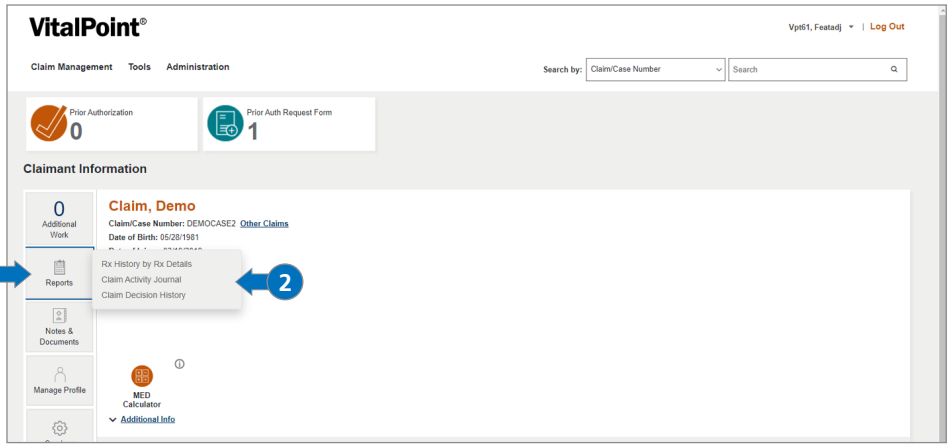
Access Claim Level Reports

In the Optum OWCP VitalPoint® portal, you can access reports of claimants' prescription history and claim activity.



1. Access Claim Level Reports within a claim record by clicking on the **Reports** option in the claim menu.
2. The **Reports** option will expand to display a list of Claim Level Reports to choose from.

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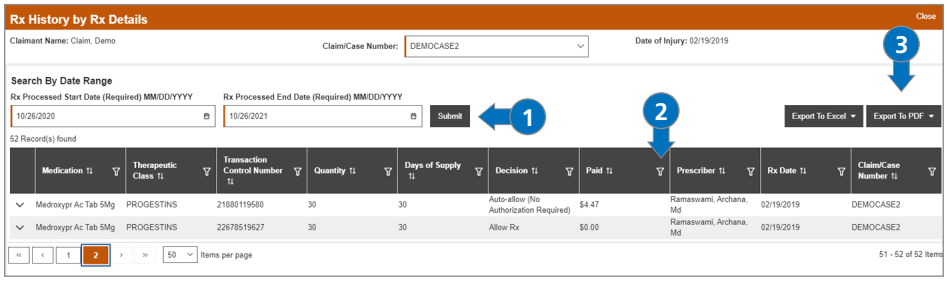
RX HISTORY BY RX DETAILS

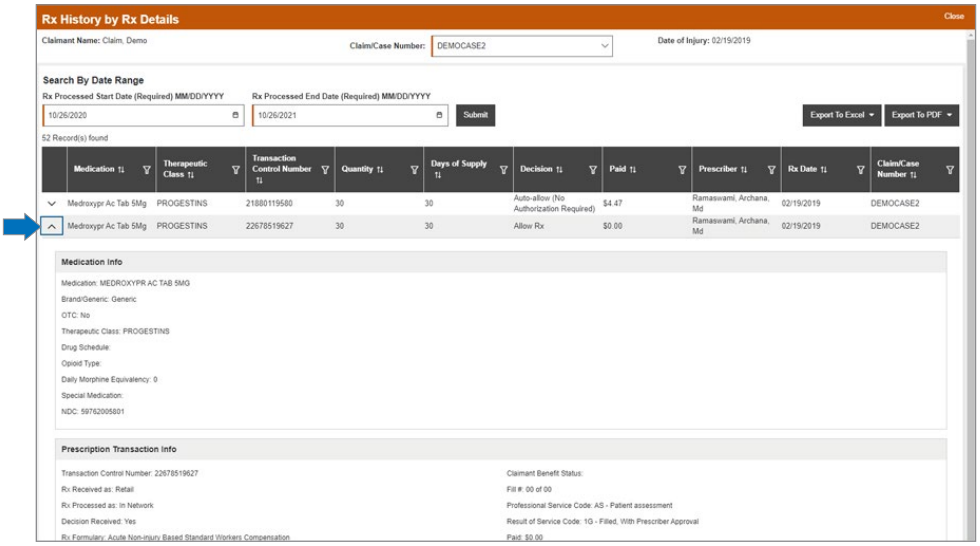
The **Rx History by Rx Details** report displays a record for each prescription processed through Optum for this claim.

The report includes both denied and allowed transactions, along with information on whether the transaction was auto-blocked, auto-allowed, or blocked and a decision was made in VitalPoint to allow or deny it.



1. The report defaults to display the last 365 days of prescriptions. Select a **date range** to modify the list of prescriptions you would like to view and click **Submit**.
2. Click the filter icon to **sort and filter** each column.
3. Click the **Export to PDF** button to save the report to PDF.

