



EXPRESS SCRIPTS®

EXPRESSPATH PROVIDER PORTAL USER GUIDE

AUGUST 2013

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August 2013

Section 1: ExpressPath Overview

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ExpressPath Overview

The **ExpressPath Provider Portal** - <https://www.express-path.com> - is a web-based portal that can be used to request prior authorization for drugs and services for patients who are covered under certain health plans' pharmacy and/or medical benefits. Prescribers and Providing Facility office managers can complete registration and designate medical and non-medical staff to manage prior authorizations on their behalf.

ExpressPath is available to registered users 24 hours a day, 365 days a year. The convenience of an online tool allows the user to begin and complete an authorization request on their schedule. Also, following up on a request is as simple as entering in the patient information and viewing the results as time allows during a busy work day.

Using **ExpressPath** has other advantages for providers and their office staff as well. Here are just a few:

- Increase efficiency by reducing paper forms, faxing time or time on the phone
- Providers can manage their own information or designate others to request prior authorizations on their behalf
- Manage renewal requests electronically
- Upload or fax additional documentation, such as lab results or other clinical information, to support the prior authorization request

Accessing ExpressPAth

ExpressPAth Provider Portal is compatible with Microsoft Internet Explorer (versions 6, 7, and 8) and Firefox. It is also supported by both Apple and Windows Safari Browser.

To access ExpressPAth:



1. Double-click  or the icon for your web browser.
2. In the Address field, type the ExpressPAth URL.

This URL is <https://www.express-path.com>

Notes: Do NOT add the ExpressPAth URL to your Favorites, or you may have problems accessing the most current version of the Provider Portal if we release a new version. You may add a shortcut (see instructions on page 5 of this section).

Pop-up Ad Blocker must be turned **OFF**.

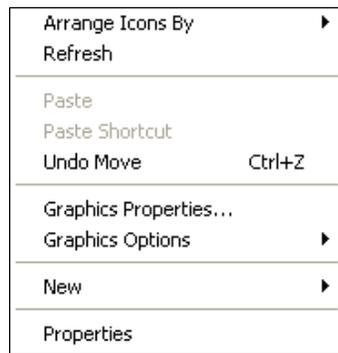
3. Press 

Creating a Desktop Shortcut for ExpressPath

To create a Desktop shortcut for ExpressPath:

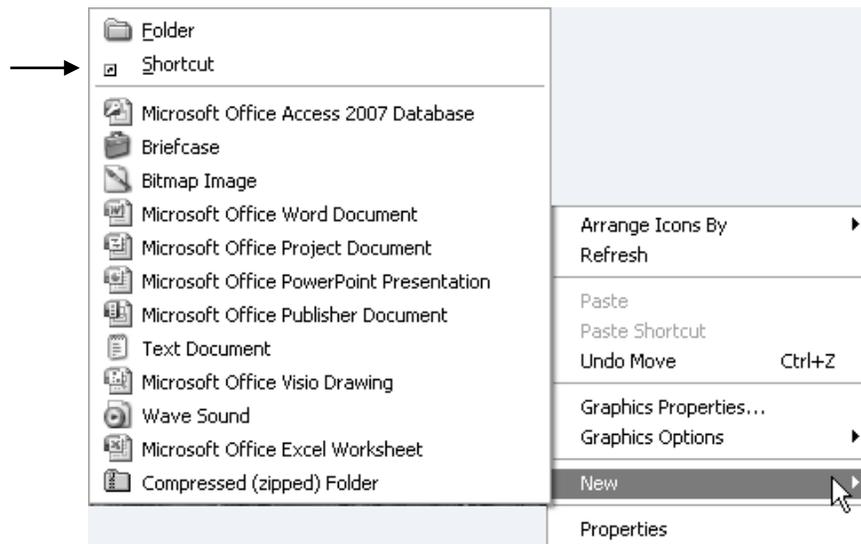
1. Go to your Desktop.
2. Right click your mouse in any blank area on your Desktop.

A menu appears when you right-click.



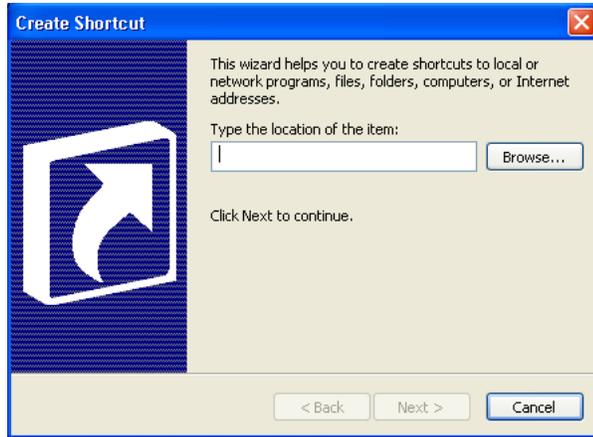
3. Move your mouse to the “New” menu option.

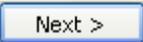
A secondary menu appears.

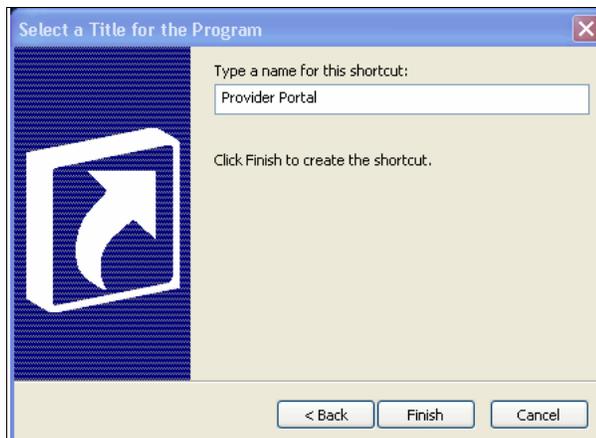


4. On the secondary menu, select  **S**hortcut

The following box appears.



5. Place your mouse inside the text box. Type the URL below. is <https://www.express-path.com>
6. Click  The following box appears.



7. Type a name for the shortcut in the field provided. For this example, we will use “ExpressPath”.
8. Click  The box closes.

The Desktop shortcut is now ready.

Navigating

You can navigate through ExpressPath using several methods.

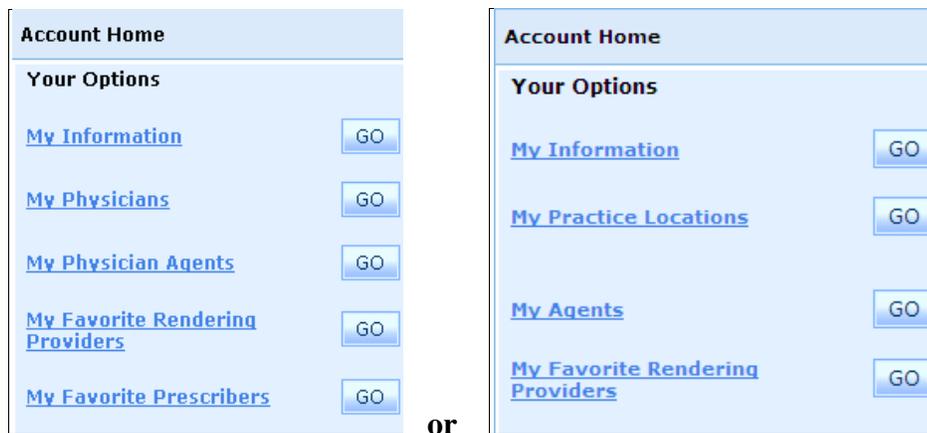
- To access different sections of ExpressPath, use the tabs that are located at the top of each page.



- Hyperlinks are embedded into forms in the work area

[Edit](#) [Remove](#)

And on the left side of pages



- Buttons are embedded into left menus and into work area forms



- The Stage Progress indicator at the top of the ExpressPath work area checks off steps as they are completed.



Printing

Any user in ExpressPath Provider Portal has the ability to print the screen using the  icon anywhere within the application. This print icon is located on every page towards the top right corner of the screen.

Note: Only the information that appears on your screen display is printed. If the record is longer than your screen display, you must scroll up or down in the record and repeat the process above if you want to print information further up or down in the record.

Accessing the User Guide

You can access a PDF of the User Guide from a link within ExpressPath.

[Help](#) [Tutorial](#) [Support](#)

To access the User Guide:

From any page, click **Help** in the top right corner of the screen.

A PDF of the ExpressPath User Guide appears. You are automatically taken to a specific point within the user guide based on the tab and/or link that you are working in within ExpressPath.

If you are not yet logged in to ExpressPath, you will only see Section 1 (Overview) and Section 2 (Registration and Settings). Once you login, you will also see all of the remaining sections in the user guide.

Accessing Tutorials

You can access ExpressPath video training modules from a link within ExpressPath.

To access the tutorials:

1. From any page, click **Tutorial** in the top right corner of the screen.

A menu of tutorials displays. Based on the tab and/or link that you are working in within ExpressPath, you may see different tutorials that are relevant to that section (e.g., not all tutorials that are available in ExpressPath will display in every tab).

2. Click on the desired tutorial to select it.

Navigational arrows, play & pause buttons display on the tutorial.

Note: There is no sound on any of the tutorial videos.

