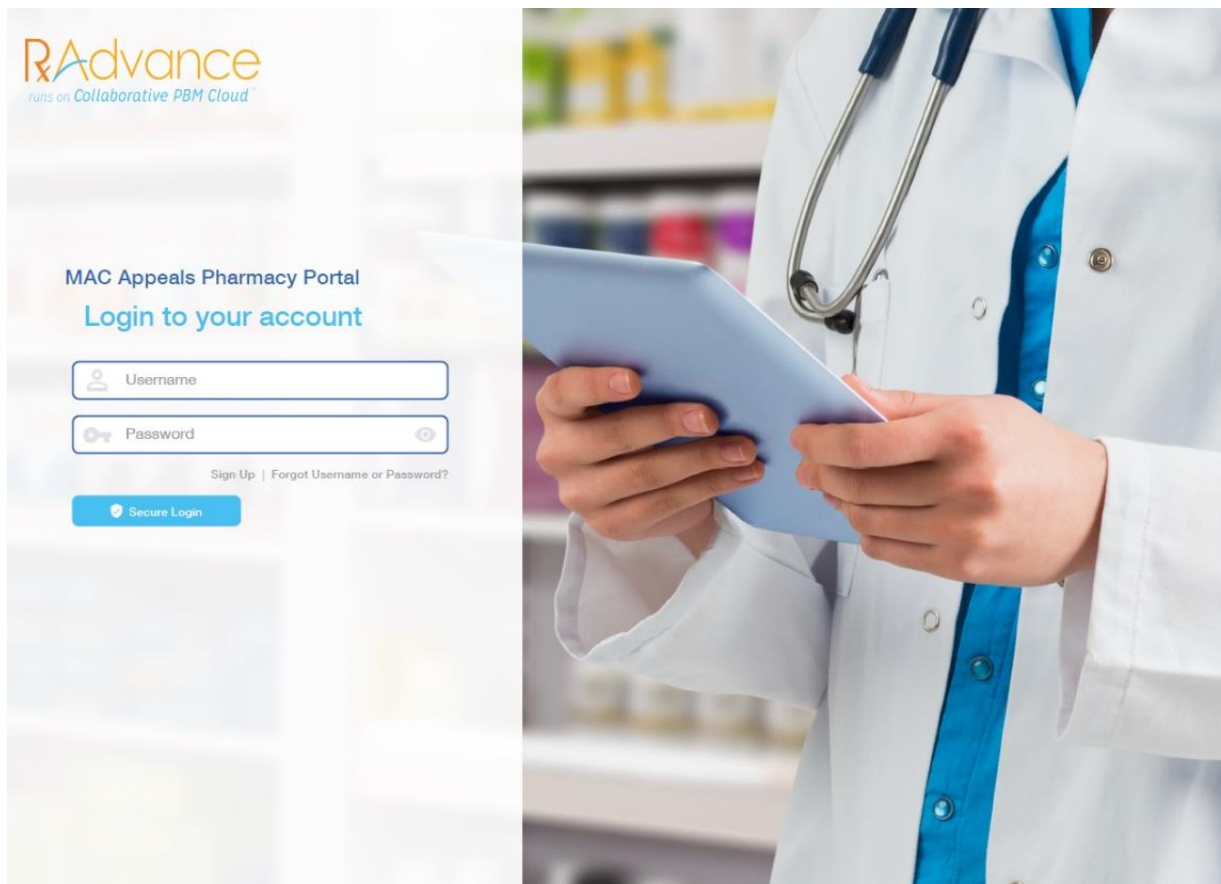


The following user guide aims to assist pharmacies to access RxAdvance’s Pharmacy Portal to initiate and facilitate the MAC Appeals process.

STEP 1: Portal Log-In Page



Once you enter RxAdvance’s Portal Link, you will be prompted to enter your Username and Password information. After entering the log-in information and clicking “Secure Login”, you would have successfully logged into the Appeals Portal.

For unregistered pharmacies, please select ‘Sign Up’ to register and follow the instructions on Page 2 for ‘Pharmacy Registration’.

STEP 1A: New Pharmacy Registration

RAdvance
runs on Collaborative PBM Cloud

MAC Appeals Pharmacy Portal

Sign Up

First Name

Last Name

Email Address

Phone Number

Fax Number

Preferred Way of Communication
 Email Phone Fax Other Please specify

Organization Name Organization Tax ID NPI (if pharmacy)

Create Username

Create Password

Confirm Password



The 'Sign Up' page will allow unregistered pharmacies to provide information to create a new User ID and Password. Please make sure to complete all the fields accurately.

STEP 2: Create Individual Appeal

Submit Appeal | Submission Status

For MAC Appeal submission, search for a claim by inserting the Rx Number, Claim Fill Date, and NPI Number **or** upload your Batch File.

Find a Claim

Rx NUMBER

CLAIM FILL NUMBER

CLAIM FILL DATE

PHARMACY NPI #

Search

Upload Batch File

Step 1. Download the [Batch File Template](#)
Step 2. Add Appeal Details to the template & save the file.
Step 3. Upload completed template below.

Drag File Here

Or

Select File

Upload
Cancel

***Reason for Appeal** (select all that apply)

Reimbursement is below cost

Generic is experiencing supply issues

Dispensed least expensive generic

Additional Information

Upload Invoice
Create Appeal

To create a single appeal, you will be prompted to enter the **'RxNumber'**, **'Claim Fill Number'**, **'Claim Fill Date'** and **'Pharmacy NPI #'** associated with the claim you desire to appeal. By clicking 'Search', the portal will identify the associated claim.

The claim information will be displayed for your review, along with member, plan, and reimbursement price. The portal will prompt you to select the reason for appeal and supply any additional information. Within this page, you will be able to upload the invoice. After which, selecting the "Create Appeal" button will complete the Appeals creation process.

STEP 3: Create Batch Appeals

Submit Appeal | Submission Status

For MAC Appeal submission, search for a claim by inserting the Rx Number, Claim Fill Date, and NPI Number **or** upload your Batch File.

Find a Claim

RX NUMBER

CLAIM FILL NUMBER

CLAIM FILL DATE

PHARMACY NPI #

Search

Upload Batch File

Step 1. Download the [Batch File Template](#)
Step 2. Add Appeal Details to the template & save the file.
Step 3. Upload completed template below.

Batch File Uploaded Successfully

BatchFileTemplate.xlsx
successfully uploaded

Create Appeal | Cancel

Upload New File | Cancel

Search Results







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In addition to the ability to create appeals individually, RxAdvance's Appeals Portal also provides the option for pharmacies to submit batch appeals. This functionality aims to assist pharmacies in creating greater efficiencies in appeals submission. In this page, you will be able to download a "Batch File Template" to be populated. Once the template is completed, it can be uploaded via the portal and submitted.

STEP 4: Track and Monitor Appeals Status

Submit Appeal | **Submission Status**

Submissions

Submission ID	Submitted by	Submitted on	Pharmacy/PSAO	Status	Action
C330145	skapdoskar	2/27/19	Cardinal	New	 
R112358	skapdoskar	2/27/19	Cardinal	In-Process	 
R610348	skapdoskar	2/27/19	Cardinal	Decision	 

Submissions ID: R610348

Appeal ID	Decision	Reason
1393AD4	Deny	The drug is available at lower cost in market.
1393AD5	Deny	The drug is available at lower cost in market.

Once an appeal is created via the individual appeal process or batch appeal process, you will be able to track and monitor the status of your submitted appeal via the “Submission Status” tab. This page will supply information regarding the appeal’s submission date, status, decision and corresponding reasoning for the decisions made.