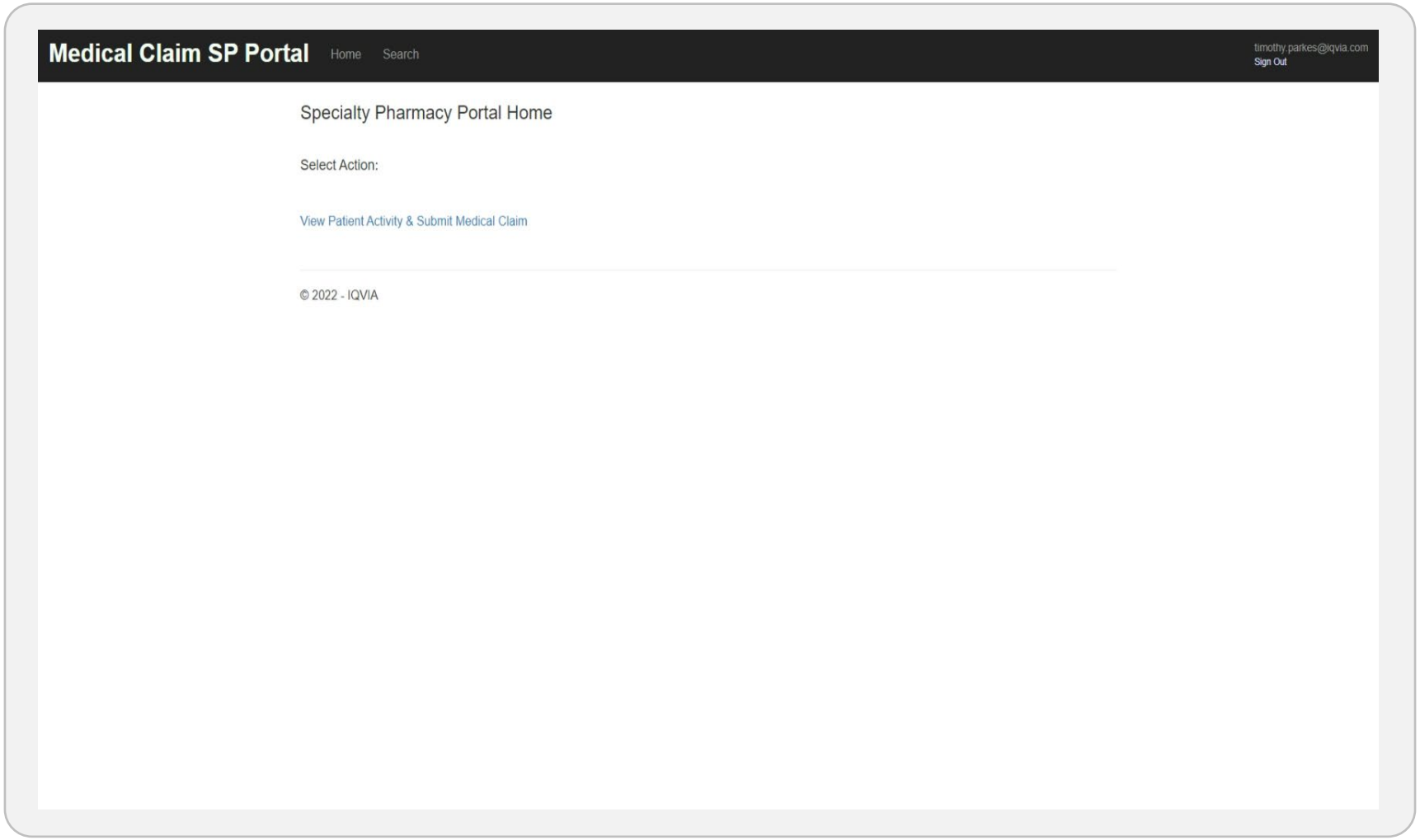
USER SIGN IN

- On the Sign in page, the User can login using the registration credentials the account was created with and select “Sign In”
- If the returning User has forgotten their password, then can select “Forgot Password”
- If the User is accessing the Portal from a secure personal device, they can select “Remember my username”, this will pre-populate their username in future login attempts.



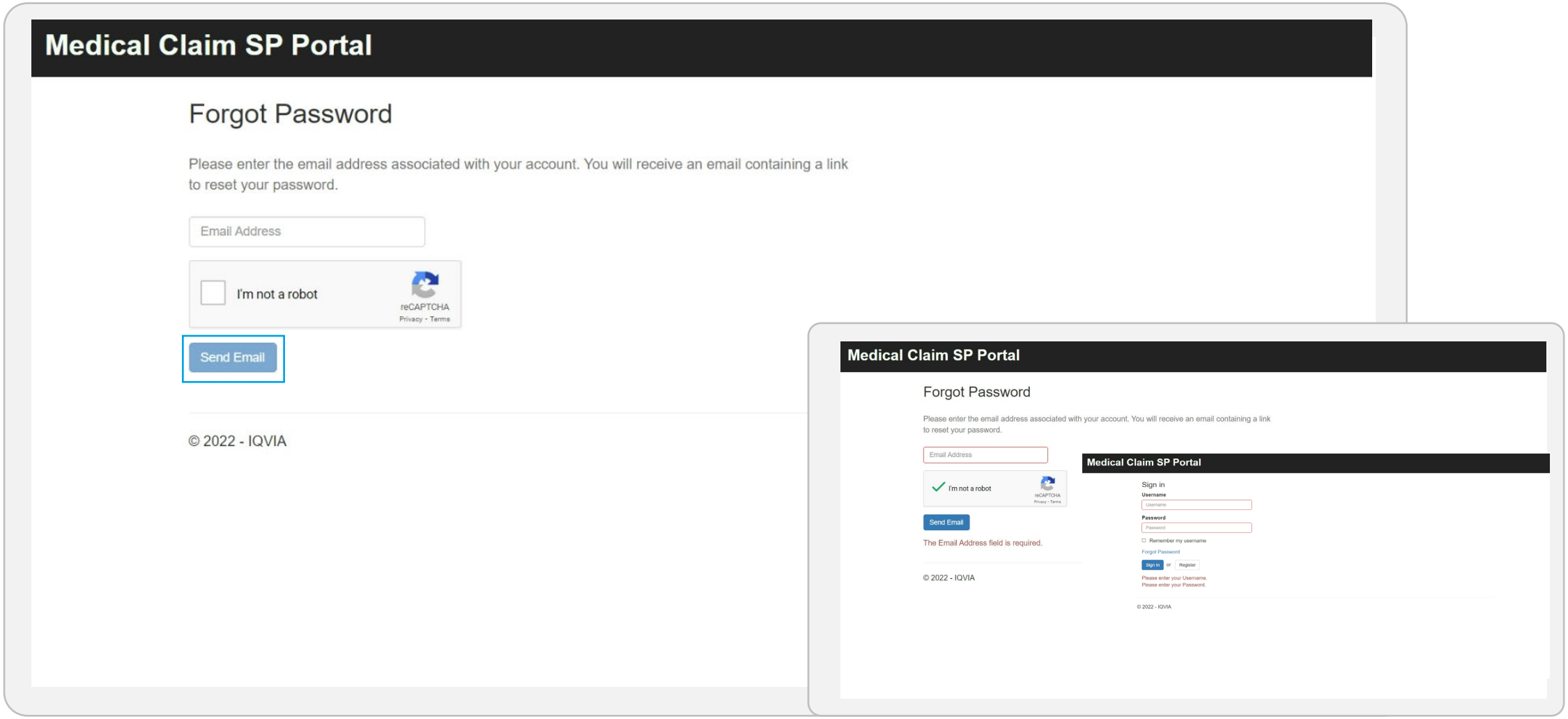
USER SIGN IN

- Once the User enters their credentials and signs in, the home page of the Portal will be displayed, and the User is successfully signed in.



