Portal overview

VitalPoint®

Department of Labor

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Overview

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VitalPoint is an integrated end-to-end workflow management system

Ease of use – Pending authorizations and alerts accessible via secure email without having to login

Secure web-based application facilitates management of the claim lifecycle – VitalPoint is not just a transaction management application

Integrated reporting – Tableau reporting capabilities elevate the ability to identify trends, outliers, and overall program performance



Powerful rules engine – Maximizes the right level of engagement at the right time

Facilitates driving toward the lowest settlement cost – From first fill to settlement, VitalPoint drives toward lowering cost based on medication cost and clinical escalation

A holistic view – In and out-of-network Rx integration

Decision support functionality – Extends administrative and clinical support documentation and reports to aid in decision making

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Access VitalPoint

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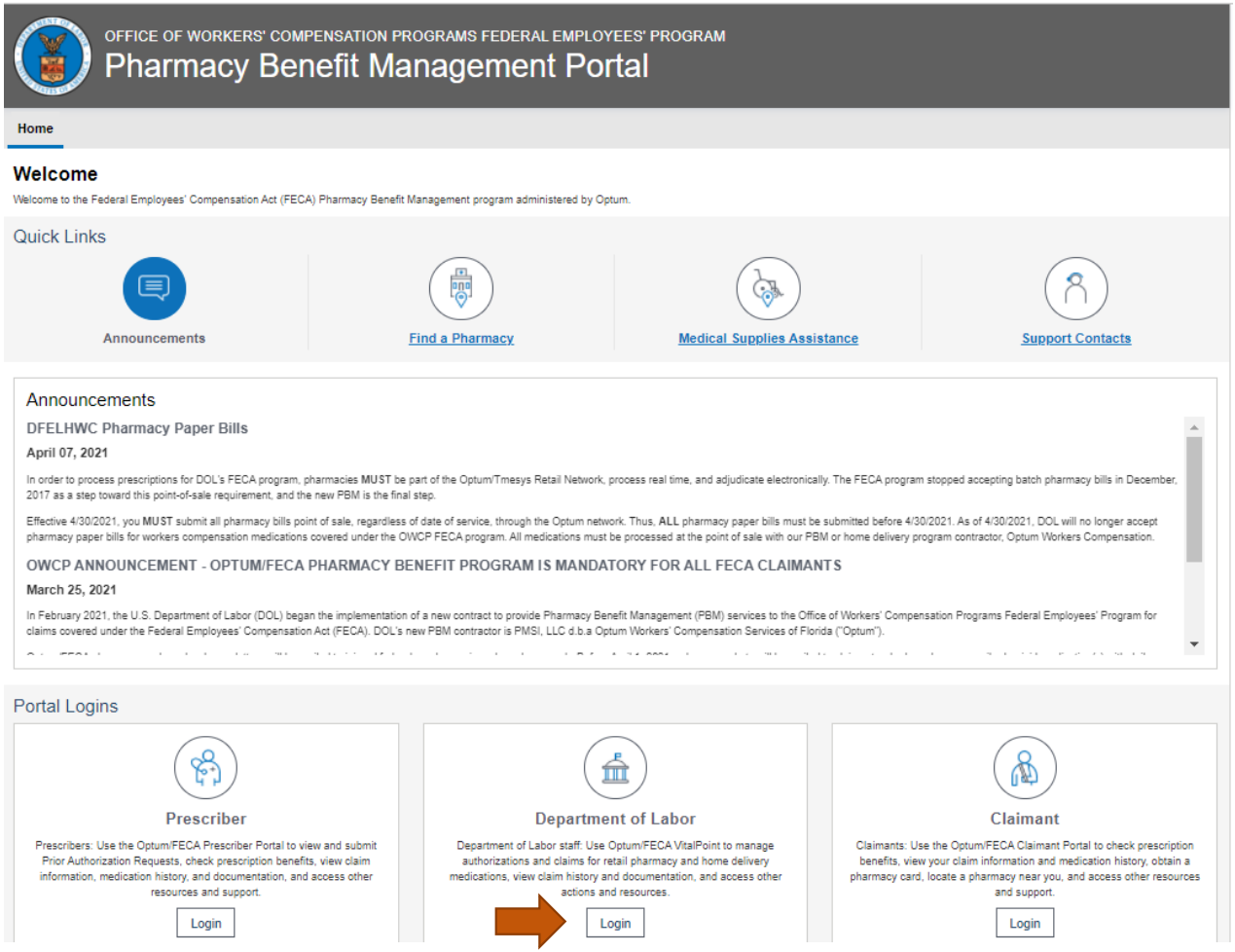
Access VitalPoint at https://feca-pharmacy.dol.gov/

Access VitalPoint at https://feca-pharmacy.dol.gov and click Login under the Department of Labor.



