fidiacomplete

User Guide
HCP Portal 2017

brought to you by:

asembia

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fidiacomplete

Overview

FidiaComplete.com is a online Healthcare Provider tool that allows Healthcare Professionals to:

• Enter new referrals
• Obtain status updates on current referrals
• Direct message the Fidia complete team
• Upload additional clinical documents for Prior Authorization and Pre-Determination reviews

No matter how the Healthcare Provider prefers to submit new referrals (i.e fax), having a user name and password to FidiaComplete.com will allow for these additional support benefits.
First Time user and Logging On.
To access Fidiacomplete go to: **www.FidiaComplete.com**

Click on desired product

Login and First Time Users

Enter your User name and Password in the User Login Screen. For first-time users, click "New User?"

Returning Users

Enter the office information that includes: Office Name, address, Phone, Fax, user name and password.

- Accept terms of use.

Once completed a Confirmation email will be sent to the email on file.

For previously enrolled users that have forgotten their user name or password. Clicking the "Forgot user name and password" link will prompt the user to enter their email address.

Forgot Your Password

To change a current password, click on the highlighter username.

By selecting the "Change Password" Icon you can update passwords for Fidiacomplete. In the My Profile section, the user has the ability to: Update office address, contact information, user names and prescribers.

By selecting the "Edit" icon, users can update prescriber's information, update prescriber contact information, or delete a prescriber or contact.

By selecting "Add new Prescriber" from the My Profile page, you will be able to add multiple prescribers to a single account.

My Profile Page
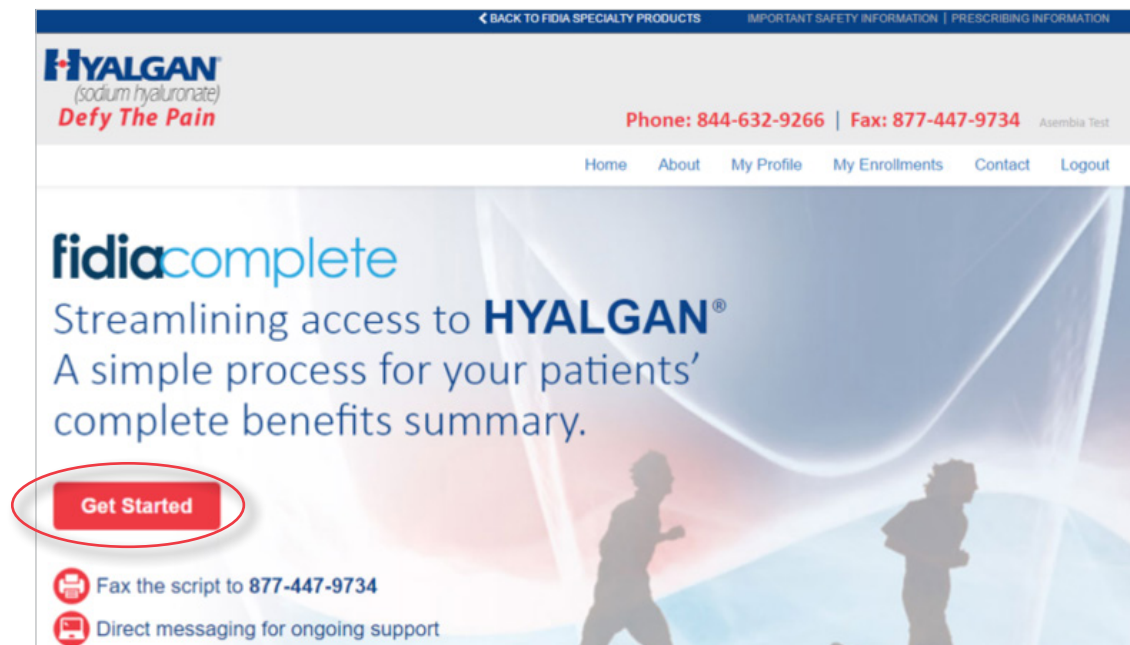
Referrals can be created with 2 steps.