Click on the **chevron** to expand a report record and view additional details.



The details under the chevron include information on the Medication, Prescription/ Transaction, and Decision Recommendation. If an allow or deny decision was made in VitalPoint on the transaction, a section with Decision information will display. If a transaction was auto-allowed or auto-blocked and did not go out for review and authorization in VitalPoint, the Decision Details and Recommendation Details sections will not display because they are not applicable.

If the activity was for a compounded medication, the details will include an **Ingredient Details** section.

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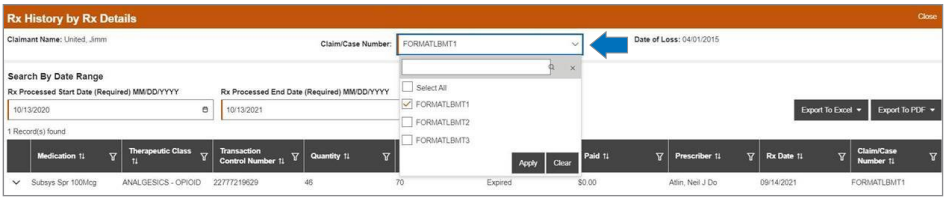
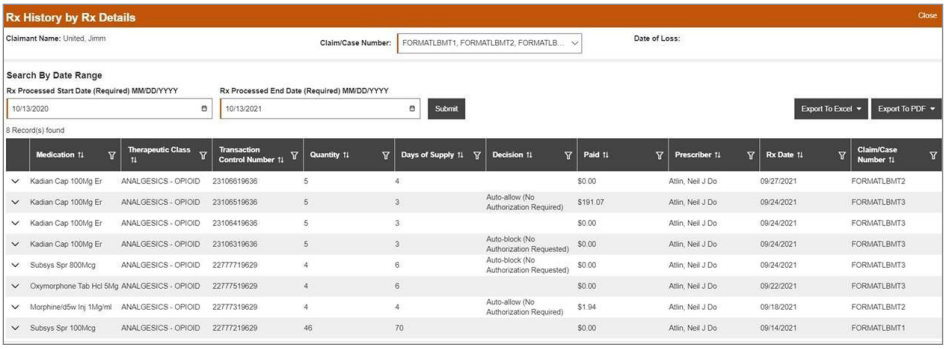


The Rx History by Rx Details report can be viewed across case numbers for the same Social Security Number. This allows DOL staff to view the Rx History by Rx Details report at the patient level instead of claim level.

The Rx History report initially loads for the individual case number. At the top of the report, click the **Claim/Case Number drop down** to see all case numbers associated to that same Social Security Number.



Select the case numbers you wish to include in the report. When you select Apply, the report will re-run and pull all applicable activity. The case number field appears in the last column of the report.

When multiple case numbers are selected, the Date of Injury at the top of the report is blank, but the field is populated in the Excel exports of the report.

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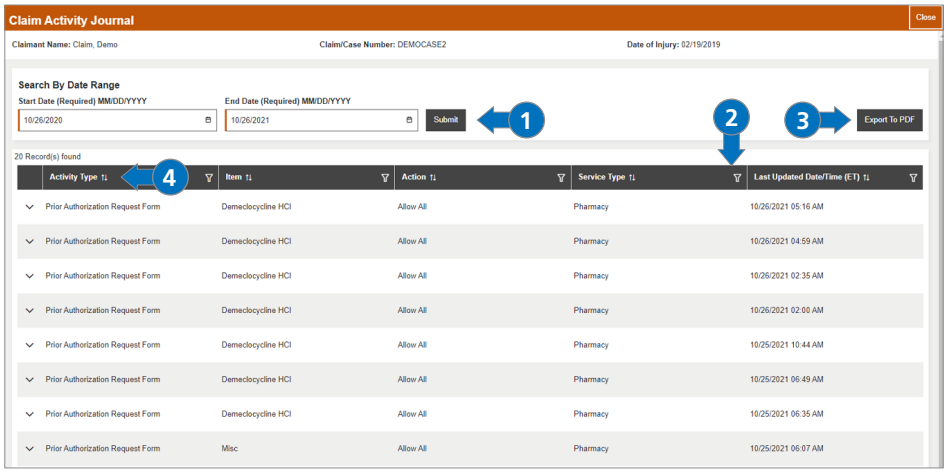
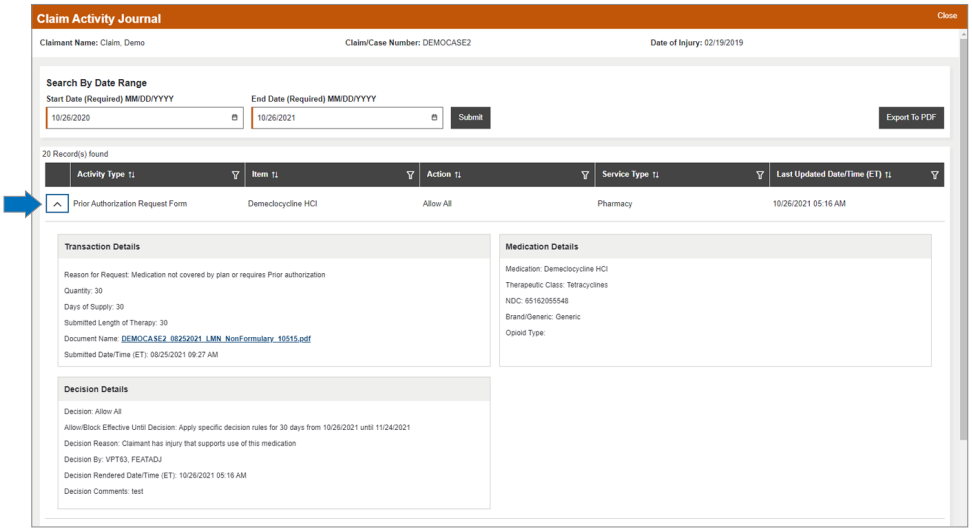
CLAIM ACTIVITY JOURNAL