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Common icons

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Common icons



Filter – Click to refine searches during your workflow



Options – Click to view additional options



Upload – Click to upload a document



Chevron – Click to expand or collapse a section to view or hide additional details



Sort arrows – Click to sort by ascending or descending order



Download – Click to download a document



Information – Hover or select to view additional information



Calendar – Click to expand a calendar to select date(s)



Radio button – Click to select or deselect from defined option(s)



Data/Report – Designates reports or access to data

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Home screen

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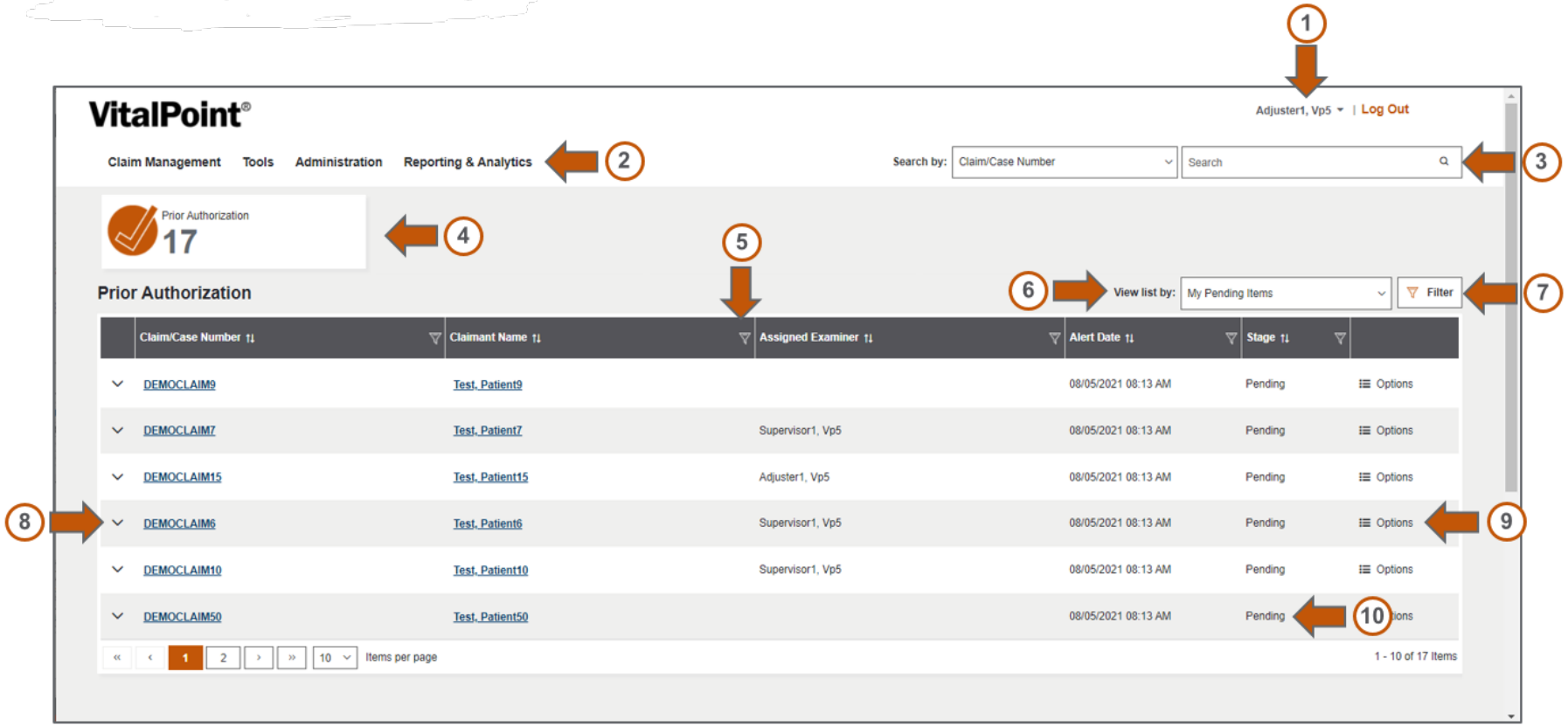
Home screen overview



1. User Profile
2. Tools and features
3. Quick claim search
4. Dashboard tiles – Select for different work queues
5. Filter/sort column
6. Filter list to see work assigned to claims professional
7. Transaction filter
8. Quick access to transaction
9. Quick options
10. Claim/Transaction status