3. When the tutorial ends, you may replay it or click the red X to close it.

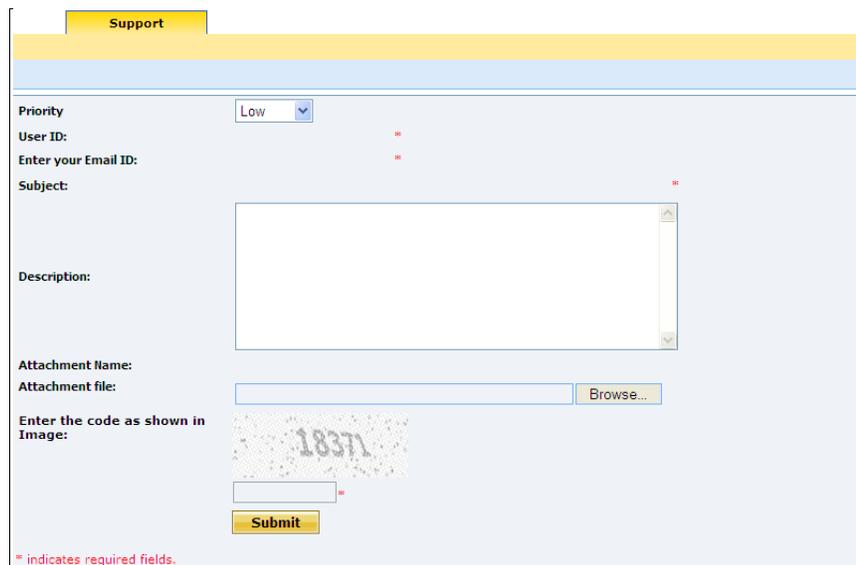
Using Support

You are able to request technical assistance by using the Support link.

To request technical assistance,

1. Click the Support link.

An email form opens.



The screenshot shows a web form titled "Support" with a yellow header. The form fields include: "Priority" (a dropdown menu set to "Low"), "User ID:" (a text field with a red asterisk), "Enter your Email ID:" (a text field with a red asterisk), "Subject:" (a large text area with a red asterisk), "Description:" (a large text area), "Attachment Name:" (a text field), "Attachment file:" (a text field with a "Browse..." button), and "Enter the code as shown in Image:" (a text field with a red asterisk). A CAPTCHA image showing the number "18371" is displayed above the code entry field. A "Submit" button is at the bottom. A red asterisk at the bottom left indicates required fields.

2. Click the **Priority** dropdown arrow and select the priority of the issue. Press **Tab**.
3. In the **User ID** field, type your User ID. Press **Tab**.
4. In the **Enter your Email ID** field, type your email address. Press **Tab**.
5. In the **Subject** field, briefly explain the issue that you are having with ExpressPath.

6. In the **Description** field, type a detailed description of your ExpressPATH technical issue.

Note: If your question is clinical, not technical, please contact the health plan.

7. If needed, in the **Attachment file** field, click the **Browse** button and add an attachment to the support request.

8. In the **Enter the code as shown in Image** field, type the code as seen in the spatter box.

9. To submit your request for support, click  **Submit**

10. Someone on the ExpressPATH Support team will reach out to you as they work to resolve your issue (typically within one to two business days).

Logging In

The screenshot shows the Express Scripts login page. At the top left is the Express Scripts logo. Below it is a 'Login' button. The page is divided into three main sections:

- Section 1 (Login area):** Contains the text 'Enter your login credentials to access your account (* Required fields)'. It includes a link for users who don't have a user ID, a 'Register' link, and three input fields: 'Enter your user id:', 'Enter your password:', and 'Enter the below text:'. A security code '17294' is displayed in a shaded box. A 'Sign in' button is at the bottom.
- Section 2 (Work area):** Titled 'Prior Authorization Portal for Physicians.' It contains three main sections: 'Initiate a New Prior Authorization Request', 'Complete Existing Prior Authorization requests', and 'Search for a previously submitted PA request'. There is also a section for 'Prior Authorizations about to expire'.
- Section 3 (NIH News):** A sidebar on the right titled 'NIH News' containing several news items with links, such as 'NIH study finds increased death risk for early term births' and 'Breast cancer risk calculator updated for Asian-Americans'.

- 1** **Login area** displays before a user logs into ExpressPath and is also used for registration.
- 2** **Work area** contains active information and forms while working in ExpressPath.
- 3** **NIH News** contains links to National Institute of Health news.

To log in to ExpressPath:

1. In the **Enter your User ID** field, type your previously selected User ID.
 2. In the **Enter your password** field, type your previously selected case-sensitive password.
- Note:** Your password for ExpressPath expires every six months.
3. In the **Enter the below text** field, type the code number displayed in the shaded security code area.
 4. Click the **Sign In** button or press **Enter** on your keyboard.

After you have registered or logged into ExpressPath, the **Prior Authorization Portal for Providers** page displays.

The screenshot shows the Express Scripts website interface. At the top left is the Express Scripts logo. To its right are navigation tabs: 'Prior Authorization' (highlighted in yellow), 'Settings', and 'Logout'. A yellow box with the number '4' is positioned above these tabs. Below the navigation bar, the page title is 'Prior Authorization Portal for Providers.' There are four main sections, each with a 'Go' button: 1. 'Initiate a new Prior Authorization request' (description: Create/initiate a new request for your patients). 2. 'Complete existing Prior Authorization requests' (description: Complete existing requests that were initiated by you or your patient's insurance). A yellow box with the number '5' is placed over this section. 3. 'Search for a previously submitted Prior Authorization request' (description: View the status or update NPI or appeal a previously submitted request). 4. 'Renew a Prior Authorization request' (description: Renew a request about to expire in the next 90 days). On the right side, there is a 'NIH News' sidebar with several news items, including 'NIH-funded study examines use of mobile technology to improve diet and activity behavior', 'Progesterin treatment for polycystic ovarian syndrome may reduce pregnancy chances', 'NIH-supported study shows how immune cells change wiring of the developing mouse brain', 'NHGRI collaborates with Smithsonian to produce new genome exhibit', and 'NIH study shows poor quality malaria drugs'.

4 **Prior Authorization, Settings, and Logout tabs** display after a registered user logs into ExpressPath. The active tab is yellow.

5 **Prior Authorization Portal for Providers** contains hyperlinks and buttons to initiate, complete, search for a previously submitted PA request, or search for prior authorizations about to expire.

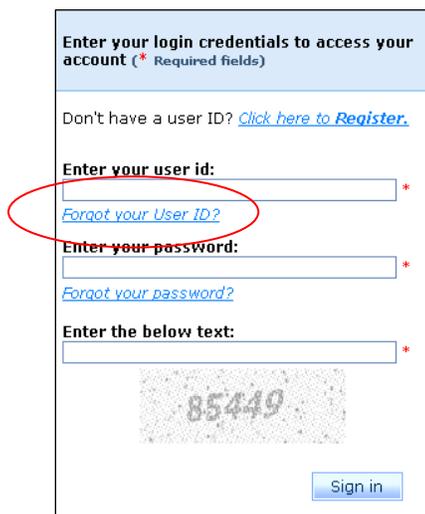
Note: If ExpressPath is inactive for 20 minutes, you will automatically be logged out of the tool. ExpressPath will show you as logged out, but a Login link on the page allows you to immediately log back in.

Forgot Your User ID or Forgot Your Password

Forgot Your User ID?

To recover your ExpressPath User ID:

1. On the ExpressPath Login tab page left column, click on the **Forgot your User ID** link.



The screenshot shows a login form with the following elements:

- Header: "Enter your login credentials to access your account (* Required fields)"
- Text: "Don't have a user ID? [Click here to Register.](#)"
- Form field: "Enter your user id:" with a red asterisk and a red circle around the "Forgot your User ID?" link below it.
- Form field: "Enter your password:" with a red asterisk and a "Forgot your password?" link below it.
- Form field: "Enter the below text:" with a red asterisk and a CAPTCHA image showing the number "85449".
- Button: "Sign in"

The **I am a** field dropdown displays.



The screenshot shows a dropdown menu labeled "I am a:" with a blue border. The dropdown arrow is pointing down, and the text "<-Select->" is visible in the dropdown box. A red asterisk is located to the right of the dropdown arrow.

2. To identify your role in ExpressPath, click the dropdown arrow.

Your choices are Prescriber, Agent, or Providing Facility.



A screenshot of a web form dropdown menu. The menu is open, showing the following options: "<-Select->", "<<-Select->", "Prescriber", "Agent", and "Providing Facility". The "Prescriber" option is currently selected and highlighted in blue.

3. Select the role (which you chose during registration) that best describes you.

You are moved to the next step.

For Prescribers:

If you are a Prescriber, the form below displays.



A screenshot of a web form titled "Forgot your User ID? (* Required fields)". Below the title, it says "Please enter either NPI or DEA or State License ID." The form contains the following fields: "Who is a:" with a dropdown menu (currently showing "<-Select->"), "DEA:" with a text input field, "NPI:" with a text input field, "SLID:" with a text input field, and "Email ID:" with a text input field. There are "OR" labels between the DEA/NPI and NPI/SLID fields. At the bottom, there are "Back" and "Next" buttons.

1. In the **Who is a** field, click the dropdown and select the correct descriptor (which you chose during registration) that best describes you.



A screenshot of a web form dropdown menu. The menu is open, showing the following options: "<-Select->", "Physician", "Physician Assistant", "Pharmacist", and "Nurse Practitioner". The "Physician" option is currently selected and highlighted in blue.

2. You have a choice of which prescriber ID you enter. Select either the **DEA**, **NPI** or **SLID** (State License ID) field and type the appropriate ID.

Note: Only your NPI is required during registration. DEA and State License ID (SLID) are not required during registration. If DEA and State License ID were not entered during registration, a search by DEA or SLID will be unsuccessful.

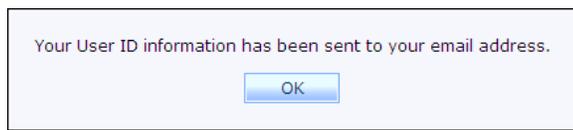
- In the **Email ID** field, type your email address.
- Click 

If your information does not match the information in the system, **Secret Question** and **Answer** fields display as part of the **Forgot your User ID?** login.