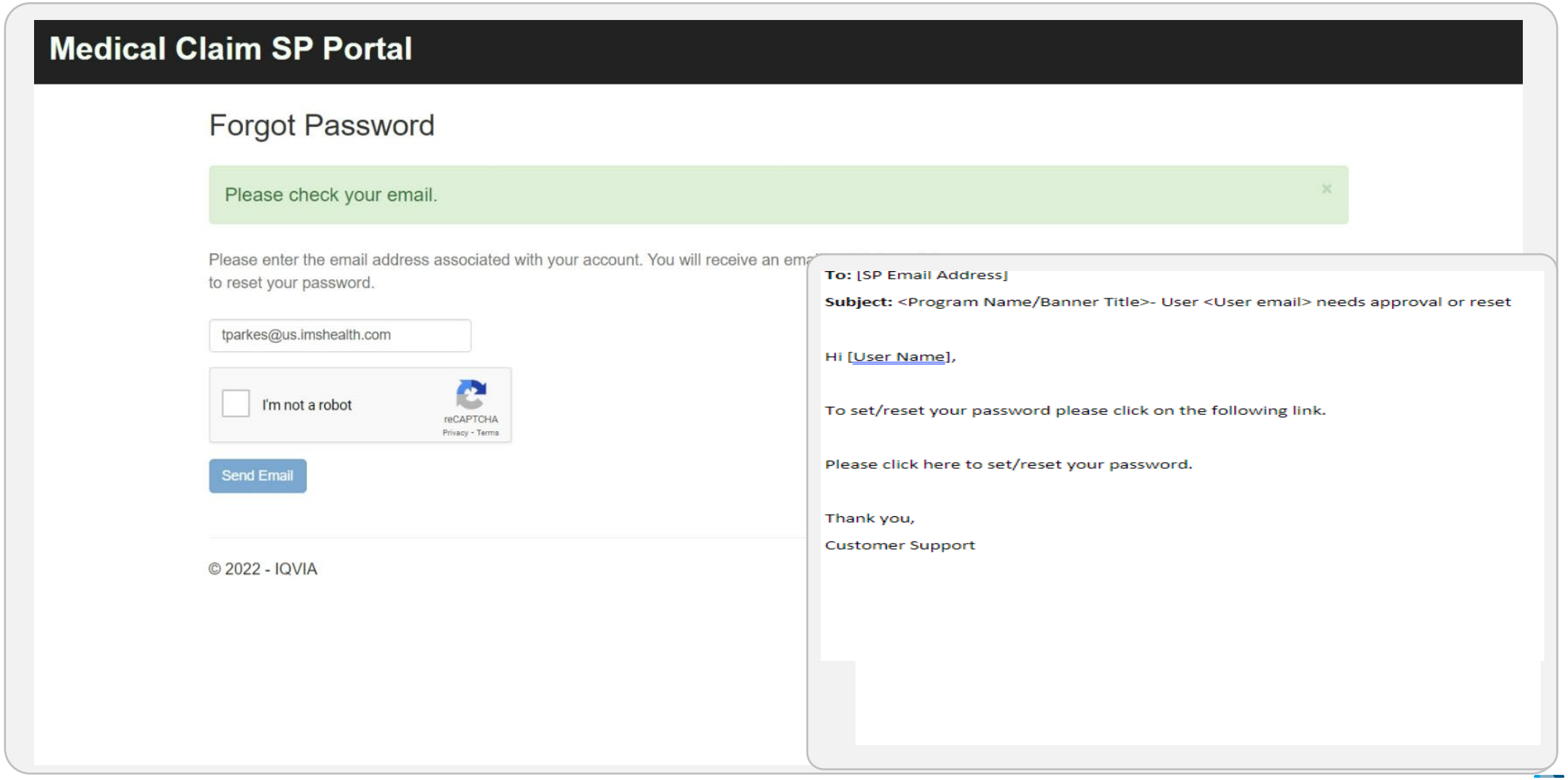
USER SIGN IN- FORGOTTEN PASSWORD

- If the User selects “Forgot Password”, the User will enter the email associated with the account and complete the “CAPTCHA” and then select “Send Email”.



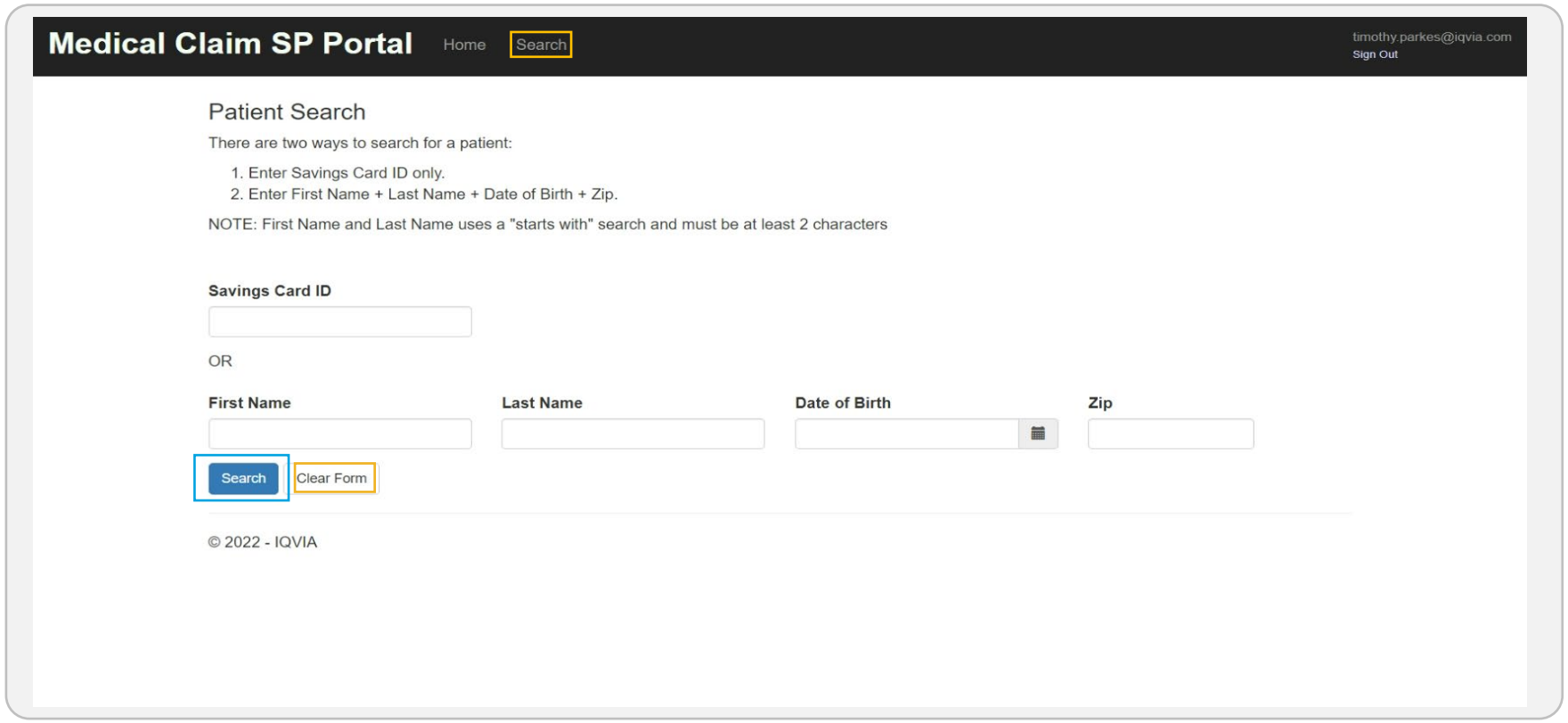
USER SIGN IN- FORGOTTEN PASSWORD

- When the User successfully submits their Email for a password reset, they will be directed to a page that confirms an email has been sent to their inbox. The message below will be delivered to the User's registered email account and they can follow the link to reset the password.



