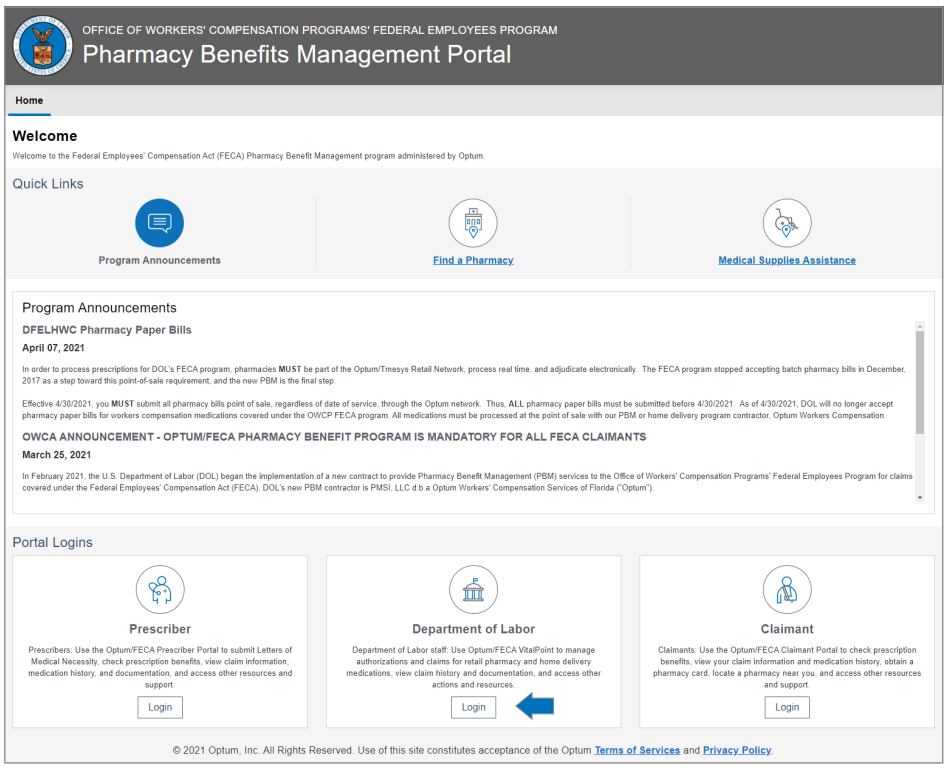
# Home page overview

OWCP FECA VitalPoint® is the Optum portal that DOL staff will use to approve/deny Rx authorizations, manage prescription claims, view prescription history and claim documentation, request pharmacy cards, check a claim's prescription coverage and access other actions and resources.

Access VitalPoint at https://feca-pharmacy.dol.gov/ and click on the **Login** button in the Department of Labor tile at the bottom.

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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 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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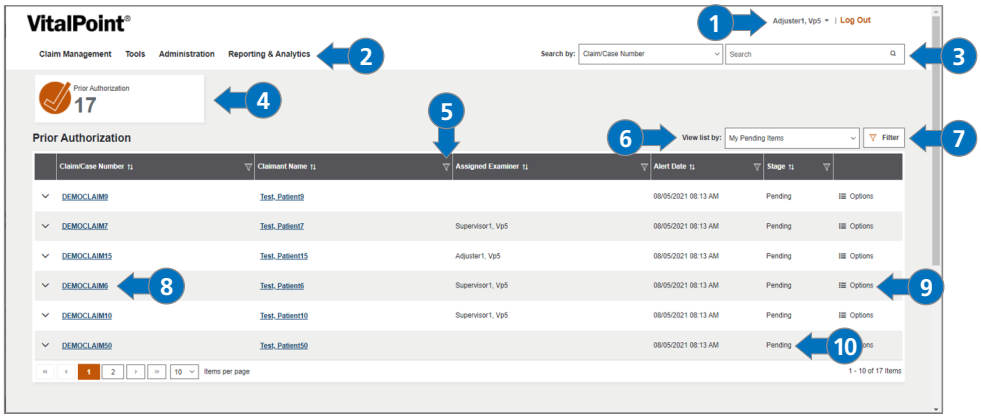
## Home screen overview

You can search, sort and view claimant and transaction information from the home page.




