Claim compensability status

Claim status serves as the backbone of Optum's communications to Intercare on prescription events. In order to establish claim status, we apply our claim compensability rules to the daily eligibility files we receive from Intercare.

As claim adjusters, it is your responsibility to accurately designate each claim's status throughout its lifetime. Doing so will help to ensure that the appropriate medications are either dispensed in a timely manner or are not processed once the claim is no longer eligible for pharmacy benefits.

Active status tells us to allow formulary medications to be dispensed at the pharmacy and to pause if items are outside the formulary allowance.

If a medication is outside of the formulary allowance, you will receive a prior authorization to help you review the prescription and make a decision. A welcome packet consisting of a pharmacy card, a list of local network pharmacies, and information on how to get the prescription filled will be mailed to the injured worker.

How to place claim in active status:

1. Confirm claim is Open or Reopen. If claim is Reopen, make sure Reopen is selected in drop down box in IVOS.
2. Confirm claim is Accepted in IVOS.
3. Confirm RX eligible box is checked in IVOS.
4. Confirm claim is not in First Aid or New Set Up status. If the claim is either of these statuses, change the status (options 2-6: Total perm dis, Major perm dis, minor perm dis, temporary dis or Medical Only)

Inactive status tells us that prescriptions may or may not be eligible.

Once an event arrives at the pharmacy, you can review the medication in advance and apply your decision before the prescription is processed and invoiced. When a claim is inactive, you can make the decision whether to process the claim before a pharmacy card is sent.

How to place claim in inactive status: Uncheck RX eligible box.

Terminated status means that no medications will be sent to you for review.

When a claim reaches terminated status, Optum does not send prior authorizations for events that come to the pharmacy. We already know that if the claim is not compensable for pharmacy benefits and no invoices or prescriptions should process on the claim, we will not send a pharmacy card to the injured worker.

How to place claim in terminated status: Close the file, uncheck RX eligible box.

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