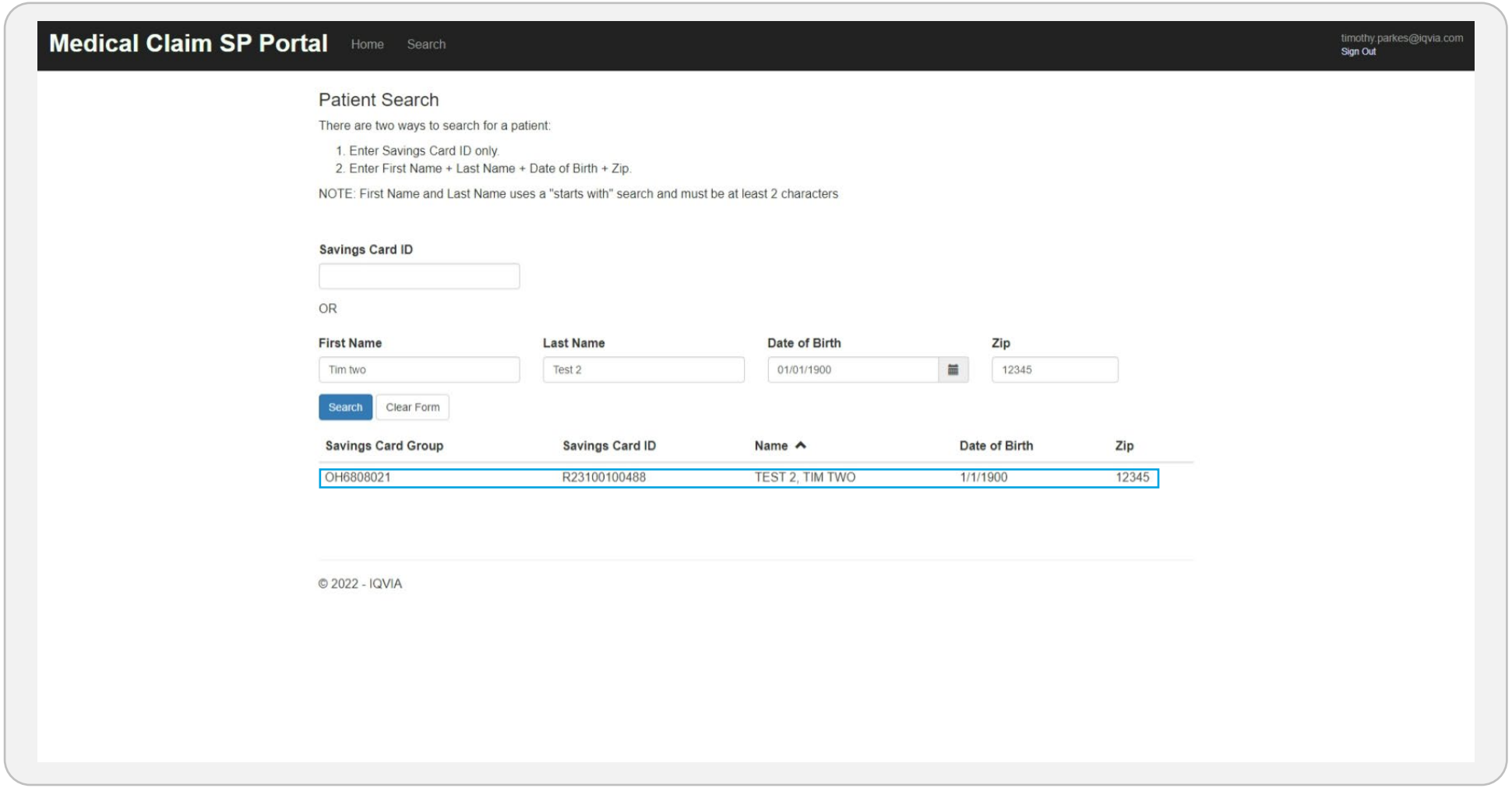
SEARCH FOR A PATIENT

- Selecting “Search” from the top of the page will allow Users to have the ability to search for a Patient either by the Savings Card ID or by entering the Patient's
  - » First Name, Last Name, Date of Birth, and Zip Code
- Selecting “Search” will search for the Patient matching entered information. Selecting “Clear Form” will clear all populated fields.