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Home screen definitions

Ref #	Function	Description
1	User profile	Access the user profile to edit the phone number from the home page
2	Tools and features	Quickly access all the same claims, tools and administration management features directly from the home page
3	Quick claim search	Search for a claimant using the quick search option located directly on the home page saving multiple steps and clicks
4	Dashboard	Dashboard tiles displays pending items as large-format buttons. Clicking each will take the user to those transactions awaiting their attention
5	Filter/sort list	Filter transactions directly on the home page, locate specific transactions or determine priority with one click - reducing the number of clicks needed to complete their work
6	Filters My Pending Items	Filter list to only see work assigned to claims professional
7	Filter (multi-filter)	Filter transactions directly on the home page, locate specific transactions or determine priority with one click - reducing the number of clicks needed to complete their work
8	Quick access	View the details of each transaction and take action (make a decision) without having to leave the home page
9	Quick options	Access the claimant details or remove transactions that require reassignment with the click of a button right from the home page
10	Claim/Transaction status	Detailed information on each transaction, allowing a user to view the status of each transaction

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Work queue

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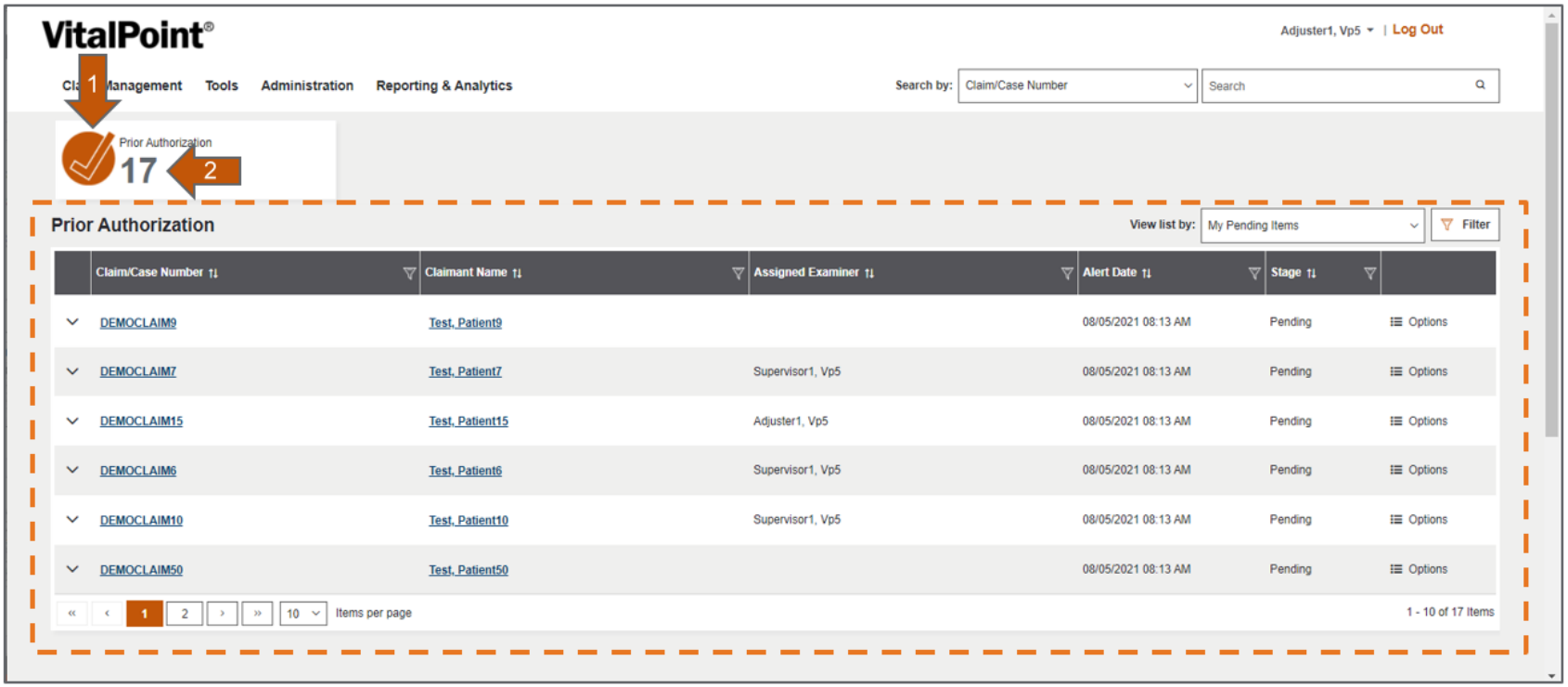
Transaction specific work queue

From the Dashboard, select a work tile to navigate to the **Pending Work Queue.**

1. Select the retail Rx **Prior Authorization** tile to display all Rx Authorization transactions that require a **Decision**.
2. A **total count** of transactions that require work will be displayed in the tile.