- In the **Answer** field, type the correct answer to the Secret question that you selected during registration.
- Click 

A message displays indicating that your user ID has been sent to your email address.

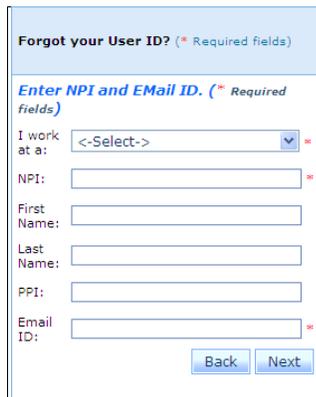


When you open your email, you will see an email message from ExpressPath stating, “The following User ID has been requested for (Requestor Name) : abc123

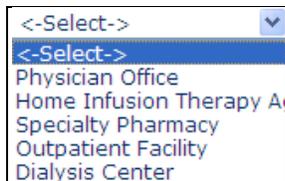
The email contains a link to use “to continue, creating, modifying and checking the status of prior authorizations with the User Id provided above.”

For Agents:

If you are an Agent, the form below displays.



1. In the **I work at a** field, click the dropdown arrow and select the correct descriptor (which you chose during registration) that best describes your office location.



2. In the **NPI** field, type the NPI of a prescriber or provider to whom you are associated. This is a required field.
1. **First Name** and **Last Name** fields are optional.
4. Optional: In the **PPI** field, type the unique ExpressPath Prescriber ID that was sent to the Physician for whom you are an agent. This number is available in the physician's activation email.
5. In the **Email ID** field, type your email address. This is a required field.
6. Click 

If your information does match the information in the system, **Secret Question** and **Answer** fields display as part of the **Forgot your User ID?** login.

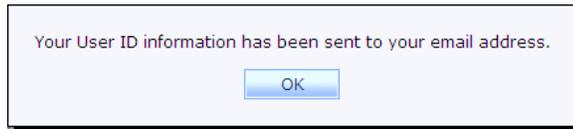
The screenshot shows a web form titled "Forgot your User ID? (* Required fields)". Below the title is a sub-section "Enter NPI and EMail ID. (* Required fields)". The form contains the following fields:

- "I work at" (dropdown menu with "Physician Office" selected)
- "NPI:" (text input with "1234567890")
- "First Name:" (empty text input)
- "Last Name:" (empty text input)
- "PPI:" (empty text input)
- "Email ID:" (text input with "OfficeMgr@docsRus.c")
- "Secret Question:" (text input with "What is your Mother's maiden name?")
- "Answer:" (empty text input)

 At the bottom of the form are "Submit" and "Cancel" buttons. A red oval highlights the "Secret Question" and "Answer" fields.

7. In the Answer field, type the correct answer to the Secret question that you selected during registration.
8. Click 

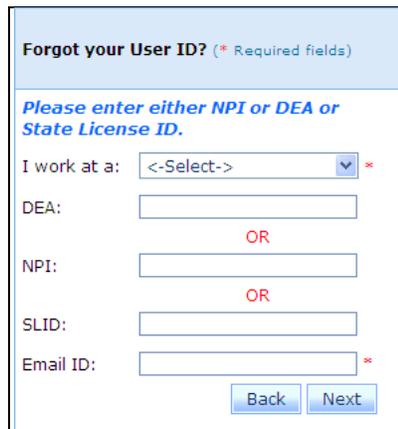
A message displays indicating that your user ID has been sent to your email address.



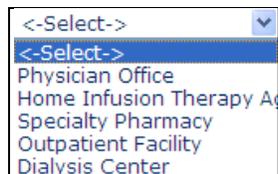
When you open your email, you will see an email message from ExpressPath stating, "The following User ID has been requested for (Requestor Name) : abc123"

For Providing Facilities:

If you are a Providing Facility, the form below displays.



1. In the **I work at a** field, click the dropdown and select the correct descriptor (which you chose during registration) that best describes your office location.

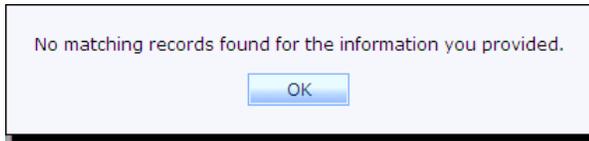


2. You have a choice of which providing facility ID you enter. Select either the **DEA**, **NPI** or **SLID** (State License ID) field and type the appropriate ID.

Note: Only your NPI is required during registration. DEA and State License ID (SLID) are not required during registration. If DEA and State License ID were not entered during registration, a search by DEA or SLID will be unsuccessful.

3. In the **Email ID** field, type your email address.
4. Click 

If your information does not match the information in the system, the following message displays.

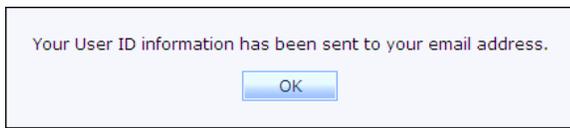


If your information does match the information in the system, **Secret Question** and **Answer** fields display as part of the **Forgot your User ID?** login.

Note: The example shown is for an agent, but is similar for all users.

6. In the Answer field, type the correct answer to the Secret question that you selected during registration.
7. Click 

A message displays indicating that your user ID has been sent to your email address.



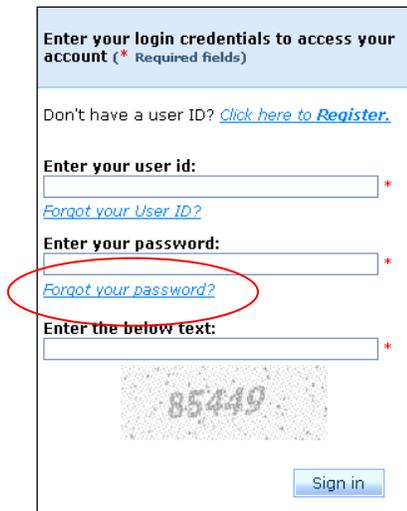
When you open your email, you will see an email from ExpressPath stating, “The following User ID has been requested for (Requestor Name) : abc123.”

The email contains a link to use “to continue, creating, modifying and checking the status of prior authorizations with the User Id provided above.”

Forgot Your Password?

After you have entered your user ID, if you are unable to recall your password:

1. Click the **Forgot your password?** link.



The screenshot shows a login form titled "Enter your login credentials to access your account (* Required fields)". It includes a link for users without an ID, input fields for user ID and password (with the "Forgot your password?" link circled in red), a CAPTCHA field with the number "85449", and a "Sign in" button.

2. For your assigned role, follow the same instructions given for **Forgot your user ID?**

Logging Off

You can log off at any time.

To log off, click the **Logout** tab.



A message displays that you have successfully logged out.

Note: You will automatically be logged out of ExpressPAth after 20 minutes of inactivity.

A link displays to log back in.

Section 2—ExpressPAth Registration and Settings

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This page is to remain blank.

Navigating the ExpressPath Login

The **Login Page** is where registered users will login or new users will register to use ExpressPath. On the right side, NIH (National Institutes of Health) news is displayed.

When you launch ExpressPath, the first page you will see is the **Login Page**.

Some of the elements you will encounter on this page include:

The screenshot shows the Express Scripts Provider Portal Login page. The page is divided into several sections:

- 1 Login tab:** A yellow tab at the top center labeled "Login".
- 2 Login area:** A form on the left side for logging in, including fields for "Enter your User ID:", "Enter your password:", and "Enter the below text:" (with a security code 86326). A "Sign in" button is at the bottom.
- 3 ExpressPath work area:** A central section titled "Prior Authorization Portal for Providers." containing links for "Initiate a New Prior Authorization Request", "Complete Existing Prior Authorization requests", "Search for a previously submitted PA request", and "Renew a Prior Authorization request".
- 4 Help area:** A yellow tab at the top right labeled "Help Tutorial Support".
- 5 NIH News Column:** A blue sidebar on the right titled "NIH News" containing several news articles with arrows pointing to the right.

- 1 Login tab**
- 2 Login area** is where registered users log in to ExpressPath and new users register to use the tool. A security code displays and must be entered during every login. When login is complete, users click the Sign in button to proceed.
- 3 ExpressPath work area:** Displays a brief description of prior authorization tasks that may be performed in ExpressPath.
- 4 Help area:** Help, Tutorial, and Support links are located here.
- 5 NIH News Column** contains National Institutes of Health article links

Registering Prescribers and Providing Facilities

These instructions are for registering the following ExpressPAth users:

- Physicians
- Pharmacists
- Nurse Practitioners
- Physician Assistants
- Home Infusion Therapy Providers
- Specialty Pharmacies
- Outpatient Facilities
- Dialysis Centers

To register as an ExpressPAth user:

1. Go to the ExpressPAth website at <https://www.express-path.com>.
2. On the ExpressPAth Login tab page left column, click on the **Click Here to Register** link.