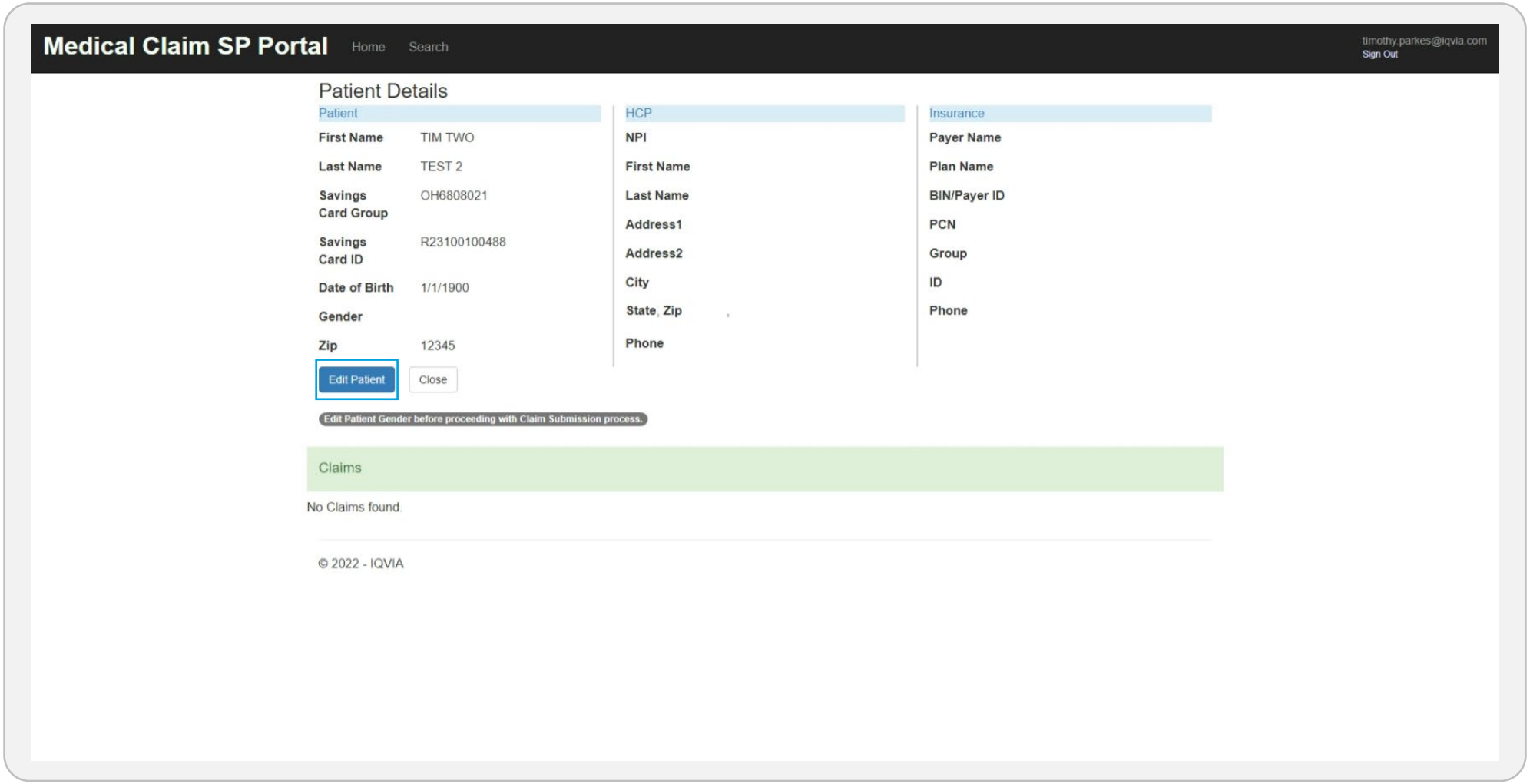
SEARCH FOR A PATIENT

- When valid information is entered, the matching Patient will appear as below. Clicking on the Patient information will proceed to the Patient Details page.



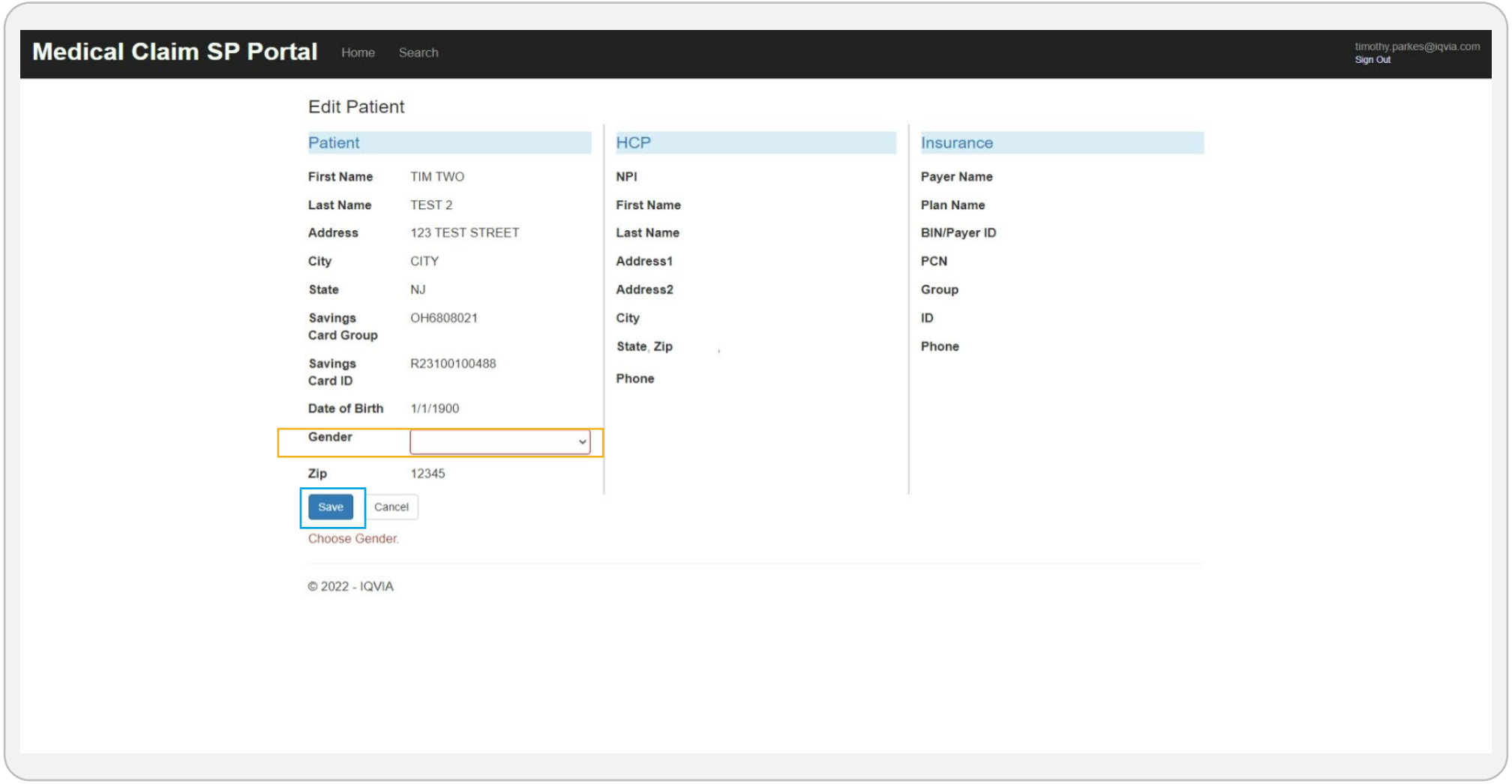
EDIT A PATIENT

- From the Patient Details page, users can enter and update Patient information. This information is required to proceed to claim submission. Patient information must be entered first; this is completed by selecting “Edit Patient”



