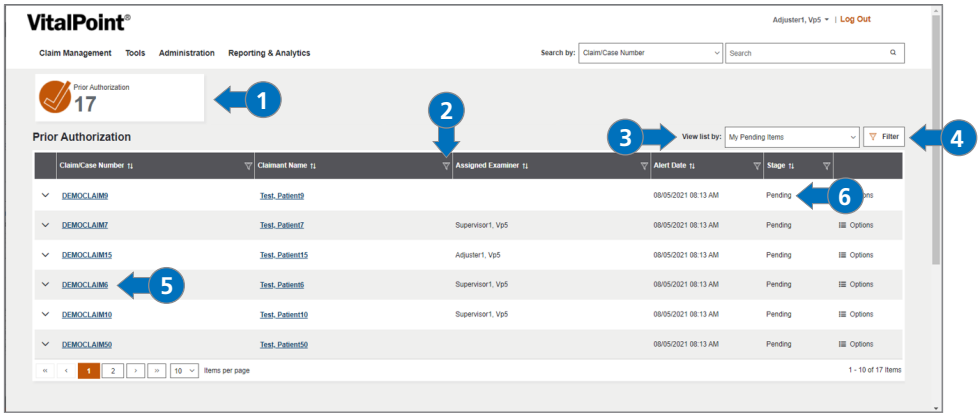
Work queue

DOL claims professionals will use the Optum OWCP FECA VitalPoint® portal to approve/deny Rx authorizations.

The VitalPoint home page displays your Prior Authorization work queue. You can also access the work queue at any time by clicking the Prior Authorization dashboard tile on any VitalPoint page.



1. **Dashboard Tiles -** Dashboard tiles display pending items (e.g., Prior Authorizations) that need your attention. Click on the tile to view a list of the transactions.
2. **Filter/sort -** Click on the Filter icon to open a Search box to locate a specific transaction
3. **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.
4. **Filter (multi-filter) -** Click to Filter transactions by multiple fields including claimant name, alert date, and stage to sort and prioritize information
5. **Quick access -** Click to view the details and take action (make a decision) on each transaction
6. **Stage/Status -** View the status/stage of the claim/transaction

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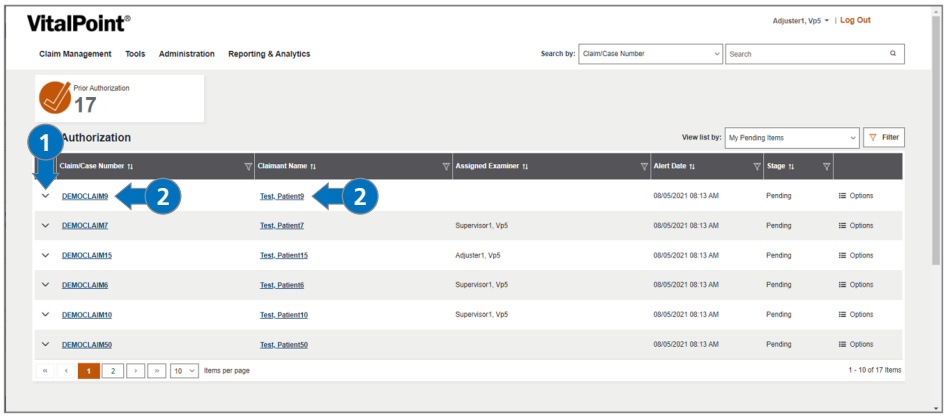
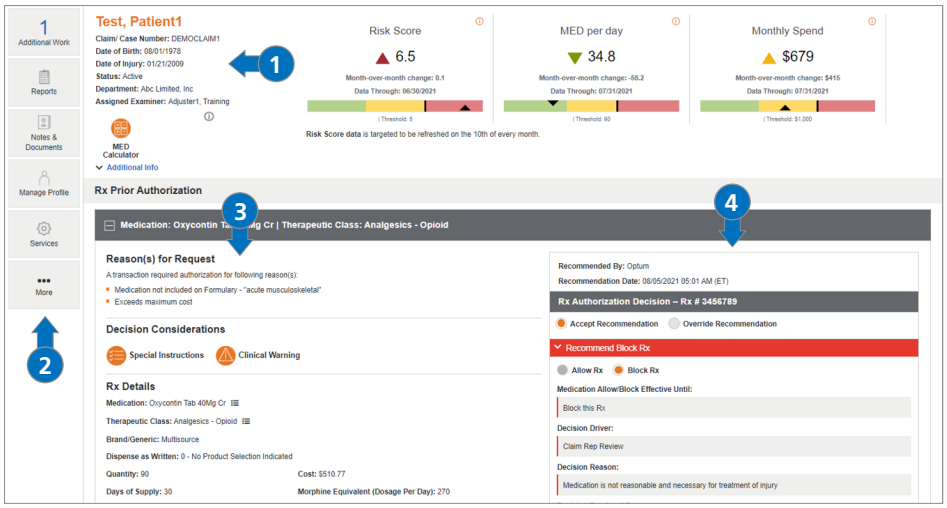
View a request and take action



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.



