

SURGERY FORMULARY

To ease prescription issues following related/approved surgeries, MSF now has a system set up to allow related medications to process on claims that have a surgery scheduled. To achieve this, the MCM, CE, or the Pharmacy Liaison must notify MyMatrixx of the upcoming surgery and ask that the 'surgery formulary' be added to the claim on the MyMatrixx side for the specified period of time.

The paths below will help alleviate some of the issues our IEs have in getting related medications either pre- or post-surgery using a special formulary for common medications after a surgery. These medications will pay according to this formulary without requiring an override by the CE.

It is very important to check MyMatrixx after a surgery to ensure only related medications are covered, and if any are found to not be related, the Pharmacy Liaison needs to be contacted as soon as possible to have these reversed.

Also, it's important to make sure the pharmacy side is open, not inactive or with a term date. Please contact the Pharmacy Liaison to ensure this is done before the date of surgery if possible.

1. MEMO function through MyMatrixx. This function does not require you to stay in the program. You can leave a note and the Call Center folks will take care of this in the background.
2. CHAT function through MyMatrixx. This function requires you to stay in the chat until it's completed.
3. Via Notification to Pharmacy Liaison – during week days.

MEMO:

1. Click on the "Patients" tab on the MyMatrixx dashboard. Type in Claim Number.
2. If more than 1 patient record shows up, choose the one with the "Claim Status" showing **OPEN**, and with no "Term Date" showing.
3. Click on the patient name of the "Open" claim.
4. On far right of the next screen, click on the "Memo" tab.
5. Click on the "Add Memo" button.
6. Type in a message (no more than 500 characters) such as "surgery approved for ... (date). Please add 'surgery formulary' to this claim until ... (date)"
7. Below message click on the "Action required by MyMatrixx" and click "Submit"
8. Once completed by the Call Center – you will get an auto email stating your 'memo' has been replied to and what the reply is.

This will prompt the Call Center folks to make sure to add the 'surgery formulary' to the claim. This will allow meds on this special formulary to automatically pay thru when run during the allotted time frame.

CHAT:

1. Click on the "Patients" tab on the MyMatrixx dashboard. Type in Claim Number.
2. If more than 1 patient record shows up, choose the one with the "Claim Status" showing **OPEN**, and with no "Term Date" showing.
3. Click on the patient name of the "Open" claim.

4. Click on the 'Chat Support' button on right of top green line.
5. Once connected – please notify the chat person to add the 'surgery formulary' from date of surgery to specified post-surgery date (usually 2 days after if outpatient surgery). You must stay in the MyMatrixx session until your chat is finished.

This is in the testing phase having gone live today, March 25th. If you have any questions, please contact the Pharmacy Liaison.