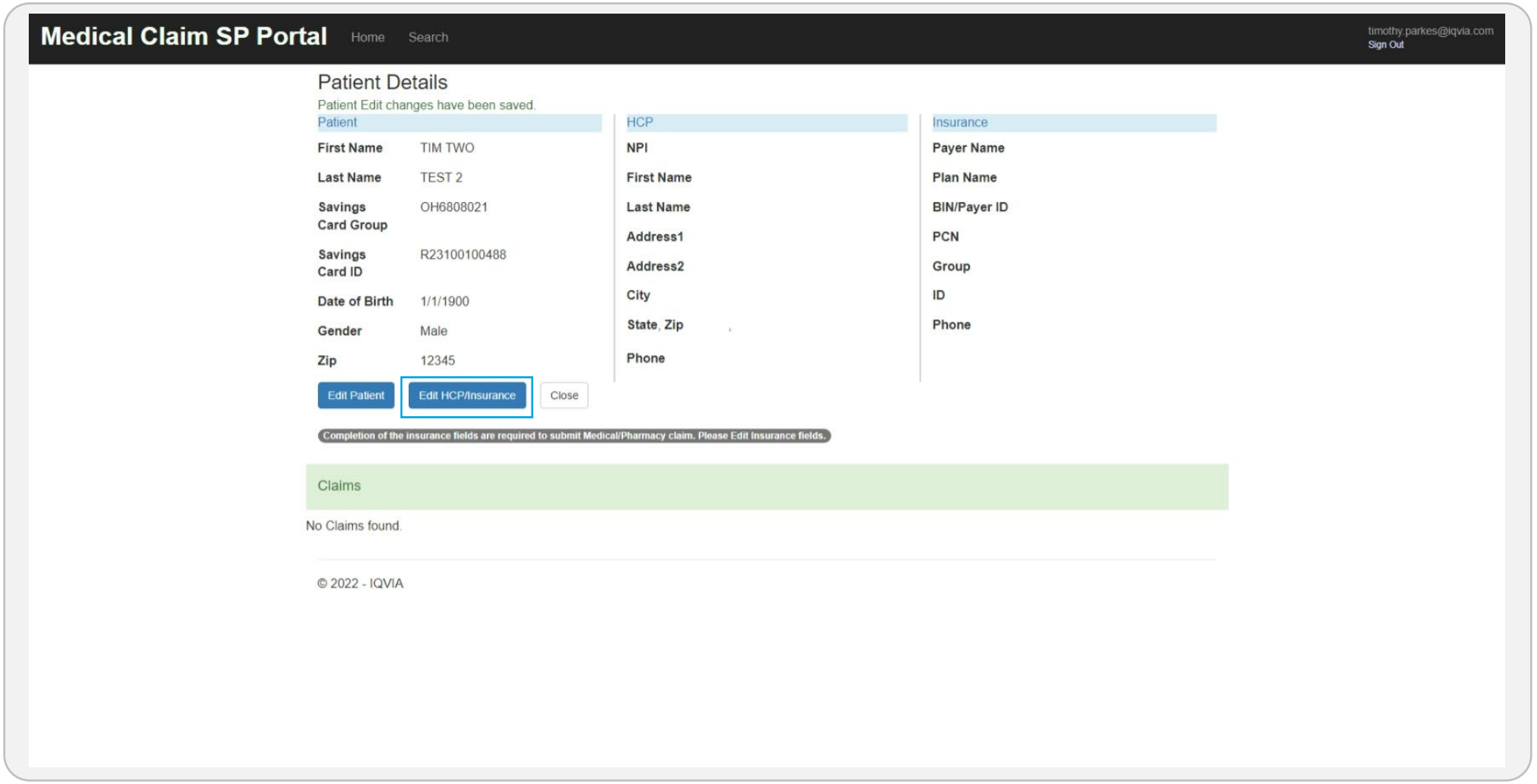
EDIT A PATIENT

- Once “Edit Patient” is selected, the Patient information can be updated. If gender was not provided upon enrollment, it must be entered to proceed. Once the gender is completed, Users will select “Save” to proceed.



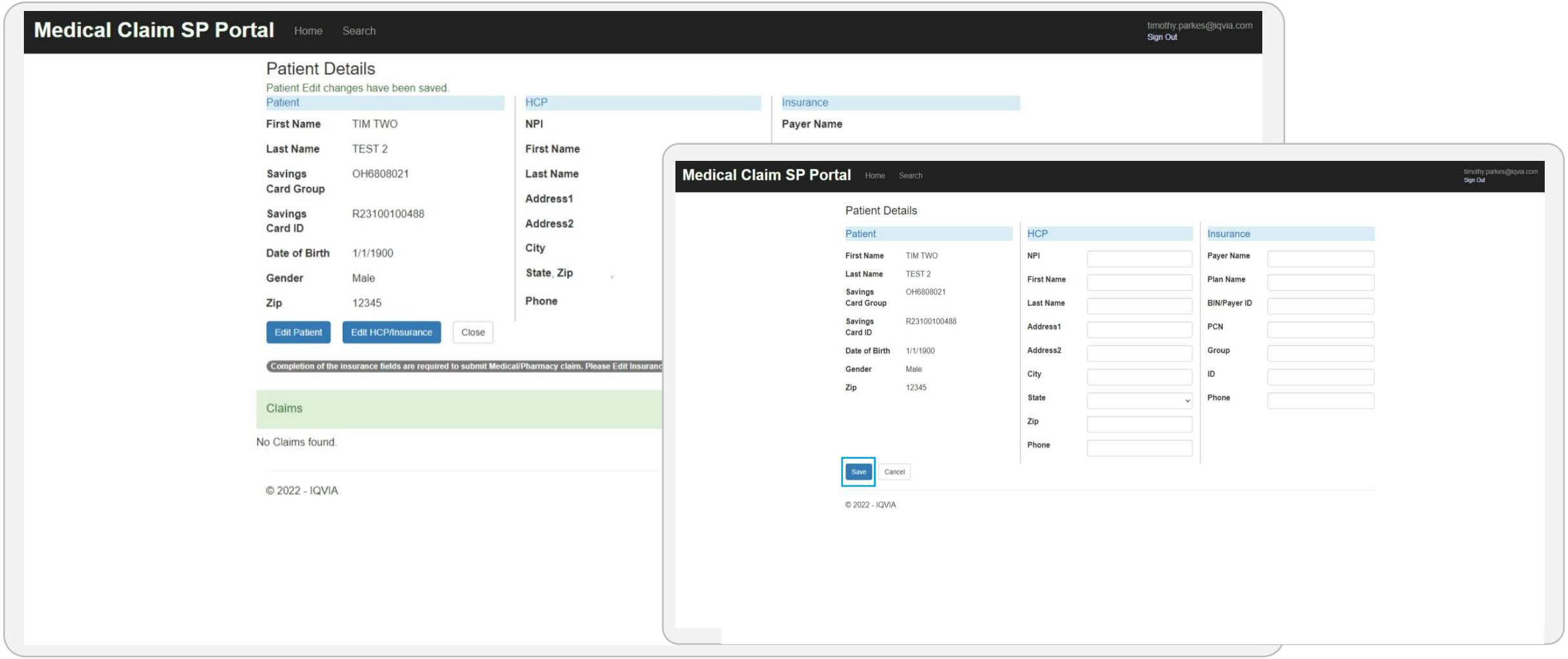
EDIT A PATIENT

- Once the gender is updated and Patient details are entered, Users may then update the Prescriber/HCP information and Insurance information by selecting “Edit HCP/Insurance”.