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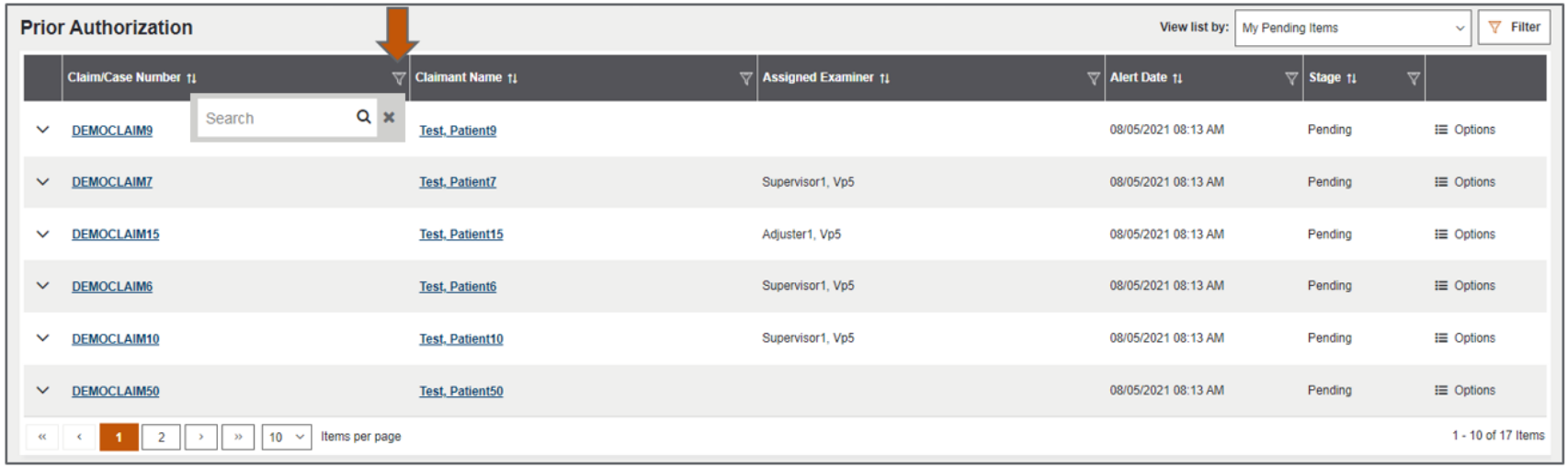
Filter work queue

Click on the **Filter** icon to narrow your work queue results.