Enter your login credentials to access your account (* Required fields)

Don't have a user ID? [Click here to Register.](#)

Enter your user id: *

[Forgot your User ID?](#)

Enter your password: *

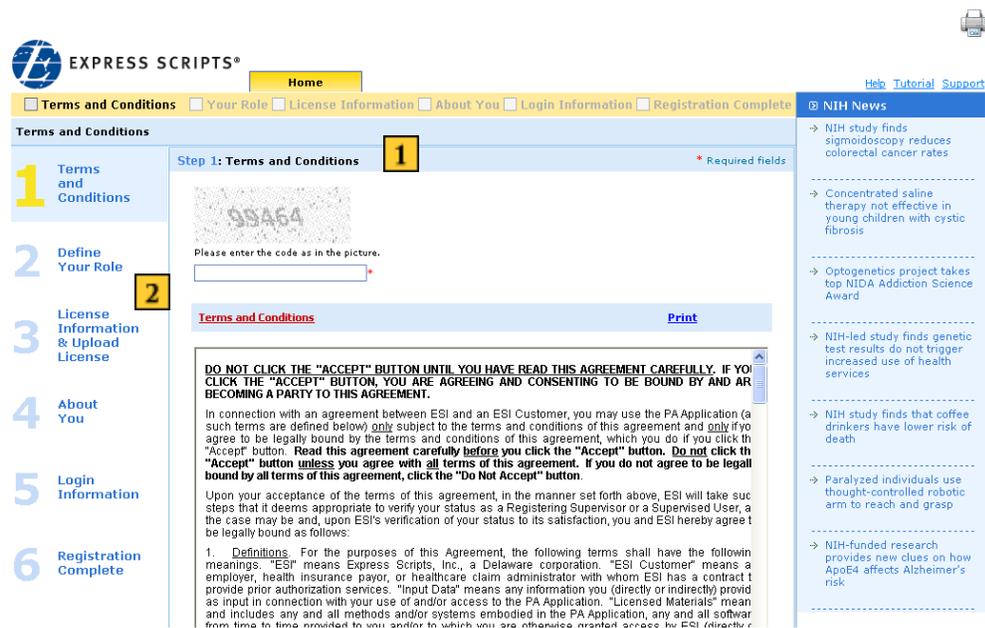
[Forgot your password?](#)

Enter the below text: *

85449

Sign in

During the registration process, the page display changes.



1 **Stage Progress indicator** at the top of the ExpressPath work area checks off steps in the registration process as they are completed.

2 **Progress Bar** displays on the left side of the page to visually indicate the registration stage and the remaining steps.

Registering as a Prescriber/Providing Facility

Step 1: Terms and Conditions:

Step 1: Terms and Conditions * Required field

39729

Please enter the code as in the picture.

Terms and Conditions Print

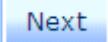
DO NOT CLICK THE "ACCEPT" BUTTON UNTIL YOU HAVE READ THIS AGREEMENT CAREFULLY. IF YOU CLICK THE "ACCEPT" BUTTON, YOU ARE AGREEING AND CONSENTING TO BE BOUND BY AND ARE BECOMING A PARTY TO THIS AGREEMENT.

In connection with an agreement between ESI and an ESI Customer, you may use the PA Application (as such terms are defined below) only subject to the terms and conditions of this agreement and only if you agree to be legally bound by the terms and conditions of this agreement which you do if you click the "Accept" button. **Read this agreement carefully before you click the "Accept" button. Do not click the "Accept" button unless you agree with all terms of this agreement. If you do not agree to be legally bound by all terms of this agreement, click the "Do Not Accept" button.**

Upon your acceptance of the terms of this agreement, in the manner set forth above, ESI will take such steps that it deems appropriate to verify your status as a Registering Supervisor or a Supervised User, as the case may be and, upon ESI's verification of your status to its satisfaction, you and ESI hereby agree to be legally bound as follows:

1. **Definitions.** For the purposes of this Agreement, the following terms shall have the following meanings. "ESI" means Express Scripts, Inc., a Delaware corporation. "ESI Customer" means an employer, health insurance payor, or healthcare claim administrator with whom ESI has a contract to provide prior authorization services. "Input Data" means any information you (directly or indirectly) provide as input in connection with your use of and/or access to the PA Application. "Licensed Materials" means and includes any and all methods and/or systems embodied in the PA Application, any and all software from time to time provided to you and/or to which you are otherwise granted access by ESI (directly or indirectly) in connection with the PA Application, any and all materials and/or information (including but not limited to electronically and/or digitally stored and/or accessed materials) provided to you and/or accessed by you in connection with your use of and/or access to the PA Application, including but not limited to all output and any and all communications generated in connection with your use of and/or access to the PA Application, as such software, information, and/or other materials may be modified from time to time. "PA Application" means the prior authorization application offered by ESI and accessible online or via a mobile application. "Registering Supervisor" means a person who has primary authority to use the PA Application, such as a physician or an authorized representative acting on behalf of a providing facility. "Supervised User" means a person who has been verified by a Registering Supervisor as having the authority to use the PA Application under the supervision of the Registering Supervisor.

Accept Decline

1. In the Image Verification **Code** field, type the code that you see in the picture.
- 2.. Read the **Service Agreement**. You will need to scroll down to review the complete agreement.
3. To agree to the terms of the Service Agreement, click the **Accept** radio button.
4. Click 

Clicking the **Decline** radio button terminates the registration process.

electronically and/or digitally stored and/or accessed materials) provided to you and/or accessed by you in connection with your use of and/or access to the PA Application, including but not limited to all output and any and all communications generated in connection with your use of and/or access to the PA Application, as such software, information, and/or other materials may be modified from time to time. "PA Application" means the prior authorization application offered by ESI and accessible online or via a mobile application. "Registering Supervisor" means a person who has primary authority to use the PA Application, such as a

Accept Decline



Step 2: Define Your Role:

1. To the right of “I am a”, click the dropdown arrow

Step 2: Select your role.

I am a: *

- <-Select->
- Prescriber
- Agent
- Providing Facility

Note: Fields followed by a red asterisk (*) are required.

Refer to the table below for assistance in populating these fields:

| If you are registering as a: | In the following field: | Select from the following: |
|------------------------------|-------------------------|--|
| Prescriber | Who is a | <ul style="list-style-type: none"> • Physician • Physician Assistant • Pharmacist • Nurse Practitioner |
| Providing Facility | I work at a | <ul style="list-style-type: none"> • Physician Office • Home Infusion Therapy Agency • Specialty Pharmacy • Outpatient Facility • Dialysis Center |

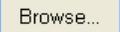
Step 3: License Information and Upload License:

1. In the **NPI** field, type your NPI number. This is a required field.

NPI: The National Provider Identifier (NPI) is a unique identification number for health care providers issued by the National Plan & Provider Enumeration System (NPPES) that will be used by all health plans. NPIs are issued to health care providers in order to submit claims or conduct other transactions specified by HIPAA.

Note: If you are registering as an individual prescriber or provider, use your individual NPI. If you are registering as a providing facility, use your organizational NPI.

State License (optional): Number issued on a State Medical License by the state where the physician practices medicine.

To upload your license from an electronic file, click the Upload checkbox and then click the  button.

A copy of your license is required to validate your credentials.

2. Locate the license file saved on your computer and select it.

The file address will display in the  field.

Note: The file must be 4MB or less and must be in JPG, TIFF, GIF, PDF, BMP, DOC or DOCX format. The ExpressPath Registration Validation team will validate your credentials prior to sending your registration activation confirmation email (within two business days of receiving a legible copy of your credentials).

3. To upload the file, click the  button.

Note: If you do not have an electronic copy of your license, you can fax your license by clicking the Fax checkbox. Then, download a copy of the fax cover sheet by clicking on the hyperlink. Fill out the information requested on the cover sheet and fax it along with a copy of your license to the fax number **on the screen**.

4. Click .

If your NPI is located in the CMS (Centers for Medicare and Medicaid Services) database, your demographic information will be pre-populated on the form.

If your demographic information is not found in the CMS database, you can enter it manually.

Note: If you manually update your demographic information in ExpressPath, you will need to contact CMS in order for your updates to be reflected in that database.

Step 4: About You:

The screenshot shows the 'Step 4: About You' registration form. The form is titled 'Step 4: About You (* Required fields)'. On the left, there is a navigation menu with six steps: 1. Terms and Conditions, 2. Define Your Role, 3. License Information & Upload License, 4. About You (highlighted in blue), 5. Login Information, and 6. Registration Complete. The main form area contains the following fields: Prefix, Middle Initial, Facility Name, Address Line 1 (4725 36TH AVE N), City (CRYSTAL), Zip (55422), Fax #1 (763-231-8711), Enter your Email ID (esi@curascript.com), Specialty (Oncology), Taxonomy Code (163WX0200X), First Name (HEATHER), Last Name (WENCEL), Address Line 2, State (Minnesota), Work Phone (763-231-8700), Fax #2 (763-231-8701), and Retype Email ID (esi@curascript.com). There is an 'Opt out of Daily Email Summary' checkbox which is checked. Below the form, there are 'Back' and 'Next' buttons. A red asterisk note at the bottom states: '*If you have changed your NPI related contact details in the ExpressPath Provider Portal, please contact Centers for Medicare and Medicaid Services (CMS) to ensure your records on file are current.*'

1. Verify that this information is correct (all fields are editable, if necessary).

OR

Manually enter the data.

2. In the **Enter your Email ID** field, type your email address. You will be asked to enter your email address twice to validate this field. Both emails must match.

To disable email notifications, place a check in the box next to the

Opt out of Daily Email Summary: box

Or

If you do not opt out, you will receive an email every day that there is activity in any of the listed categories for PA's that you are associated with:

LOW: You will receive a daily summary showing a total of all approvals, denials, withdrawals, or PA's requiring further information for that day.

MEDIUM (default): In addition to receiving low notification emails, you will get an email each time a PA that you initiated (or a PA that you are associated with) requires further information for you to enter/submit.

HIGH: In addition to receiving low and medium notifications, you will get an email notification each time a PA you initiate or are associated with is approved, denied, or withdrawn.