The claimant details/decision page will open up.

1. **Patient demographics -** Includes basic information about the claimant and transaction. For more detailed information, click on the chevron next to Additional info.
2. **More Claim Menu options -** Includes links to Claim Reports, Claim Notes, Claim Documents, Manage Medications and Physicians for a claim, Request pharmacy cards, and request home delivery services from Optum.
3. **Transaction/prescription information -** Includes basic information on the reason for the request and why the transaction was sent to you and general information on the medication/ prescription the transaction applies to (if applicable).
4. **Decision panel -** Allows you to view or render a decision on pending work items.

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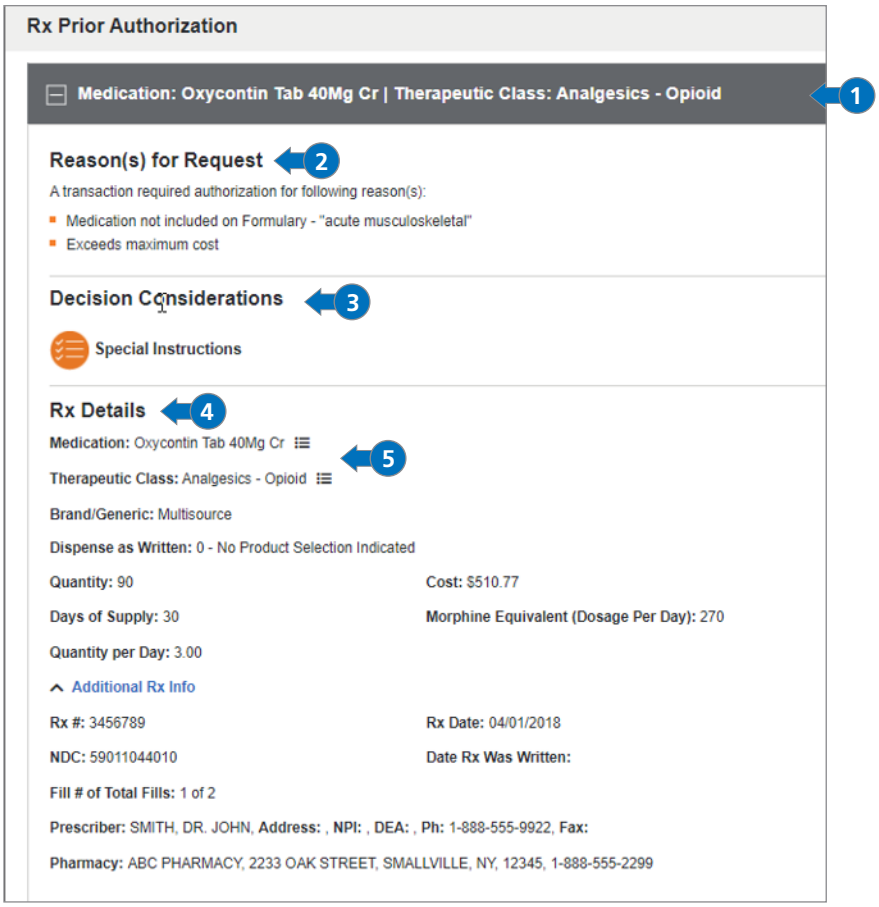
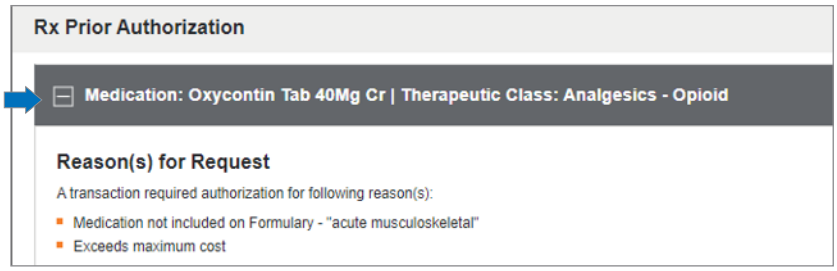


1. **Medication Name, Dose, and Therapeutic Class –** Are displayed in the header section of each pending transaction.
2. **Reason(s) for Request –** Indicates what caused the prescription to be sent for prior authorization. There may be one or more values here.
3. **Decision Considerations** – Displays instructions or things to consider before rendering a decision. Click the icon/link to open a report detailing instructions
4. **Rx Details –** Displays important details about the prescription.
5. **Medication & Therapeutic Class (Additional Options)** – Click the Options icon to view additional information and view specific reports.



One or more prescriptions may be awaiting authorization. View alert details by expanding the medication bar.

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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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