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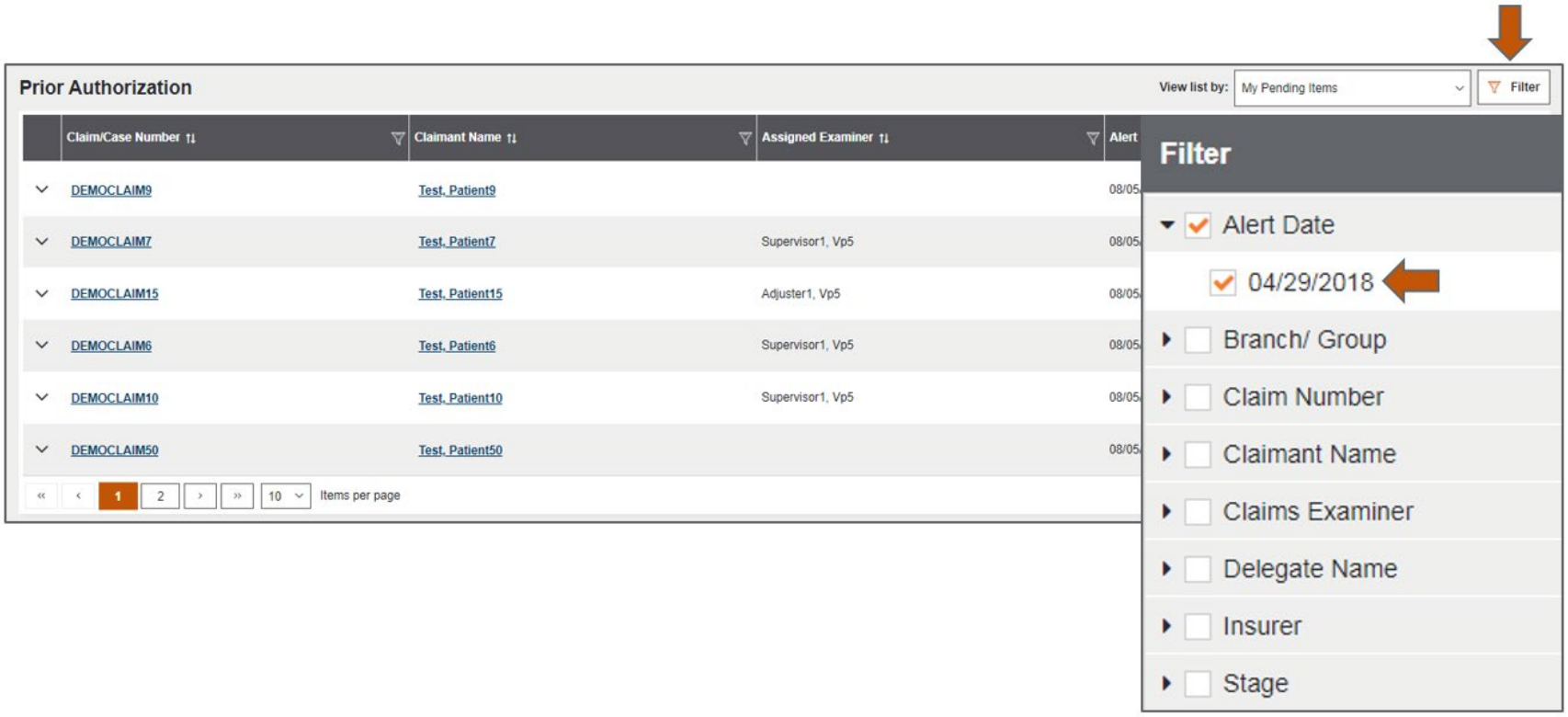
Multi-filter

1. Click on the **Filter** button to view the custom filter list.
2. Select from the available options to reduce the results returned in the queue.



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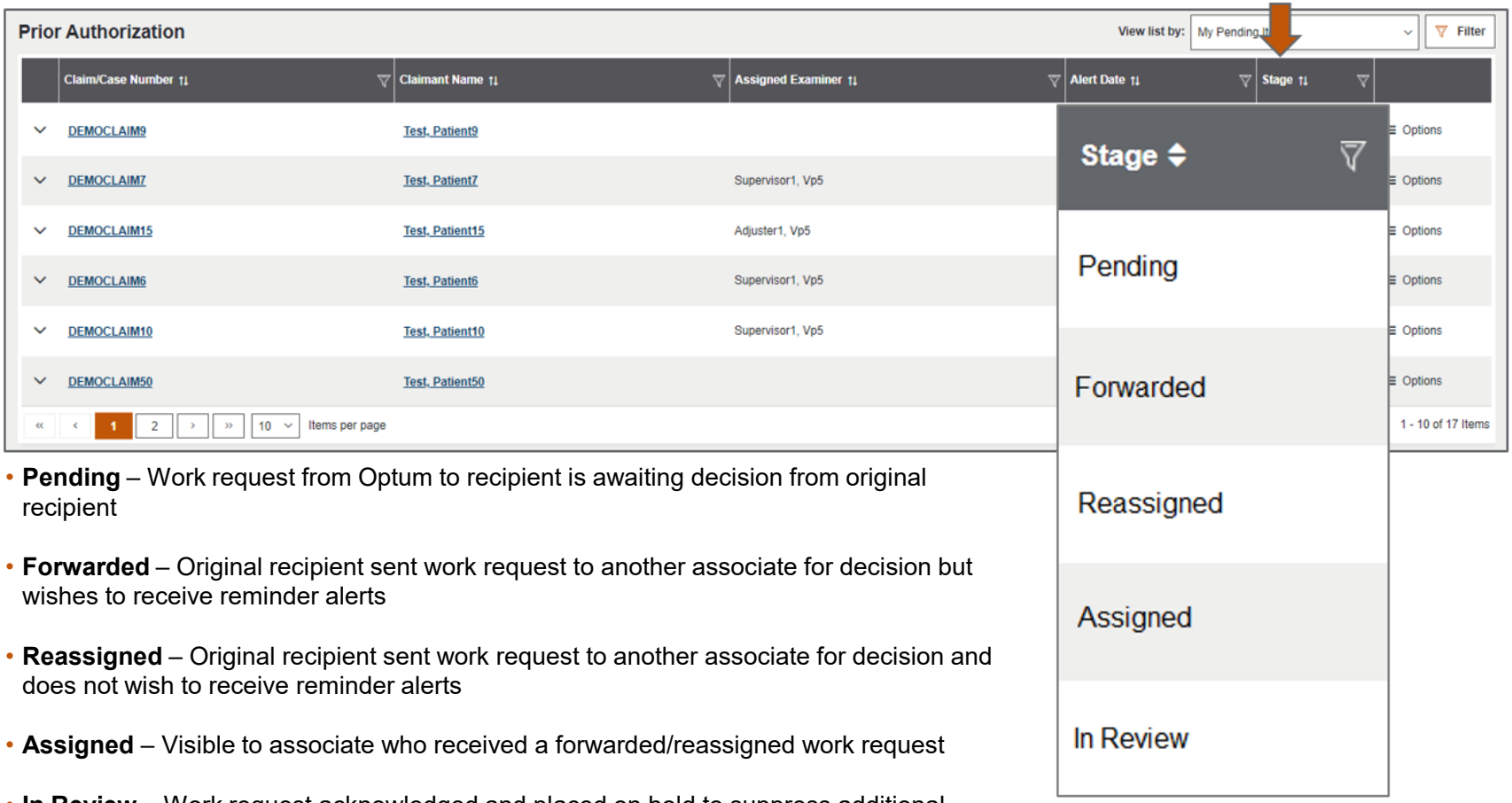
View the work stage