1. **User profile -** Access your user profile to edit the phone number.
2. **Tools and features -** Access the claim management, tools, administration and reporting and analytics features.
3. **Quick search** - Use the chevron drop down in the Search by field. Then enter search for the claimant by Claim/Case number, TCN Number, Claimant Name or Social Security Number.
4. **Dashboard Tiles -** Dashboard tiles display pending items (e.g., Rx point-of-sale authorizations) that need your attention. Click on the tile to view a list of the transactions.
5. **Filter/sort -** Click on the Filter icon to open a Search box to locate a specific transaction.
6. **View list by/ Filter -** Use the chevron drop down in the View list by field to view list by My Pending Items or other pending items.
7. **Filter (multi-filter) -** Click to Filter transactions by multiple fields including claimant name, alert date, and stage to sort and prioritize information.
8. **Quick access -** Click to view the details and take action (make a decision) on each transaction.
9. **Options -** Access claimant details or remove transactions that require reassignment.
10. **Stage/Status -** View the status/stage of the transaction.

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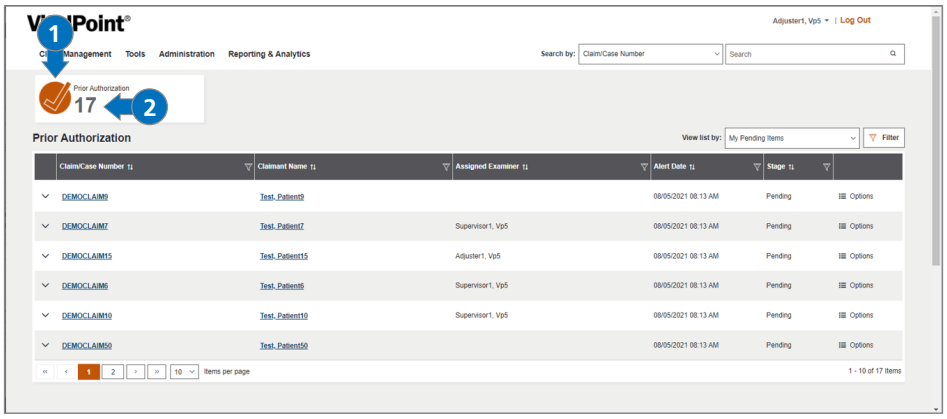
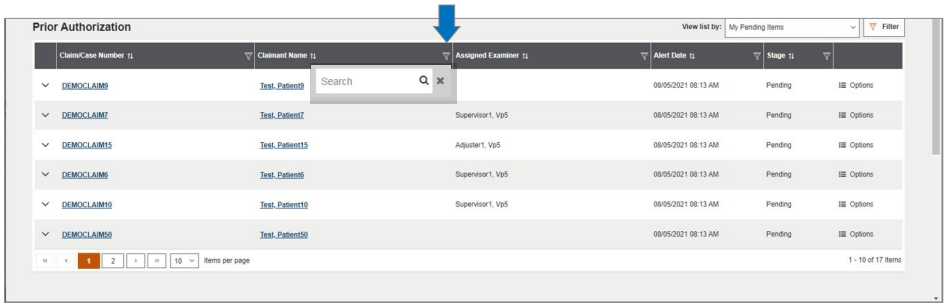
## Prior Authorization work queue




The VitalPoint home page displays your Prior Authorization work queue, which contains point-of-sale pharmacy transactions that require a decision. If you leave the home page, you can return to the work queue by clicking the Prior Authorization dashboard tile.