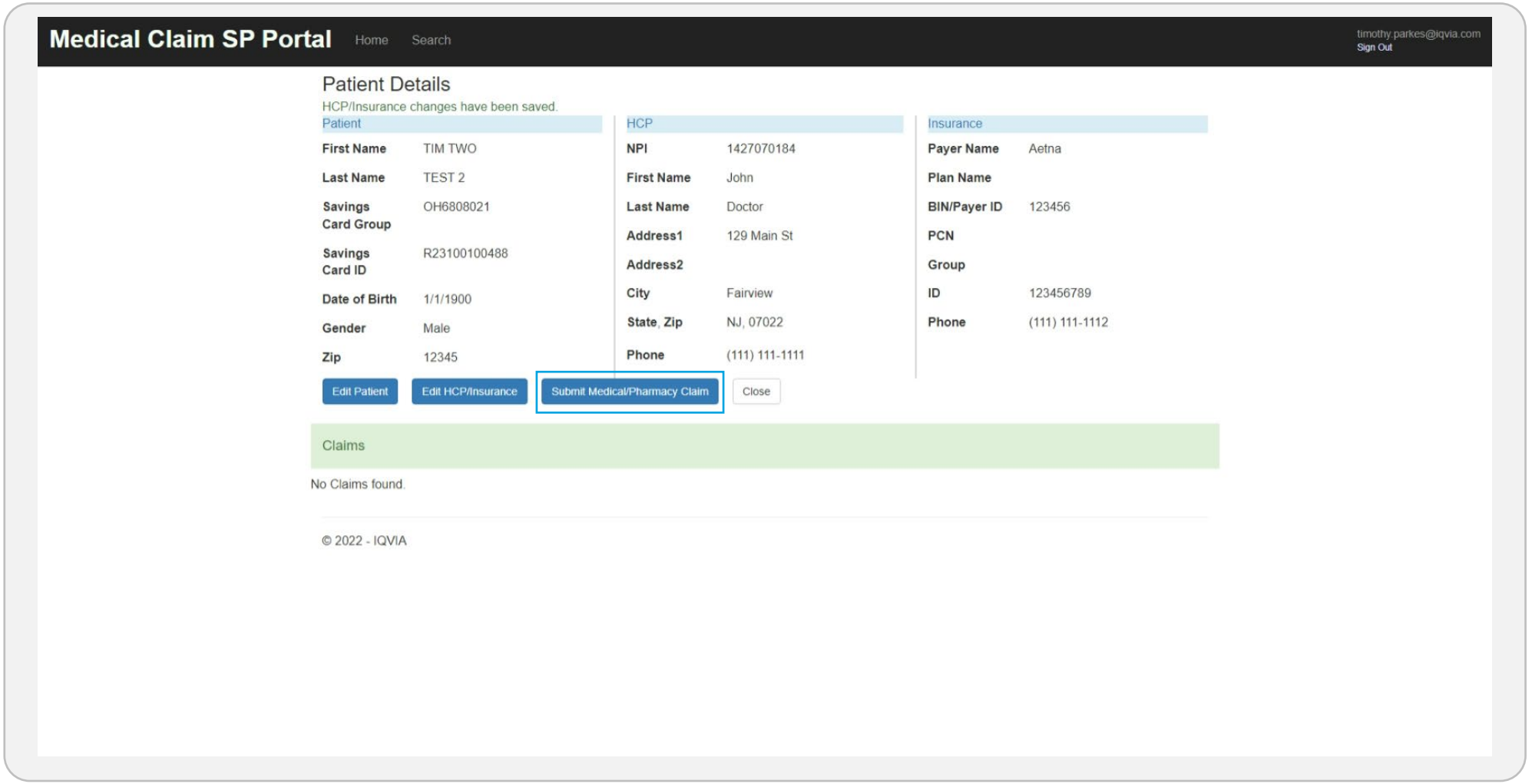
EDIT A PATIENT

- After selecting “Edit HCP/Insurance”, the User will be required to enter the Patient's HCP/Prescriber information and insurance information. Once all fields are populated, the User will select “Save”. This information is required to submit a claim for the Patient.



SUBMIT A CLAIM

- Once all information has been entered, Users may select “Submit Medical/Pharmacy Claim”. This will proceed with submitting a claim for the displayed Patient details.

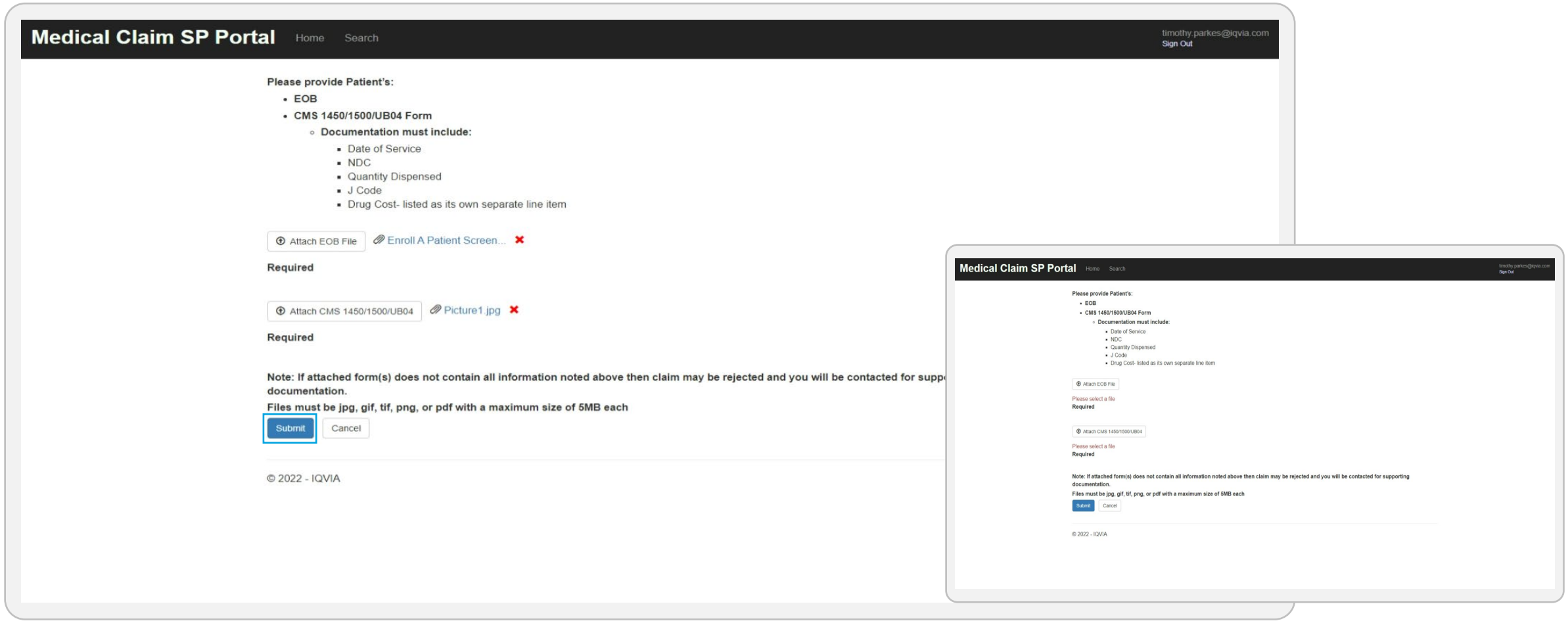


SUBMIT A CLAIM

- In order to submit a claim, the following documentation must be attached:
  - Explanation of Benefits (EOB)
  - CMS 1450/1500/UB04

