

# Real-Time Benefits Inquiry (RTBI) Module Training

September 2022



# What Is The Prescriber Tool?

- The Prescriber Tool for Health First Colorado (Colorado's Medicaid Program) is a collection of capabilities that healthcare providers can access through their EHR systems.
  - The tool offers **Prescription Benefit Modules** which include real-time information on prescription drugs, affordable alternatives, and prior authorization requests for Health First Colorado members.
  - The tool also offers an **Opioid Risk Module** with patient-specific risk metrics and medication monitoring to help prevent the misuse and abuse of opioids and other controlled substances.

# The Prescriber Tool Modules:

- Real-Time Electronic Prescribing (eRX)
- Real-Time Benefits Inquiry (RTBI)
- Real-Time Electronic Prior Authorization (ePA)
- Opioid Risk Module by Opisafe

# Prescriber Tool Prescription Benefit Modules

## Real-Time E-Prescribing

- Prescribers can now send prescriptions electronically to pharmacies for Health First Colorado members
- Quick and easy way to provide care and securely e-prescribe within the existing workflow



## Real-Time Benefits Inquiry

- Receive preferred medication options from the Preferred Drug List
- Up to two lower-cost alternative medications displayed within the same therapeutic drug class
- Prescriber makes clinical decision

## Real-Time Prior Authorization

- Real-time prior authorization requests (PARs); submitted via Cover My Meds connection
- Reduced workload (no manual entry or forms, no looking up lists!)
- Check eligibility and submit PARs electronically



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# Real-Time Benefits Inquiry (RTBI)

- The Real-Time Prescription Benefit Tool that many providers are already using now includes Health First Colorado (Colorado's Medicaid Program) as a health plan and allows prescribers to see inquiries specific to Health First Colorado members.
- How these capabilities work vary depending on the EHR system.
- My goal is to help providers by gathering information on how these capabilities are working in each EHR system, identify issues, help resolve them, and provide education and training specific to different EHR systems.
- Clinically appropriate medication decisions are always made by provider.

# Real-Time Benefits Inquiry Training

## Health First CO vs. Commercial Insurance

- Commercial insurance will show different copay amounts for medications. Health First Colorado member copays will remain the same independent of the medication prescribed.

## Alternatives

- Up to two alternative medications are returned in the Health First Colorado version of the tool. These are the most cost-effective medications within a therapeutic drug class. The alternative listed first is the most cost-effective medication of the two alternatives provided.

## Brand vs. Generic

- Sometimes, a brand name medication can be more cost effective for Health First Colorado than a generic. The co-pay for members will not change.

# Functionality Clarification

## ★ Formulary

- When a provider searches for a medication, the first screen to populate is usually the formulary information. Please note **this is not a Real-Time Benefits Inquiry**.
- There is **no pricing information** listed.
- Usually, **>3 alternatives** are displayed.

The screenshot shows a web interface for a formulary. At the top, there is a search bar with the text "Nexium 40mg delayed release capsule". To the right of the search bar is a "Patient Demographics" section containing the name "John Doe", "DOB: 01/01/19XX", and "Insurance: Colorado Medicaid", along with a placeholder image of a person's head. Below the search bar, the word "FORMULARY" is displayed in bold. Underneath, a blue header reads "Drug Info: Nexium 40mg delayed release capsule". This is followed by a table with four rows, each listing a medication and its status in a green box labeled "Pref.". The medications listed are Esomeprazole, Lansoprazole, Omeprazole, and Pantoprazole. At the bottom of the interface, there are "BACK" and "NEXT" buttons.

Drug Info: Nexium 40mg delayed release capsule	
Esomeprazole	Pref.
Lansoprazole	Pref.
Omeprazole	Pref.
Pantoprazole	Pref.

# Functionality Clarification

## ★ Real-Time Benefits Inquiry

- The provider must **fill out the full prescription** to get the RTBI results.
- This page typically **shows fewer medications** than the formulary and should show the **flat co-pay** for the patient.
- **Alternatives listed in order of cost-effectiveness** to Health First Colorado.

**Rx Search**

**Prescription:** Nexium 40 mg  
Nexium 40 mg capsule

**SIG:** Take 1 capsule by mouth once a day at least 1 hour before a meal

**Quantity:** 30 Capsules

**Send to:** HCPF Pharmacy  
1570 Grant Street  
Denver, CO 80203

**Refills:** 3 Days: 30

**Patient Demographics**  
**John Doe**  
DOB: 01/01/19XX  
Insurance: Colorado Medicaid

Drug Type	Medication	Alert	HCPF Pharmacy
<b>MedReq</b>	Nexium 40 mg Capsule		<input checked="" type="checkbox"/> \$3.00
<b>Alternative</b>	Omeprazole 20 mg Capsule		<input type="checkbox"/> \$3.00
<b>Alternative</b>	Pantoprazole 20 mg Tablet		<input type="checkbox"/> \$3.00

**CLEAR** **ADD** **SUBMIT**

## Real-Time Benefits Inquiry

- ⚠ The alert symbol shows that Nexium is non-preferred and requires prior-authorization.
- Providers are given up to three alternatives which are returned in the same drug class. These do not require prior-authorization.

Rx Search

Prescription:

🔍 Nexium 40 mg

Nexium 40 mg capsule

SIG:

Take 1 capsule by mouth once a day at least 1 hour before a meal

Quantity:

30

Capsules ▼

Send to:

HCPF Pharmacy  
1570 Grant Street  
Denver, CO 80203

Refills:

3

Days:

30

CLEAR

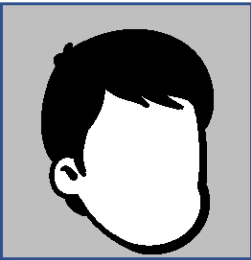
ADD

Patient Demographics

John Doe

DOB: 01/01/19XX

Insurance: Colorado Medicaid



Drug Type	Medication	Alert	HCPF Pharmacy
MedReq	Nexium 40 mg Capsule	⚠	<input type="checkbox"/> \$3.00 ⓘ
Alternative	Omeprazole 20 mg Capsule		<input checked="" type="checkbox"/> \$3.00 ⓘ
Alternative	Pantoprazole 20 mg Tablet		<input type="checkbox"/> \$3.00 ⓘ

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Rx Search

Prescription:

Lipitor 20 mg tablet

Lipitor 20 mg tablet

SIG:

Take 1 tablet by mouth once a day

Quantity:

30

Tablets ▼

Send to:

HCPF Pharmacy  
1570 Grant Street  
Denver, CO 80203

Refills:

0

Days:

30

CLEAR


ADD





Patient Demographics

John Doe

DOB: 01/01/19XX

Insurance: Colorado Medicaid



Drug Type	Medication	Alert	HCPF Pharmacy
MedReq	Lipitor 20 mg Tablet		<input type="checkbox"/> \$3.00 
Alternative	Atorvastatin 20 mg Tablet		<input checked="" type="checkbox"/> \$3.00 
Alternative	Lovastatin 20 mg Tablet		<input type="checkbox"/> \$3.00 

SUBMIT



## Real-Time Benefits Inquiry

- The alternative medications are listed in order, with the first alternative being the most cost effective. Co-pay amounts for the patient will not change for Health First Colorado.
- Clinically appropriate medication and care decisions made by provider and patient.

# Contact Information

Visit the Prescriber Tool website: <https://hcpf.colorado.gov/prescriber-tool-project>

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For more information on the Opioid Risk Module and how to obtain a license,  
contact Opisafe at: <https://opisafe.com/contact-us>.