3. In the **Specialty** field, click the Specialty dropdown and select your specialty
or

In the **Taxonomy Code** field, enter your taxonomy code number. The Health Care Provider Taxonomy codes are national specialty codes used by providers to identify their specialty category. The codes are created by the National Uniform Claim Committee (NUCC), which is chaired by the American Medical Association. Paste the link below into your web browser in order to obtain the list of taxonomy codes and to identify the correct code to use for your specialty.

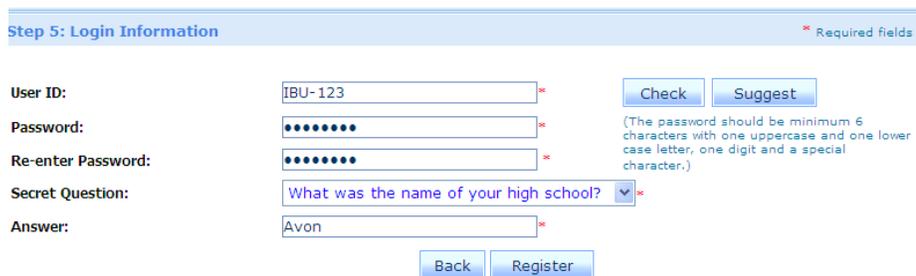
http://www.nucc.org/index.php?option=com_wrapper&Itemid=50

When one of these fields has been populated, the other field auto-populates.

4. Click 

Setting Your User ID and Password

Step 5: Login Information:



The screenshot shows a registration form titled "Step 5: Login Information" with a "Required fields" indicator. The form includes the following fields and controls:

- User ID:** Text input containing "IBU-123" with a red asterisk. To the right are "Check" and "Suggest" buttons.
- Password:** Text input with masked characters (dots) and a red asterisk.
- Re-enter Password:** Text input with masked characters (dots) and a red asterisk.
- Secret Question:** Dropdown menu with "What was the name of your high school?" selected and a red asterisk.
- Answer:** Text input containing "Avon" with a red asterisk.

At the bottom of the form are "Back" and "Register" buttons. A note on the right side of the form states: "(The password should be minimum 6 characters with one uppercase and one lower case letter, one digit and a special character.)"

1. To enter your User ID, in the **User ID** field, enter your own unique user ID, then click the  button to confirm that ID is available

or

To have ExpressPath suggest a unique User ID for you, click the  button.

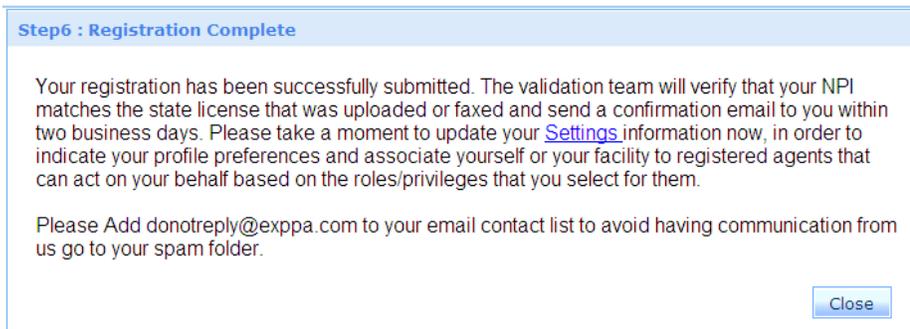
2. In the **Password** field, type your password.

Note: Passwords must be at least six characters long and must contain at least one upper case character, one lower case character, one digit and one special character.

3. In the **Re-enter Password** field, retype your password.
4. In the **Secret Question** field, click the dropdown arrow and select a secret question.
5. In the **Answer** field, type the answer to your secret question. If you forget your password, this will be used to verify your identity.

To complete the registration process, click the  button.

Step 6: Registration Complete:



A message displays that indicates that you will receive a confirmation/activation email within two business days after the ExpressPath Registration/Validation team has received a legible copy of your state license/credential information.

IMPORTANT: Please add donotreply@exppa.com to your list of email contacts so that the activation confirmation email does not go to your Spam/Junk email folder.

6. Click the **Close** button to complete your registration.
7. Once the confirmation/activation email is received from the ExpressPath team (usually within two business days), you can begin using ExpressPath for prior authorization requests for patients with participating health plans.

Registering Agents

These instructions are for registering ExpressPath users who are Agents. An Agent is anyone who can perform Prior Authorization functions on behalf of a Prescriber or Providing Facility. Examples of Agents include medical or non-medical office staff such as:

- Office Managers
- Administrative Assistants
- Secretaries
- Nurses

Important: An Agent cannot register until their associated Prescriber or Providing Facility has completed the registration process in ExpressPath. The Prescriber/Providing Facility does not have to be activated for the agent to register.

To register as an ExpressPath Agent:

1. Go to the ExpressPath website at <https://www.express-path.com>.
2. On the ExpressPath Login tab, click on the **Click Here to Register** link on the left-hand side.

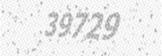
The ExpressPath **Home** Tab displays.

Registering as an Agent

Step 1: Terms and Conditions, as follows:

Section 2—Provider Portal Registration

Step 1: Terms and Conditions * Required field



Please enter the code as in the picture.

Terms and Conditions Print

DO NOT CLICK THE "ACCEPT" BUTTON UNTIL YOU HAVE READ THIS AGREEMENT CAREFULLY. IF YOU CLICK THE "ACCEPT" BUTTON, YOU ARE AGREEING AND CONSENTING TO BE BOUND BY AND ARE BECOMING A PARTY TO THIS AGREEMENT.

In connection with an agreement between ESI and an ESI Customer, you may use the PA Application (as such terms are defined below) only subject to the terms and conditions of this agreement and only if you agree to be legally bound by the terms and conditions of this agreement, which you do if you click the "Accept" button. **Read this agreement carefully before you click the "Accept" button. Do not click the "Accept" button unless you agree with all terms of this agreement. If you do not agree to be legally bound by all terms of this agreement, click the "Do Not Accept" button.**

Upon your acceptance of the terms of this agreement, in the manner set forth above, ESI will take such steps that it deems appropriate to verify your status as a Registering Supervisor or a Supervised User, as the case may be and, upon ESI's verification of your status to its satisfaction, you and ESI hereby agree to be legally bound as follows:

1. **Definitions.** For the purposes of this Agreement, the following terms shall have the following meanings. "ESI" means Express Scripts, Inc., a Delaware corporation. "ESI Customer" means an employer, health insurance payor, or healthcare claim administrator with whom ESI has a contract to provide prior authorization services. "Input Data" means any information you (directly or indirectly) provide as input in connection with your use of and/or access to the PA Application. "Licensed Materials" means and includes any and all methods and/or systems embodied in the PA Application, any and all software from time to time provided to you and/or to which you are otherwise granted access by ESI (directly or indirectly) in connection with the PA Application, any and all materials and/or information (including but not limited to electronically and/or digitally stored and/or accessed materials) provided to you and/or accessed by you in connection with your use of and/or access to the PA Application, including but not limited to all output and any and all communications generated in connection with your use of and/or access to the PA Application, as such software, information, and/or other materials may be modified from time to time. "PA Application" means the prior authorization application offered by ESI and accessible online or via a mobile application. "Registering Supervisor" means a person who has primary authority to use the PA Application, such as a physician or an authorized representative acting on behalf of a providing facility. "Supervised User" means a person who has been verified by a Registering Supervisor as having the authority to use the PA Application under the supervision of the Registering Supervisor.

Accept Decline

2. In the Image Verification **Code** field, type the code that you see in the picture.
3. Read the **Service Agreement**. You will need to scroll down to review the complete agreement.
4. To agree to the terms of the Service Agreement, click the **Accept** radio button.
5. Click

Clicking the **Decline** radio button terminates the registration process.

electronically and/or digitally stored and/or accessed materials) provided to you and/or accessed by you in connection with your use of and/or access to the PA Application, including but not limited to all output and any and all communications generated in connection with your use of and/or access to the PA Application, as such software, information, and/or other materials may be modified from time to time. "PA Application" means the prior authorization application offered by ESI and accessible online or via a mobile application. "Registering Supervisor" means a person who has primary authority to use the PA Application, such as a

Accept Decline

Step 2: Define Your Role form: On the **I am a** dropdown list, select **Agent**.

EXPRESS SCRIPTS®

Home

Terms and Conditions
 Your Role
 License Information
 About You
 Login Information
 Registration Complete

Define Your Role

Step 2: Select your role.

I am: <-Select--> *

- <-Select-->
- Prescriber
- Agent
- Providing Facility

Prescriber: A Prescriber is any person who is licensed to write a prescription for a drug or service (e.g. Physician, Nurse Practitioner, Physician's Assistant or a Pharmacist).

Agent: An Agent is any person who will perform Prior Authorization activities on behalf of a prescriber or providing facility (e.g. Nurses, Office Managers, Office Administrators, Secretaries, Billing Managers or Medical Assistants).

Providing Facility: A Providing Facility is any facility that is licensed to administer a drug or service (e.g. Physician's Office, Home Infusion Therapy Agency, Specialty Pharmacy, Outpatient Facility or a Dialysis Center).

7. Step 3: License Information:

Step 3 : License Information & Upload License * Required fields

I am a: Agent *

I work at a: Specialty Pharmacy *

Search for an existing specialty pharmacy

NPI: ? *

OR

First Name: *

Last Name: *

OR

Facility Name: *

OR

PPI Number: ? *

Cancel Search

Back Next

- In the **I work at a** field, click the dropdown arrow.
- Select the appropriate agent work location description.