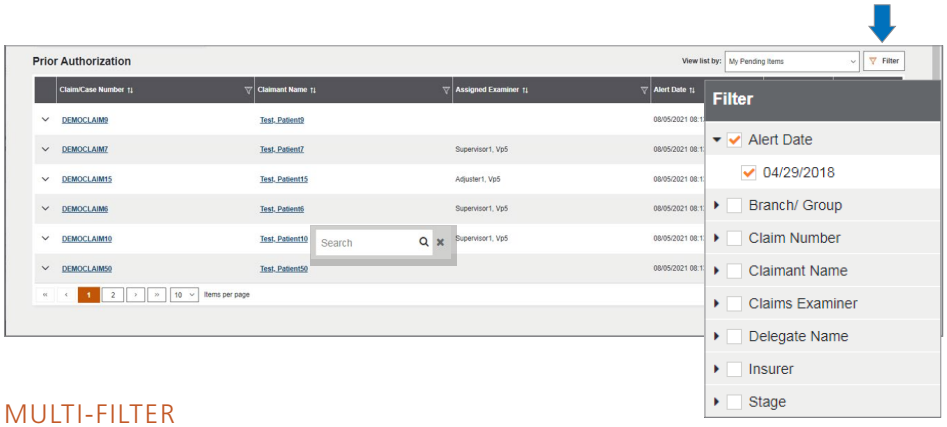
1. Selecting the **Prior Authorization** dashboard tile displays all Rx Authorization transactions that require a decision.
2. The **total number** of transactions that require your attention is displayed in the tile.

## Filter work queue




### SINGLE FILTER

Click on the Filter icon to open a Search box to locate a specific transaction or to narrow your work queue results.




### MULTI-FILTER

Click on the Filter button to select multiple field options to reduce the results returned in the queue.

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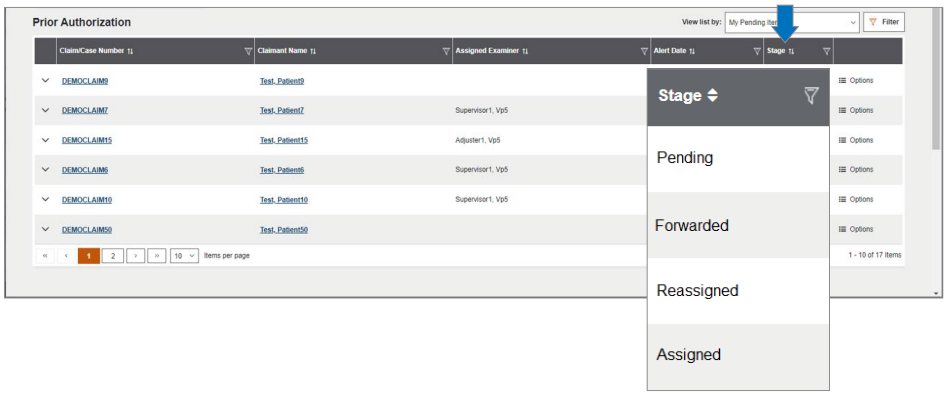



## STAGE

Click on the Stage sort arrows to select a claim/transaction stage to narrow the results in the list.

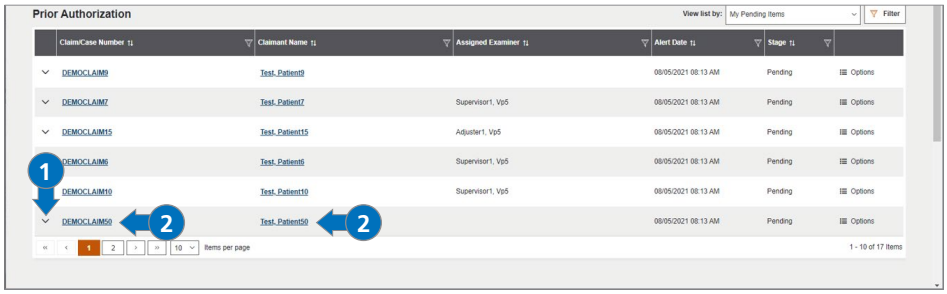
**Pending –** Work request awaiting decision from original recipient

**Forwarded –** Original recipient sent work request to another associate for decision but wishes to receive reminder alerts

**Reassigned –** Original recipient sent to work request another associate for decision but does not wish to receive reminder alerts

**Assigned –** Visible to associate who received forwarded/reassigned work request

# Work queue transaction record




There are two options to view the request and take action.

1. Click the the **chevron** to expand the record to quickly view the request and take action.
2. Select the **Claim/Case Number** link or **Claimant Name** link to open the request screen and take action.