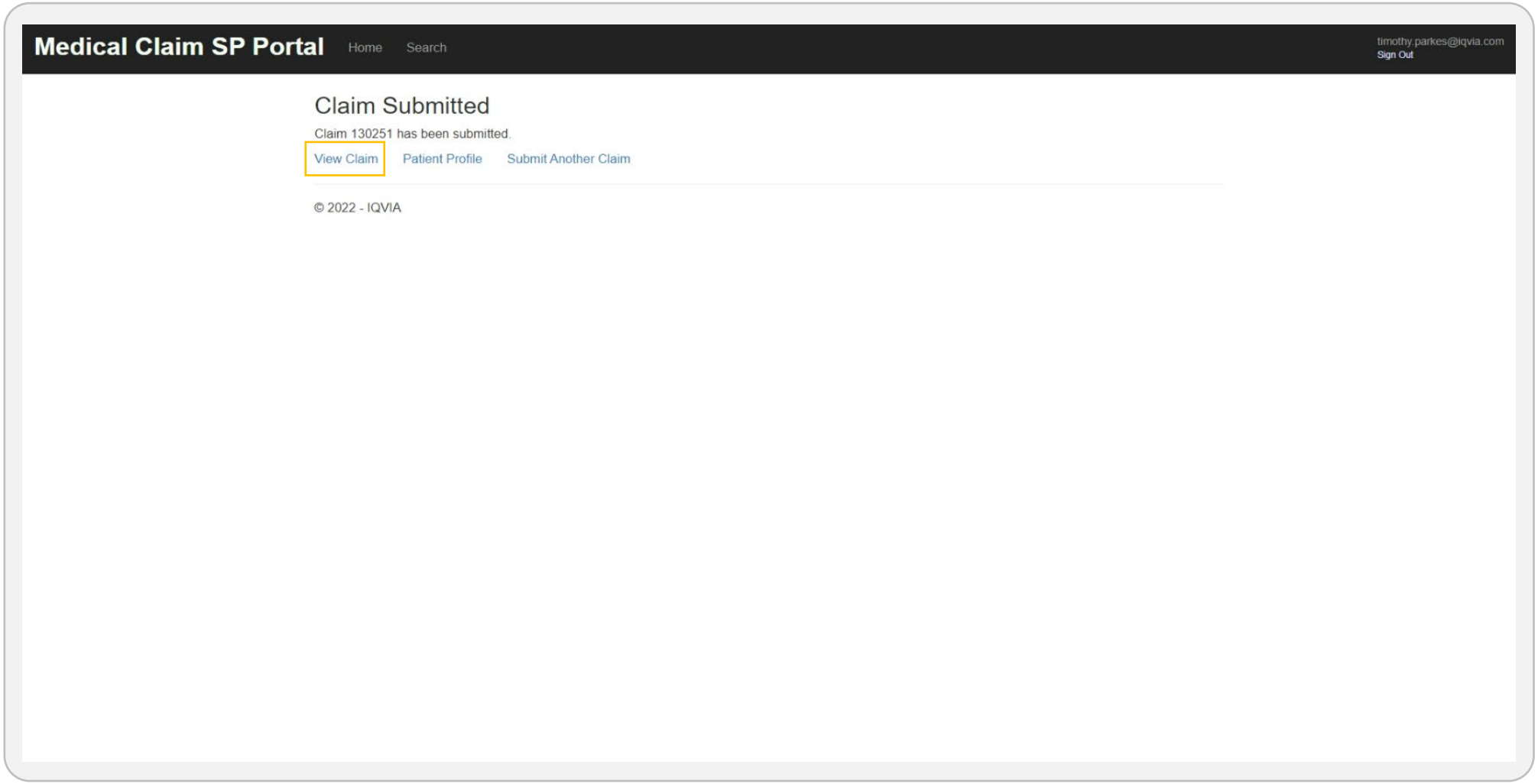
Once both documents are attached, Users will select “Submit”.

Both documents are required for submission, Users will not be able to proceed without both documents attached.



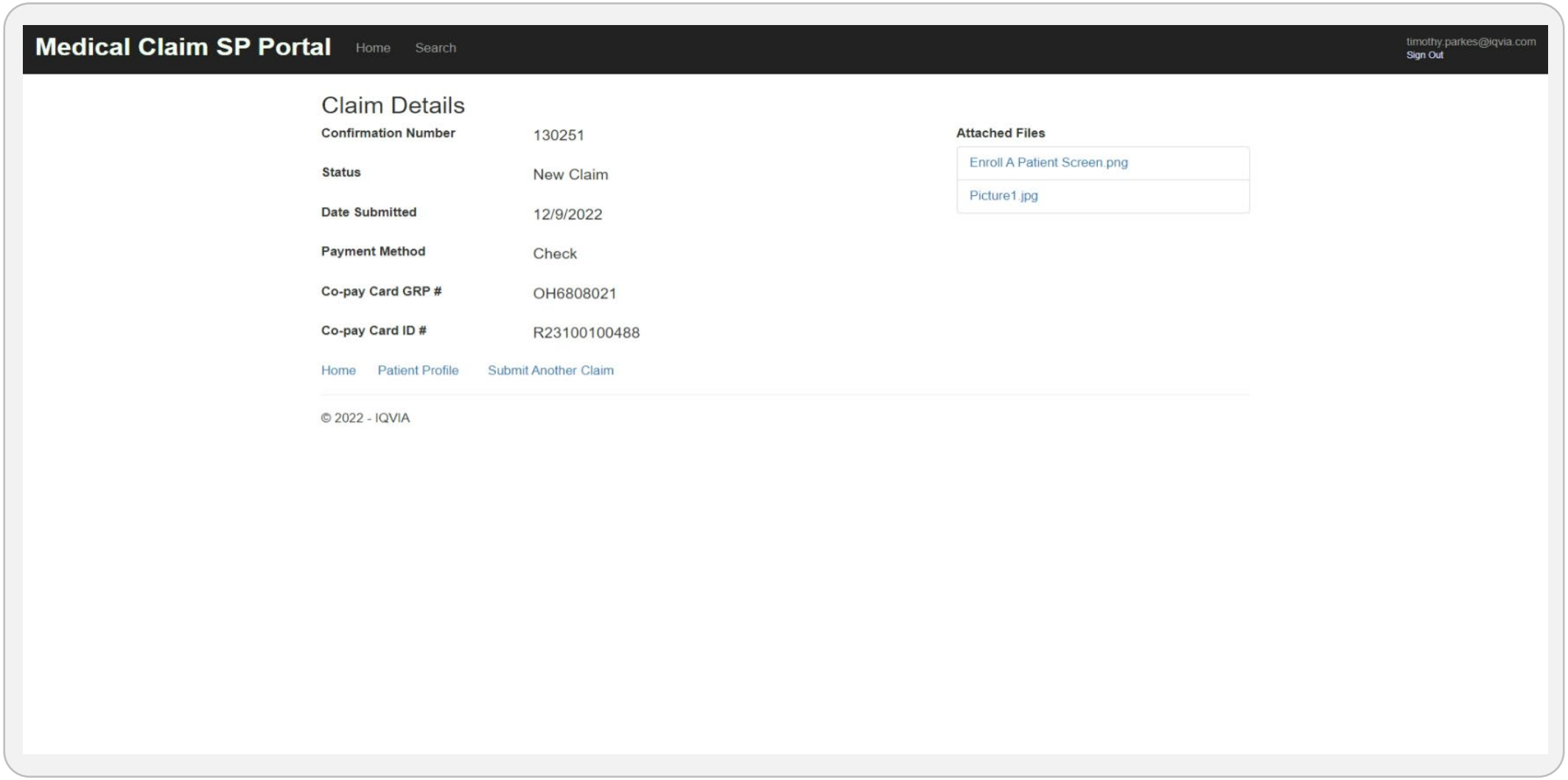
SUBMIT A CLAIM

- Once the claim has been submitted, the following screen will appear. Users may view the submitted claim details by selecting “View Claim”.