Step 1

Enter the patient information, select or add the prescriber and contact, select the medication, and enter all other pertinent information.

If a patient has been previously entered into the system, a message will prompt user to confirm if it's the same patient.

Creating a Referral

Select a prescriber or add a new prescriber. To enter a new Health Care Professional, select "add a new prescriber".

Select appropriate quantity, dose form, injection site, and other required information. By selecting "Primary Diagnosis," a drop down menu will appear reavealing all associated codes with the drug.

Step 2

Enter the primary and secondary medical insurance, prescription plan as well as upload any relevant documents if available. If the user does not have all the insurance cards available please select "Not Applicable/Cash".

Creating a Referral *continued*

To enter the Primary insurance, select either: Commercial, Medicare, Medicaid or Not Applicable/Cash.

Select appropriate quantity, dose form, injection site, and other required information. By selecting "Primary Diagnosis," a drop down menu will appear reavealing all associated codes with the drug.

Enter in the remaining plan information Such as: Plan name, Subscriber name, ID and Group.

The system will generate the most appropriate plan name by typing in the beginning characters.

If user is unsure what specific plan information is required hovering over the question mark icon will display a sample prescription card.
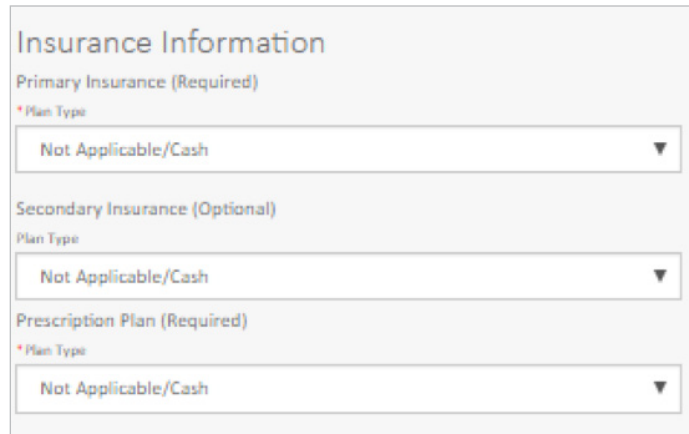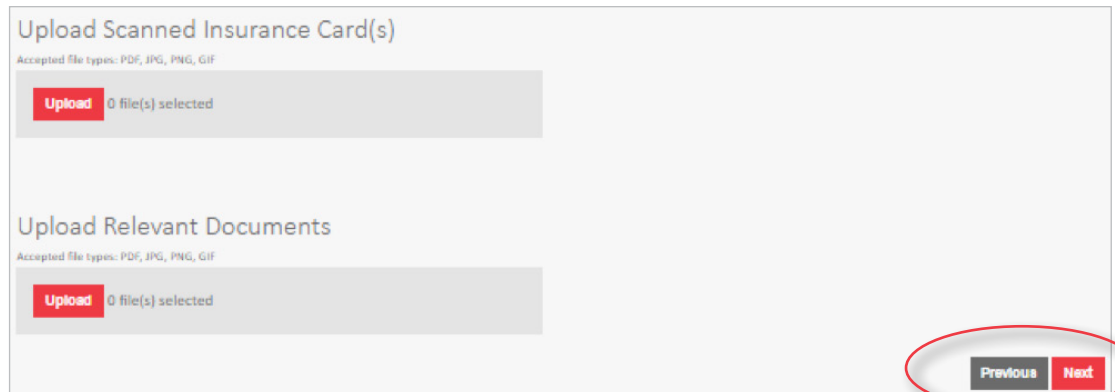
Creating a Referral *continued*

If "Not Applicable/Cash" fields are selected, user will not be prompted to enter any insurance information.

At the end of the demographic field the user will have the option to upload any additional important documents (i.e. copy of the insurance cards and clinical chart notes.)