The **Claim Activity Journal** displays a record each time an activity occurs on a claim. This includes any Rx Prior Authorization, claim notes, manage medications, manage physicians, prior authorization request forms and decisions, claim administration, clinical alerts, etc.



1. The report defaults to display the last 365 days of prescriptions for this claim. Select a **date range** to modify the list of prescriptions you would like to view and click **Submit**.
2. Click the filter icon to **sort and filter** each column.
3. Click the **Export to PDF** button to save the report to PDF.
4. Click the filter icon to sort and filter the **Activity Type** column, which classifies the type of journal entry.

Click on the **chevron** to expand a report record and view additional details. The details include sections for Transaction, Medication, Notification, Recommendation, and Decision information related to the activity. If the activity was for a compounded medication, the details will include an **Ingredient Details** section.



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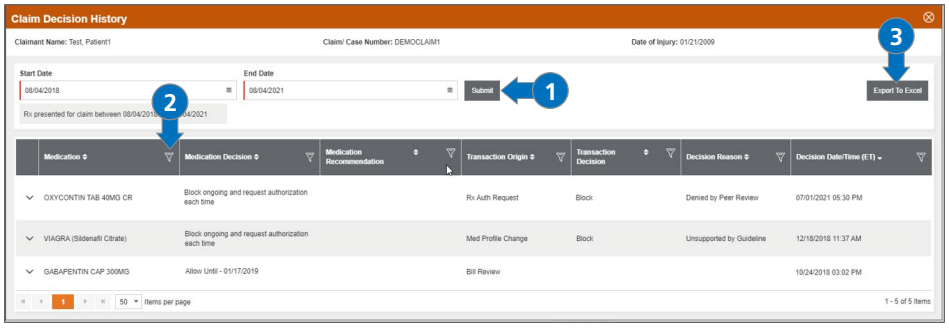
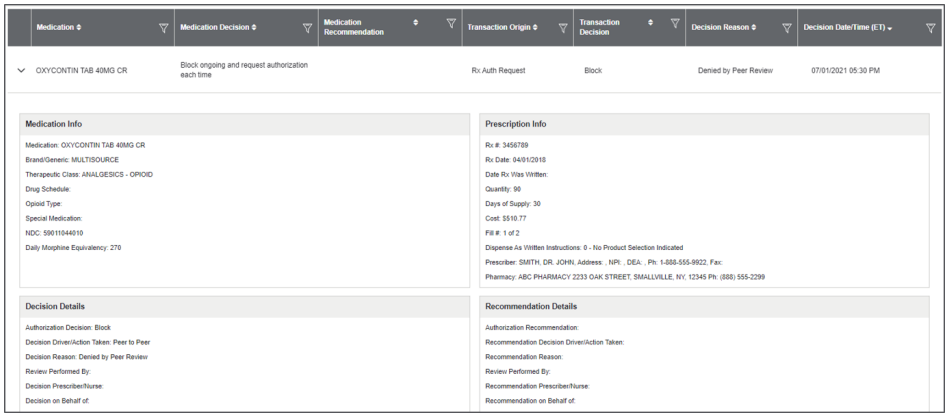
CLAIM DECISION HISTORY

The **Claim Decision History** report displays records for each medication decision for this claim under the Optum FECA program. This includes decisions that occurred via Rx Prior Authorization, Prior Authorization Request Forms and decisions, and Manage Medication Profile.



1. The report defaults to display the last 365 days of prescriptions for this claim. Select a **date range** to modify the list of prescriptions you would like to view and click **Submit**.
2. Click the filter icon to **sort and filter** each column.
3. Click the **Export to Excel** button to save the report to MSExcel.

Click on the **chevron** to expand a report record and view additional details. The detail includes sections for Medication, Prescription, Transaction, Notification, Recommendation, and Decision information, as applicable for the type of decision.



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

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