Specialty Pharmacy

- <-Select-->
- Physician Office
- Home Infusion Therapy Agency
- Specialty Pharmacy
- Outpatient Facility
- Dialysis Center

You must associate yourself to a physician or providing facility by one of the following:

- by NPI
- by Facility Name
- by First and Last Name
- PPI

Note: PPI is a unique ExpressPath ID that is sent to the Physician when they register. This number is available in the physician’s activation email and is not a required field.

Search for an existing physician: enter required information to locate a prescriber or provider:

1. In the **NPI** field, type the prescriber or providing facility’s NPI number

OR

In the **Facility Name** field, type the name of the providing facility

OR

In the **First Name** field and the **Last Name** field, type the prescriber or provider’s name.

2. Click 

If the physician is located, the **Prescriber Search** box displays.

Prescriber - Search:

Search for an existing Prescriber:

NPI: *

OR

First Name: *

Last Name: *

OR

Facility Name: *

Please select a prescriber from the search results. Click "Prescriber Name" to select.

| | | | |
|-------------------------|--|--------------------|--------------|
| Prescriber Name: | JAMES TODD BLANKENSHIP | NPI#: | 1386840437 |
| Facility Name: | | | |
| Address Line1: | 1042 BELHAVEN AVE | City: | SHREVEPORT |
| Address Line2: | | State: | Louisiana |
| Speciality: | Adult Health | Zip: | 71118 |
| Taxonomy Code: | 363LA2200X | Work Phone: | 318-671-1538 |
| Fax #1: | | Fax #2: | |
| PPI#: | 9057Jblank222052012 | | |

| | | | |
|-------------------------|--------------------------------------|--------------|------------|
| Prescriber Name: | James D. Blankenship | NPI#: | 1609900422 |
|-------------------------|--------------------------------------|--------------|------------|

3. If the correct physician is displayed, in the **Prescriber Name** field, click the prescriber's name hyperlink.

Note: If more than one page of records is returned, use the left and right arrows on the bottom right to navigate back and forth within the records.

Step 3: License Information: redisplay in the work area, with the NPI and Name fields populated with the prescriber information.

Step 3 : License Information & Upload License * Required field

I am a: Agent *

I work at a: Specialty Pharmacy *

Requested Association/Associations:

Name: Brady Buroker NPI: 1043309735 Facility Name: CURASCRIPT, INC [Remove](#)

Search for an existing specialty pharmacy

NPI: *

OR

First Name: *

Last Name: *

OR

Facility Name: *

OR

PPI Number: *

4. If you support more than one physician, you will repeat the search information for additional physicians by clicking

You may add up to 10 prescribers/providers during registration.

Note: Additional prescribers/providers can be added by accessing the Settings tab and adding them through the **My Physicians** link once you have completed your registration. See the **Settings - Managing Your Profile Information – Agents** section for instructions on how to add prescribers/providers through your Settings tab.

5. When all physicians (up to ten) have been added to your profile, click

Step 4: About You:

1. In the **First Name** field, type your first name (required field).
2. In the **Last Name** field, type your last name (required field).
3. In the **Enter your email address** field, type your email address (required field).
4. In the **Retype Email ID** field, type your email address again (required field).

To disable email notifications, place a check in the box next to the

Opt out of Daily Email Summary: box

or

If you do not opt out, you will receive an email every day that there is activity in any of the listed categories for PA's that you are associated with:

LOW: You will receive a daily summary showing a total of all approvals, denials, withdrawals, or PA's requiring further information for that day.

MEDIUM (default): In addition to receiving low notification emails, you will get an email each time a PA that you initiated (or a PA that you are associated with) requires further information for you to enter/submit.

HIGH: In addition to receiving low and medium notifications, you will get an email notification each time a PA you initiate or are associated with is approved, denied, or withdrawn.

5. Click 

Step 5: Login Information:

The screenshot shows a registration form titled "Step 5 : Login Information" with a "Required fields" indicator. The form contains the following fields and buttons:

- User ID:** A text input field with a red asterisk. To its right are "Check" and "Suggest" buttons.
- Password:** A text input field with a red asterisk.
- Re-enter Password:** A text input field with a red asterisk.
- Secret Question:** A dropdown menu with the text "<-Select Security Question->" and a red asterisk.
- Answer:** A text input field with a red asterisk.
- At the bottom are "Back" and "Register" buttons.

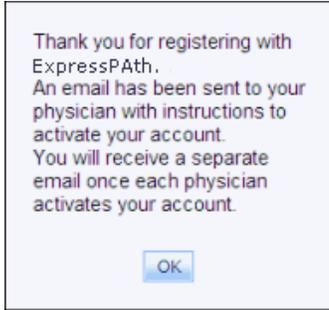
1. In the **User ID** field you may enter your own unique user ID, then click the  button to confirm that ID is available.

or

To have ExpressPAth suggest a unique User ID for you, click the  button.

2. In the **Password** field, type your password.
- Note:** Passwords must be at least six characters long, and must contain at least one upper case character, one lower case character, one number and one special character.
3. In the **Re-enter Password** field, retype your password.
4. In the **Secret Question** field, click the dropdown arrow and select a secret question.
5. In the **Answer** field, type the answer to your secret question. If you forget your password, this will be used to validate you.
6. To complete the registration process, click the  button.

The **Registration Complete** page displays in the work area, shaded, with a Thank You popup message in front. It describes how an email has been sent to each of the designated providers with instructions for them on how to activate the Agent's account.



7. To exit, click 

Prescriber/Provider Confirms Association to Agents

The last step to allow agents to perform Prior Authorization tasks on their behalf is for the prescriber/provider to finalize the agent's association request.

The prescriber/provider receives an Agent Authentication email that an agent has requested association to them. Within the email there is a link to the Agent Authentication form.



To confirm an agent association to a prescriber/provider:

1. Click the link provided in the email from ExpressPath (donotreply@exppa.com) or paste the URL in the email into your internet browser address bar.

Note: You will need to login before you are taken to the agent authentication form.

The **My Agent** page displays.

2. Set the **Agent Status** field to Active.

Other Agent information fields become available.

The **Start Date** default is today's date.

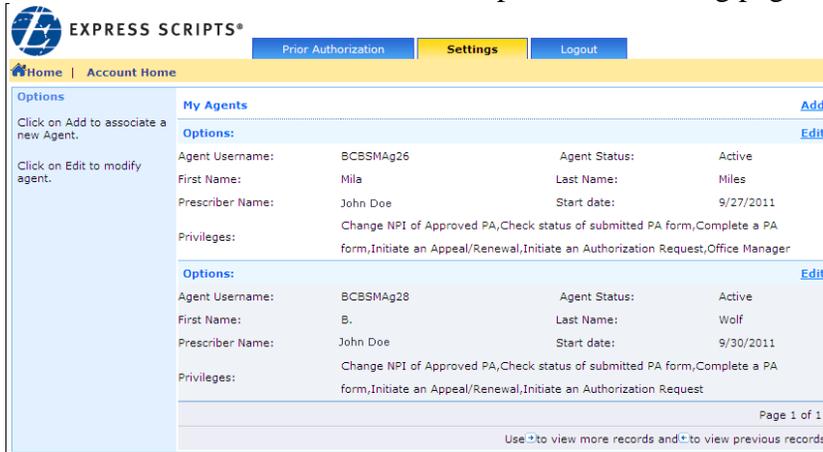
3. To change the start date, in the **Start Date** field type the start date in the following format: **MM/DD/YYYY**
4. In the **Deactivate Agent on** field, change the date from today's date to any date in the future. If you wish to make this agent active until you manually deactivate them, type in 12/31/2099 in this field.
5. In the **Assign Privileges** area, select all of the privileges you want to apply to this agent.
6. When all of the desired check boxes are populated, click the  button

A pop-up confirmation message displays and an email is sent to the Agent to notify them that they are now able to perform Prior Authorization tasks on behalf of the prescriber/provider.

Note: The prescriber/provider's account must have been validated and activated in order for the agent to perform PA tasks for that prescriber/provider.

7. Click 

The **Settings** tab opens on the **My Agents** page. Click the **Home** link near the top left corner of the screen to return to the ExpressPath landing page.



The screenshot shows the Express Scripts user interface. At the top, there is a navigation bar with the Express Scripts logo and the text 'EXPRESS SCRIPTS®'. Below this, there are three tabs: 'Prior Authorization', 'Settings' (which is active), and 'Logout'. Underneath the tabs, there is a secondary navigation bar with 'Home' and 'Account Home' links. The main content area is titled 'My Agents' and includes an 'Add' link. On the left side, there is a sidebar with 'Options' and instructions: 'Click on Add to associate a new Agent.' and 'Click on Edit to modify agent.' The main area displays two agent entries. Each entry has an 'Options:' section with an 'Edit' link. The first agent has Agent Username BCBSMAg26, First Name Mila, Prescriber Name John Doe, Agent Status Active, Last Name Miles, and Start date 9/27/2011. The second agent has Agent Username BCBSMAg28, First Name B., Prescriber Name John Doe, Agent Status Active, Last Name Wolf, and Start date 9/30/2011. Both agents have the same privileges: 'Change NPI of Approved PA, Check status of submitted PA form, Complete a PA form, Initiate an Appeal/Renewal, Initiate an Authorization Request, Office Manager'. At the bottom right, it says 'Page 1 of 1' and 'Use [down arrow] to view more records and [up arrow] to view previous records.'