Click "Next" to continue.

Creating a Referral *continued*

At this step, user will have the ability to review the referral and make changes if applicable. To make a change the user can select any of the "Edit" icons. Once completed select "Add Signature".

Creating a Referral *continued*

There are several options for the prescribing Health Care Professional to sign the document.
1. Sign with the mouse and type the full name of the prescribing Health Care Professional.
2. Apply a signature that has been previously saved.
3. Upload a written signature via pdf or jpeg. After selection, the signature will populate the

1 Signature Options ✕

Option 1: You can sign the form with your mouse below.

Please continue your signature.

*Then type in your full name.

[Apply Signature] [Cancel] [Clear Signature]

2 Option 2: You can select your previously saved signature from the drop down below.

▼ [Apply Signature] [Cancel]

Option 3: Or upload an image of your signature.

[Choose File] No file chosen

3 Full Name:

[Upload] [Cancel]

Once ready to submit the completed referral, select "Create Referral".

Prescriber Information [Edit]   Digital Signature

Asembia Test   100 Test Drive   Asembia Test
NPI: 0000000000   Test City, NJ 07000
DEA: test93@test.com
TaxId: Phone: (000) 000-0000   Add Signature
Specialty: Fax: (000) 000-0000

Staff Contact: Asembia Test
Phone: (000) 000-0000
Email: Asembia.Test@asembia.com

Previous   Create Refer

Viewing Your Active Referrals

Application will display a notification that referral has successfully been created.
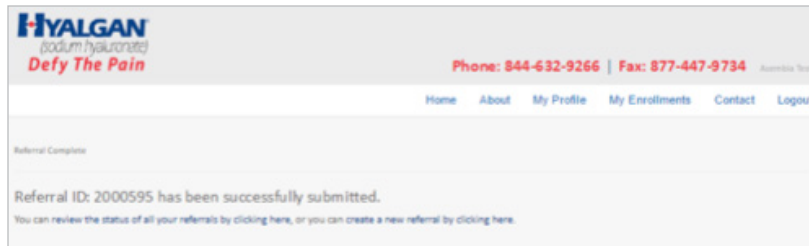
To view previously prescribed medications, select "My Enrollments". Portal displays status of referral, the date it was submitted, and any notes associated with the account.

Clicking on the referral submitted date will allow the user to review the submitted referral, its status, and upload any additional documentation if needed.

Viewing Your Active Referrals *continued*

Clicking on the "i" button will display any actions taken by the pharmacy.

Status History

Change	Time Stamp	Status	Changed By
1	05/09/17 12:06 PM	Unassigned	INCOMINGASPNRX_BATCHMANAGER
2	05/09/17 12:06 PM	In Process ASPN - New Referral	INCOMINGASPNRX_BATCHMANAGER

To view any messages from the pharmacy or to relay any messages to the pharmacy, the user can click "View all messages". The user can also send a message to the pharmacy and to which the pharmacy may respond to via the same channel.

Notes

Please advise if PA will be needed.

1. Please expedite BV process. Patient needs ASAP.
Order note by AsembiaTest on 5/9/2017 at 1:40 PM

Send   Close

To cancel a referral, select the "cancel" hyperlink. The user will be prompted to confirm the cancellation. Please note that the user may only cancel the referral through the web portal for up to 48 hours after its creation. Any cancellations after 48 hours will have to be dove via telephone. For assistance, please call 844-632-9266.

Cancel Referral

Yes   No

FAQs

How do I change a password?
Please refer to the top of page 4.

If I have any questions, is there someone I can call?
Yes, we have a team able to help answer technical questions, please select the "Contact" hyperlink located at the bottom of the screen or call 844-632-9266.

Can I add multiple prescribers to a single user name and password?
Yes, multiple prescribers can be added on the "My Profile" page. Please see page 4 for more details.

If I cancel a referral by mistake, how can I recover it?
You may re-enter the enrollment or call us at 844-632-9266 to restart the patient.

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