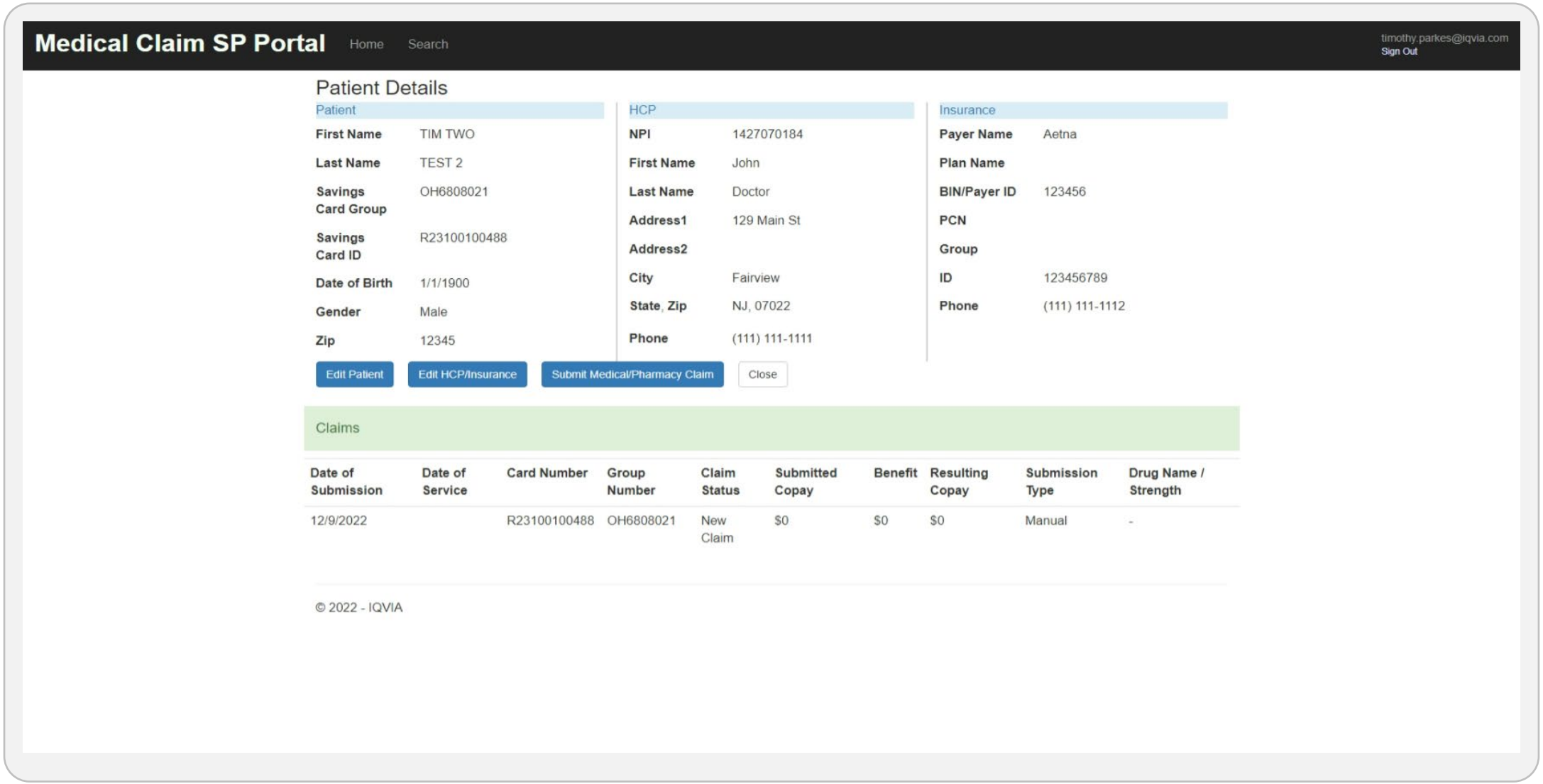
View Claims Details

- When “View Claim” is selected, a screen will appear displaying the claim details as illustrated below.



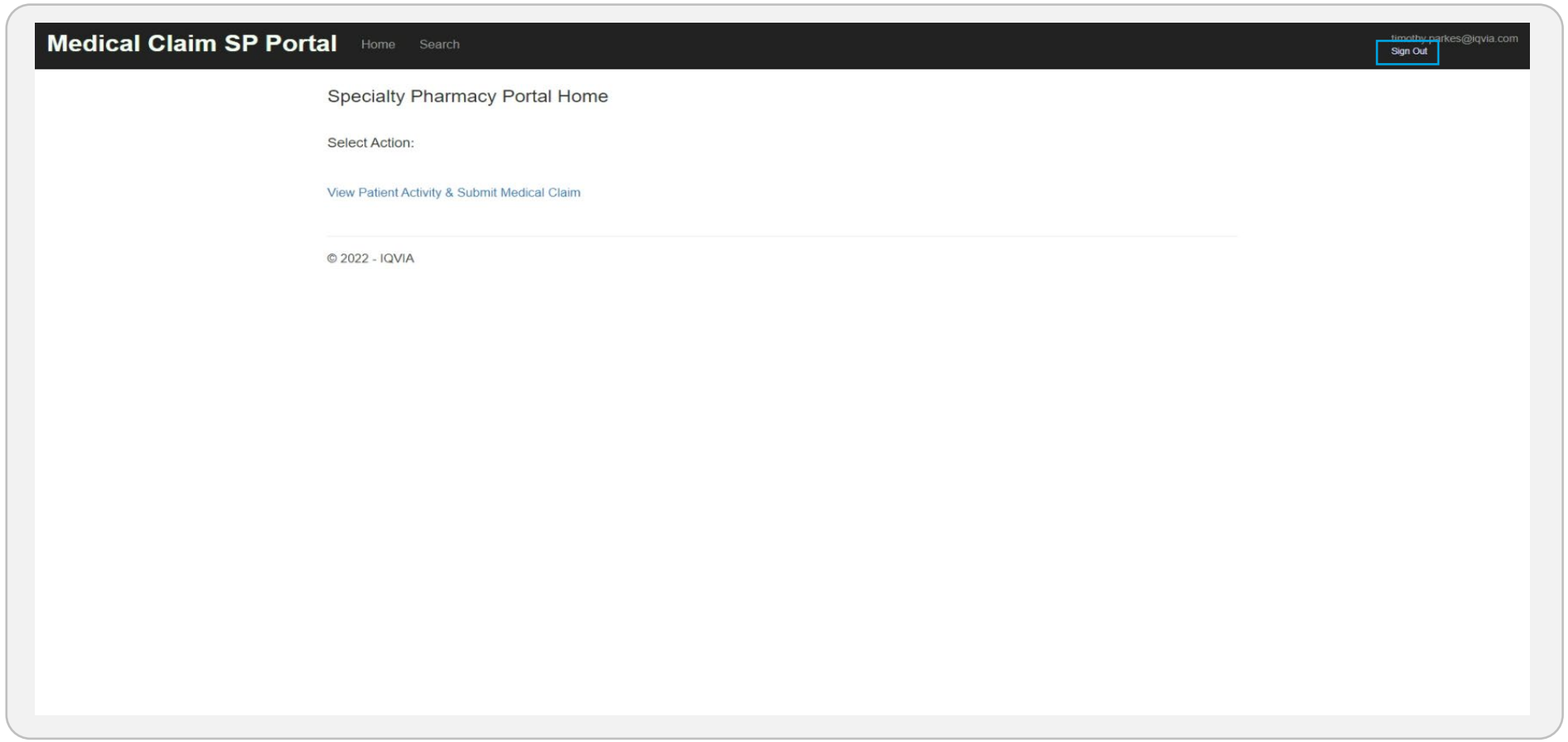
Patient Claims Details

- If a Patient has had a claim submitted on their behalf, it will be visible on the Patient Details page as illustrated below.



User LOG OUT

- Once the User has completed all necessary items within the site, they are able to safely log out of the Portal by selecting “Sign Out” from the User account dropdown.
- User will be redirected to the Sign in page.



Thank you