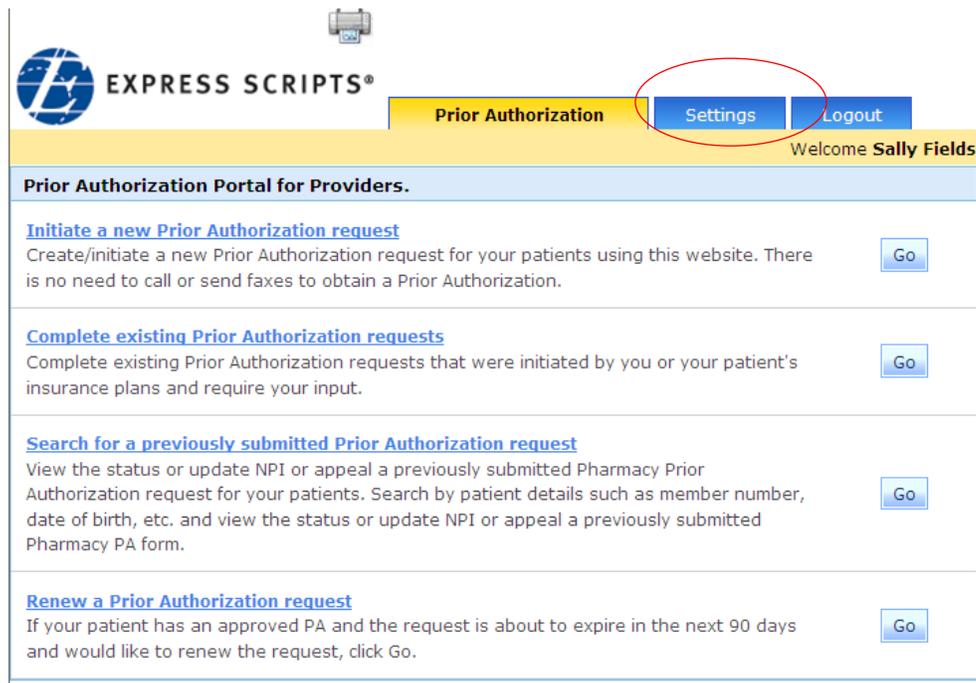
Settings - Managing Your Profile Information - Providers

By accessing the Settings tab in ExpressPath, you are able to manage your profile information, including editing your information and changing your password. Providers and providing facilities are also able to view, edit, or add practice locations and add agents, deactivate agents and manage associated agents' privileges.

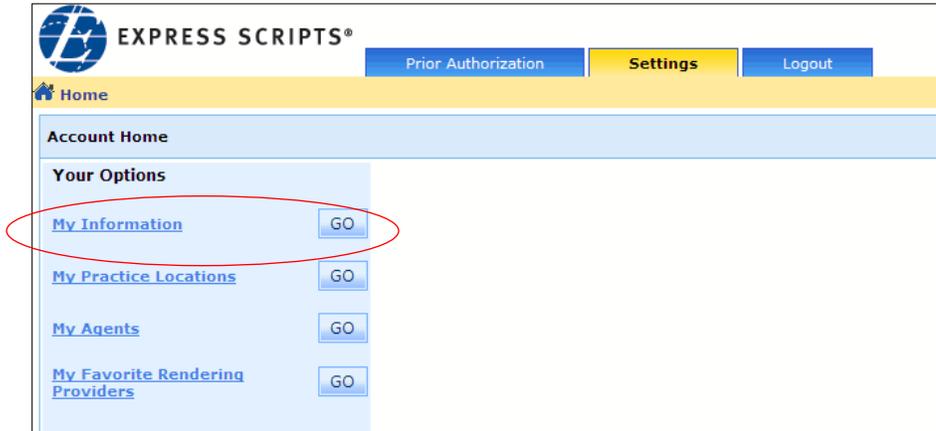
My Information (Providers)

Viewing Your Credential Information

1. Click on the **Settings** tab.



The Settings page displays in the work area with the Account Home menu open.



2. Click the **My Information** link.

or

Click **My Information**

The My Credential Information page displays.

My Credential Information (Edit your information here)

| | | | |
|-----------------------|--|---------------------------------|--|
| User Name : | <input type="text" value="jblankenship"/> | Secret Question : | <input type="text" value="What is the name of your birth city?"/> * |
| PPI : | <input type="text" value="8247jblankenship26112010"/> | Answer : | <input type="text" value="Columbia"/> * |
| Prefix : | <input type="text" value="Dr."/> | First Name : | <input type="text" value="James"/> * |
| Middle Initial : | <input type="text" value="D."/> | Last Name : | <input type="text" value="Blankenship"/> * |
| Facility Name: | <input type="text"/> | | |
| Address Line1: | <input type="text" value="701 MARKET ST STE 600"/> * | Address Line2: | <input type="text"/> |
| City | <input type="text" value="SAINT LOUIS"/> * | State | <input type="text" value="Missouri"/> * |
| Zip: | <input type="text" value="63101"/> * | Work Phone: | <input type="text" value="973-540-8400"/> * |
| Fax #1: | <input type="text" value="973-540-8440"/> | | |
| Fax #2: | <input type="text" value="___-___-___"/> | | |
| Email : | <input type="text" value="kmandrews@express-scripts"/> * | Retype Email : | <input type="text" value="kmandrews@express-scripts.com"/> * |
| Specialty: | <input type="text" value="Medical-Surgical"/> * | | |
| Taxonomy Code: ? : | <input type="text" value="163WM0705X"/> * | Opt out of Daily Email Summary: | <input type="checkbox"/> |
| NPI : ? : | <input type="text" value="1609900422"/> | Email Notification Level: ? : | <input checked="" type="radio"/> Low <input type="radio"/> Medium <input type="radio"/> High |
| DEA : ? : | <input type="text"/> | | |
| State License ID: ? : | <input type="text"/> Change Password | | |

* Required fields

Locked fields display with gray text. These cannot be edited.

Editable fields display with black text.

Editing Your Credential Information

1. Click on the **Settings** tab.
2. Click the **My Information** link.

The **My Credential Information** page displays.

3. You may edit any editable field (those without greyed out text).

Note: The **Address** fields, **Work Phone**, **Email**, **Specialty**, **Taxonomy Code** and **Secret Question and Answer** fields are editable and required, as indicated by a red asterisk (*).

4. To save your edits, click 

Note: If the email associated to you is shared by another user ID, a popup message will display, asking “Are you sure you would like to continue to update the system with this email address?”

Click  to continue.

or

Click  to end the action.

Note: Any Agent with Office Manager privileges is able to edit a provider’s My Information page. They are not able to change the provider’s password or secret question/answer.

Note: Any updates made to your profile in ExpressPath will not be reflected in the Centers for Medicare and Medicaid Services (CMS) database. Please contact CMS to ensure your records on file are current.

E-mail Summary

To disable email notifications, place a check in the box next to the

Opt out of Daily Email Summary: box

or

If you do not opt out, you will receive an email every day that there is activity in any of the listed categories for PA’s that you are associated with:

LOW: You will receive a daily summary showing a total of all approvals, denials, withdrawals, or PA’s requiring further information for that day.

MEDIUM (default): In addition to receiving low notification emails, you will get an email each time a PA that you initiated (or a PA that you are associated with) requires further information for you to enter/submit.

HIGH: In addition to receiving low and medium notifications, you will get an email notification each time a PA you initiate or are associated with is approved, denied, or withdrawn.

The screenshot shows the 'My Credential Information' form in the Express Scripts provider portal. The form is titled 'My Credential Information (Edit your information here)'. It contains the following fields and values:

| | | | |
|--------------------|-------------------------|----------------------------------|--------------------------------------|
| User Name : | TrainPhys8 | Secret Question : | What is your Mother's maiden name? * |
| PPI : | 9050TrainPhys804082011 | Answer : | Mom * |
| Prefix : | Dr. | First Name : | Agnes * |
| Middle Initial : | D | Last Name : | Porter * |
| Facility Name : | | | |
| Address Line1 : | 115 Main Street * | Address Line2 : | |
| City : | Anywhere * | State : | Massachusetts * |
| Zip : | 12345 * | Work Phone : | 973-123-1234 * |
| Fax #1 : | 973-540-8440 | | |
| Fax #2 : | 973-540-8440 | | |
| Email : | DocAggie@hospital.com * | Retype Email : | DocAggie@hospital.com * |
| Speciality : | Family Medicine * | | |
| Taxonomy Code : | 207Q00000X * | | |
| NPI : | 1234567890 | Opt out of Daily Email Summary : | <input type="checkbox"/> |
| DEA : | | | |
| State License ID : | | | |

* Required fields

Buttons: Cancel, Save, Change Password

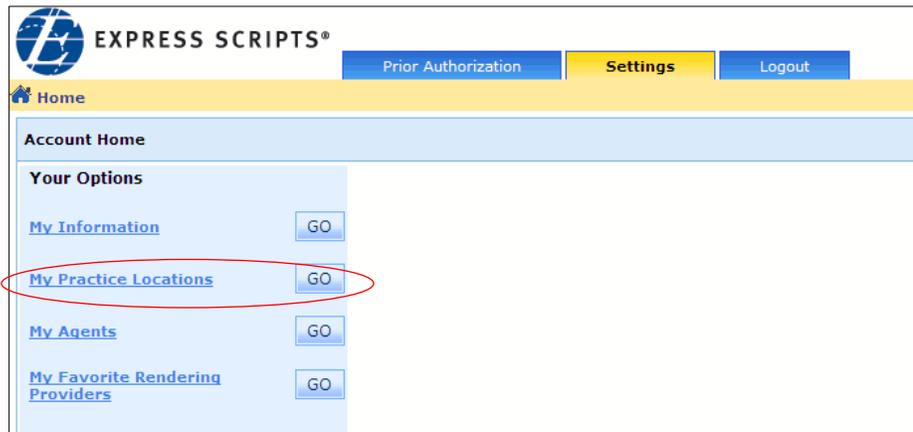
My Practice Locations (Providers)

Viewing Practice Locations

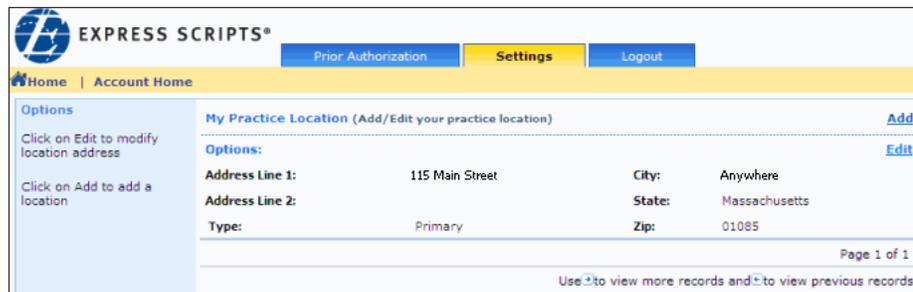
1. Click on the **Settings** tab.
2. Click the **My Practice Locations** link.

or

Click **My Practice Locations**



A list of Practice Locations associated to you displays.