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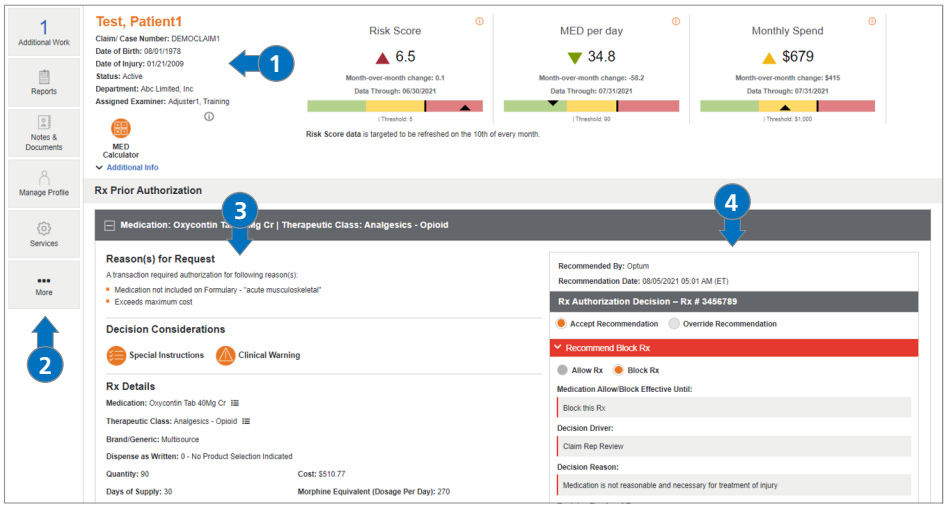
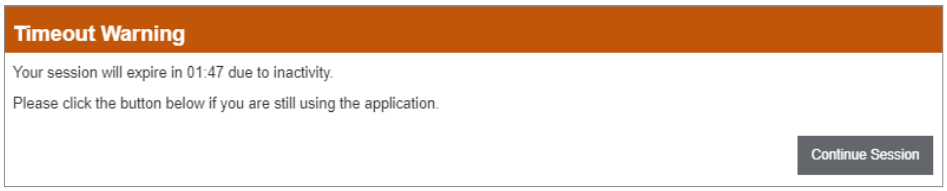
## Understanding the work details/decision page and claim menu




1. **Patient demographics -** Includes basic information about the claimant and transaction. For more detailed information, click on the chevron next to Additional info.
2. **Claim Menu options -** Includes Claim Reports, Claim Notes, Claim Documents, Manage Medications and Physicians for the claim, Request a Pharmacy Card, Request Home Delivery services from Optum, and Check Prescription Coverage for the claim. Whenever you have a claim pulled up in VitalPoint, the left-hand Claim Menu will be available for you to access and manage that claim's information. Many of these features are also available under Claim Management in the top VitalPoint menu.
3. **Transaction/prescription information -** Includes information to help you make a decision, including the reason that the Rx transaction needs authorization, clinical considerations, and transaction information such as medication, quantity and days supply, cost, dispensing pharmacy and prescriber information.
4. **Decision panel -** Allows you to view or render a decision on pending work items. The decision panel includes a recommendation from Optum on whether to allow or block the transaction.

## Timeout warning




VitalPoint will automatically time-out after 30 minutes of inactivity. After 15 minutes, a warning will appear. Click the **Continue Session** button to remain in the system, otherwise, you will need to return to https://feca-pharmacy.dol.gov to log into the portal again.

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### PHARMACY PROGRAM CUSTOMER SERVICE

Available: 24 hours a day, 7 days a week
Telephone: 1-833-FECA-PBM (1-833-332-2726) Option 1

### DURABLE MEDICAL EQUIPMENT & DIAGNOSTICS CUSTOMER SERVICE

Available: Monday – Friday, 8:00 AM – 8:00 PM ET
Telephone: 1-833-FECA-PBM (1-833-332-2726) Option 2

### PORTAL SUPPORT

Available: Monday – Friday, 8:00 AM – 8:00 PM ET
Telephone: 1-833-FECA-PBM (1-833-332-2726)
Email: DOLVitalPointSupport@optum.com

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