Click on the **Stage** column to view the status of each transaction.



- **Pending** – Work request from Optum to recipient is awaiting decision from original recipient
- **Forwarded** – Original recipient sent work request to another associate for decision but wishes to receive reminder alerts
- **Reassigned** – Original recipient sent work request to another associate for decision and does not wish to receive reminder alerts
- **Assigned** – Visible to associate who received a forwarded/reassigned work request
- **In Review** – Work request acknowledged and placed on hold to suppress additional reminder emails

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Accessing work to take action

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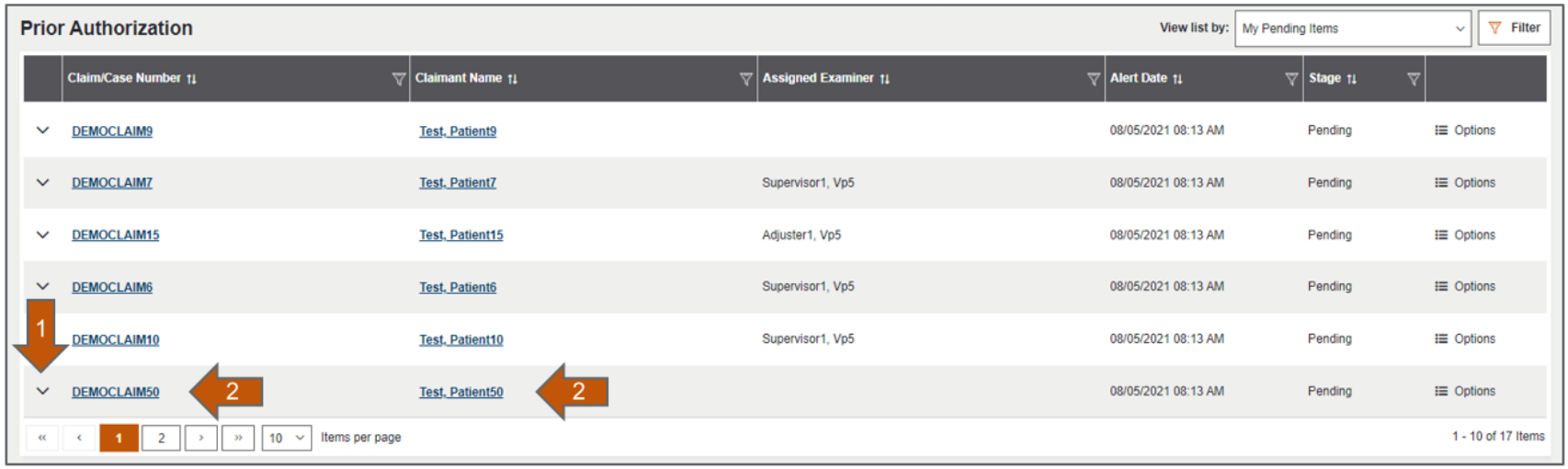
Work queue transaction record

1. For a quick view of the claimant demographic and decision panel, click on the **chevron** to the left of the Claim/Case number.
2. Click on **Claimant's name** or **claim number** to view a full screen of the claimant's demographic and decision panel.



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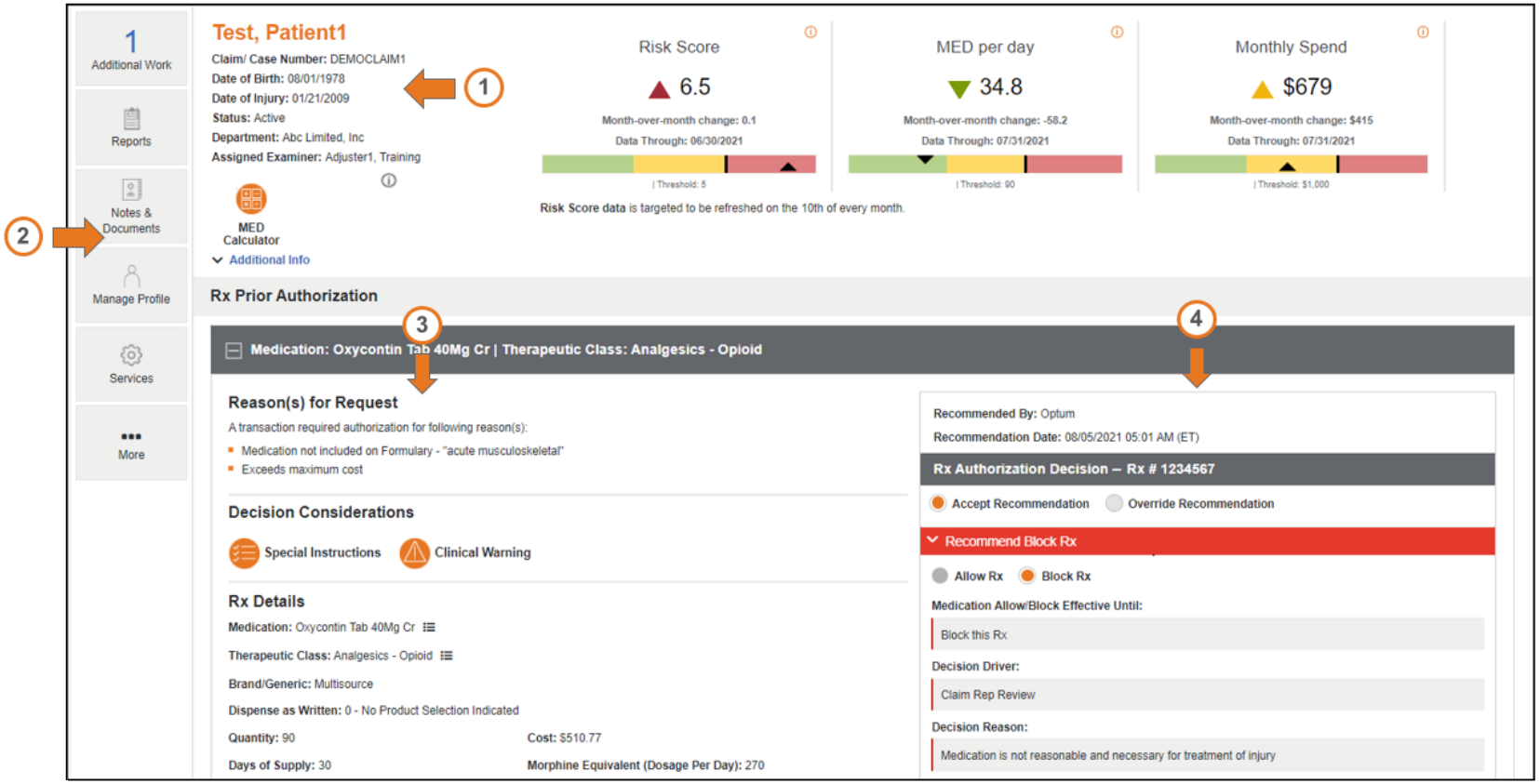
Understand the work details / decision page



1. Patient demographics
2. Additional Claim Menu Options
3. Transaction/prescription information
4. Decision panel

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Work details / Decision page definitions

1	Claim demographics	Includes basic information about the injured party and claim. This can be expanded by clicking on Additional Info to get more information about the claim being viewed.
2	Additional claim menu options	This includes links to claim reports, claim notes, claim documents, manage medications and physicians for a claim, request a pharmacy card, and request home delivery services from Optum.
3	Transaction/prescription information	Includes why the pending Rx transaction was sent to you for authorization, and has details on the medication and transaction
4	Decision panel	The decision panel is where decisions are rendered on pending work items.

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VitalPoint timeout

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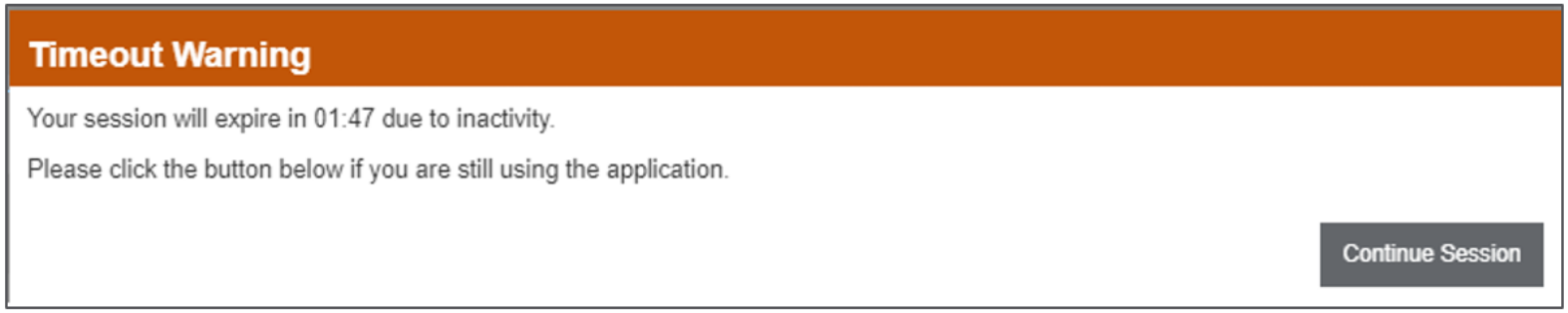
What is a timeout?

VitalPoint will automatically time-out after 30 minutes

- After 15 minutes of inactivity, a pop-up will appear
- Click the **Continue Session** button to remain in the system
- Otherwise, you will be returned to https://feca-pharmacy.dol.gov/home in order to log in again



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VitalPoint Support Contacts

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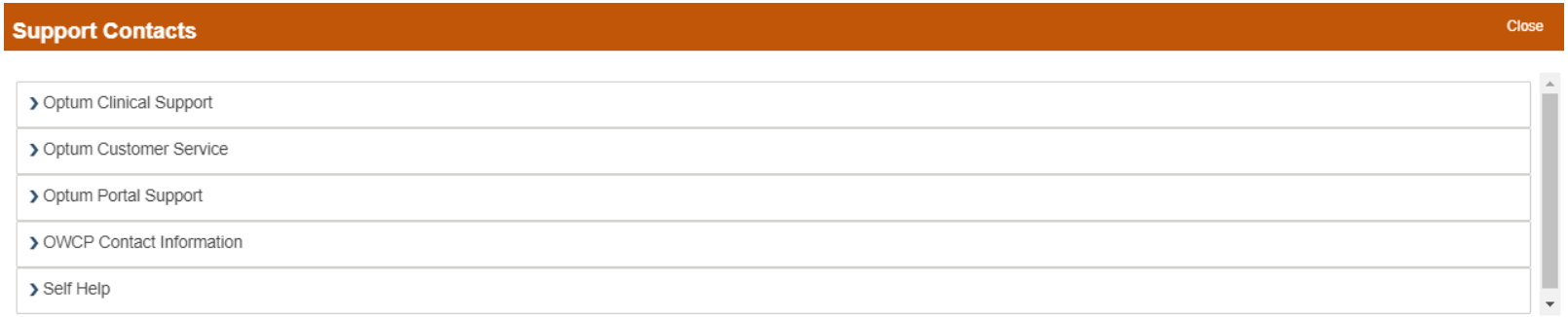
Support contacts

Clicking the “Contact Us” link at the bottom of the VitalPoint screen will pop up a window of contact information and resources.

- Contact information for Optum Clinical Support, Optum Customer Service, and Optum Portal Support
- Link to the Department of Labor’s OWCP Website
- Self Help – Link to Optum's DOL Staff Training Page for valuable insights and information, including VitalPoint training videos and presentations. Self Help also includes Quick Reference Guides for instructions on using the DOL VitalPoint portal.



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Thank you





About Optum Worker's Comp and Auto No-fault Solutions

Optum Workers' Comp and Auto No-Fault Solutions collaborates with clients to lower costs while improving health outcomes for the injured persons we serve. Our comprehensive pharmacy, ancillary, medical services, and settlement solutions, combine data, analytics, and extensive clinical expertise with innovative technology to ensure injured persons receive safe, appropriate and cost-effective care throughout the lifecycle of a claim. For more information, email us at expectmore@optum.com.

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