Editing a Practice Location

1. Click on the **Settings** tab.
2. Click the **My Practice Locations** link.

or

Click the **My Practice Locations** [Go](#)

A list of My Practice Locations associated to you displays.

The screenshot shows the Express Scripts Provider Portal interface. At the top, there are navigation tabs for 'Prior Authorization', 'Settings', and 'Logout'. Below this, there are links for 'Home' and 'Account Home'. The main content area is titled 'My Practice Location (Add/Edit your practice location)'. On the left, there are instructions: 'Click on Edit to modify location address' and 'Click on Add to add a location'. The main area displays a table with one row of location information: Address Line 1: 115 Main Street, Address Line 2: (blank), City: Anywhere, State: Massachusetts, Type: Primary, Zip: 01085. To the right of the table, there are 'Add' and 'Edit' links. The 'Edit' link is circled in red. At the bottom right, it says 'Page 1 of 1' and 'Use < to view more records and > to view previous records.'

3. Click the **Edit** link associated to the desired location.

The existing location information displays as a form.

The screenshot shows the 'My Practice Locations - (Edit your practice locations)' form. It contains several input fields with red asterisks indicating they are required: Address Line 1 (115 Main Street), Address Line 2 (blank), City (Anywhere), State (Massachusetts), Zip (12345), and Type (Primary). At the bottom right, there are three buttons: 'Delete', 'Cancel', and 'Save'.

4. Make edits to the location.

Note: Fields marked by a red asterisk (*) are required fields and must be populated.

5. To save your changes, click [Save](#)

or

To cancel without saving your changes, click [Cancel](#)

ExpressPath saves the changes to the selected practice location and returns you to **My Practice Locations**.

Adding a Practice Location

1. Click on the **Settings** tab.
2. Click the **My Practice Locations** link.

or

Click the **My Practice Locations**

A list of Practice Locations associated to you displays.



EXPRESS SCRIPTS®

Prior Authorization Settings Logout

Home | Account Home

Options

Click on Edit to modify location address

Click on Add to add a location

My Practice Location (Add/Edit your practice location)

Options:

| | | | |
|-----------------|-----------------|--------|---------------|
| Address Line 1: | 115 Main Street | City: | Anywhere |
| Address Line 2: | | State: | Massachusetts |
| Type: | Primary | Zip: | 01085 |

Page 1 of 1

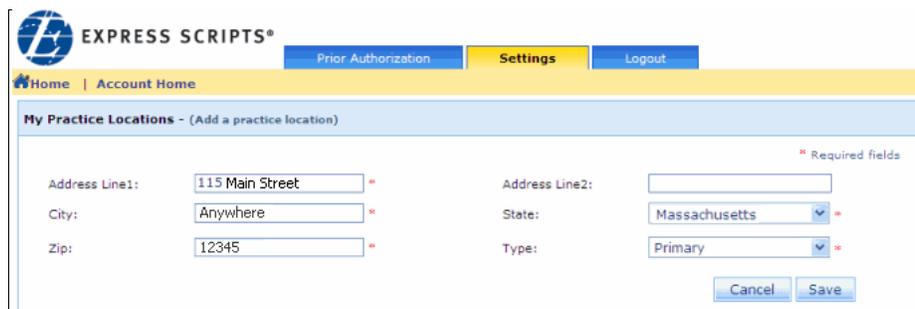
Use > to view more records and < to view previous records.

3. Click the **Add** link.

A blank location form displays.

4. Enter information for the added practice location to the form.

Note: The **Address Line1**, **City**, **State**, **Zip**, and **Type** (only one primary location type is allowed – all others must be secondary) fields are required.



EXPRESS SCRIPTS®

Prior Authorization Settings Logout

Home | Account Home

My Practice Locations - (Add a practice location)

* Required fields

| | | | |
|----------------|--|----------------|--|
| Address Line1: | <input type="text" value="115 Main Street"/> | Address Line2: | <input type="text"/> |
| City: | <input type="text" value="Anywhere"/> | State: | <input type="text" value="Massachusetts"/> |
| Zip: | <input type="text" value="12345"/> | Type: | <input type="text" value="Primary"/> |

Cancel Save

- Click [Save](#)

ExpressPath saves the new practice location and returns you to **My Practice Locations**.

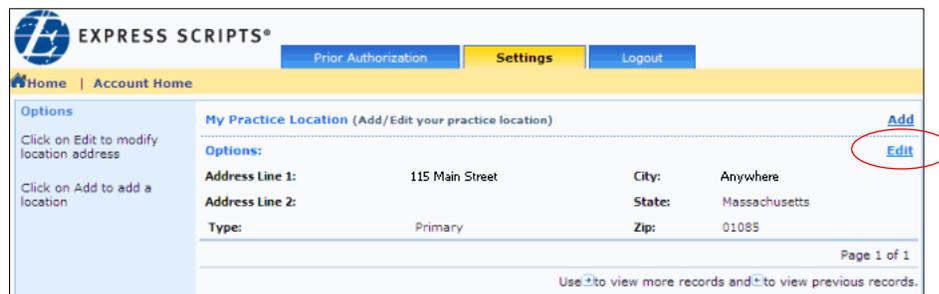
Deleting a Practice Location

- Click on the **Settings** tab.
- Click the **My Practice Locations** link.

or

Click the **My Practice Locations** [Go](#)

A list of My Practice Locations associated to you displays.



- Click the **Edit** link associated to the desired location.

The existing location information displays as a form.

The screenshot shows the 'My Practice Locations - (Edit your practice locations)' form. It has a title bar and a subtitle. Below the title bar, there are several input fields: 'Address Line1:' with the value '115 Main Street', 'Address Line2:' (empty), 'City:' with the value 'Anywhere', 'State:' with a dropdown menu showing 'Massachusetts', and 'Zip:' with the value '12345'. There is also a 'Type:' dropdown menu showing 'Primary'. At the bottom right, there are three buttons: 'Delete', 'Cancel', and 'Save'. A red asterisk indicates required fields.

- Click [Delete](#).

ExpressPath returns you to **My Practice Locations**. The deleted practice location is no longer listed.

Note: Any Agent with Office Manager privileges is able to manage their associated provider's My Practice Locations profile. They are able to add, edit or delete practice locations on behalf of the provider.

My Agents (Providers)

Registered Providers and their Agents designated as Office Managers are able to initiate, confirm and manage agent associations in ExpressPath. The My Agents page is used to assign, edit, or remove agent privileges, and to add additional agents.

To view **My Agents**:

1. Click on the **Settings** tab.

The Settings page displays with the Your Options menu open.



2. To view your associated agents, click the **My Agents** link.

or

Next to **My Agents** click

The **My Agents** page displays in the work area.

The screenshot displays the 'My Agents' section of the Express Scripts Provider Portal. At the top, there are navigation tabs for 'Prior Authorization', 'Settings', and 'Logout'. Below these are links for 'Home' and 'Account Home'. The main content area is titled 'My Agents' and includes an 'Add' link. On the left, there are instructions: 'Click on Add to associate a new Agent.' and 'Click on Edit to modify agent.'. The agent list contains four entries, each with fields for Agent Username, First Name, Last Name, Prescriber Name, Start date, and Privileges. The first agent is Ellen Adams (InActive), the second is Mary Smith (Active), the third is Marie Madison (InActive), and the fourth is Nancy Adams (Active). Each entry has an 'Edit' link. At the bottom right, it says 'Page 1 of 1' and provides instructions on how to view more records and previous records.

In the My Agents area, a list of agents to whom you are associated displays.

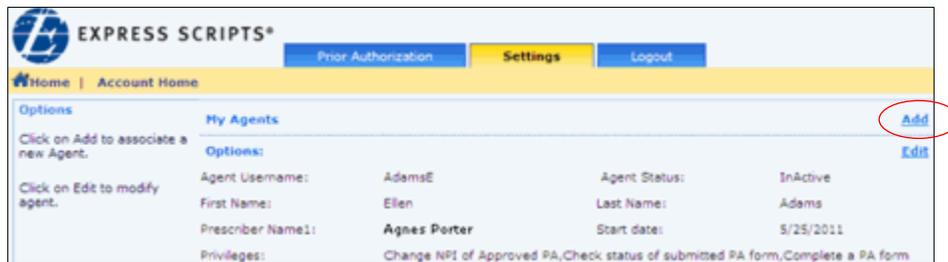
Note: The current privileges assigned to an agent are listed in the Privileges field.

Adding an Agent

You are able to initiate an association to an agent by locating the agent and adding the agent to your agent list. The agent must be registered and associated to at least one other provider in the ExpressPath Provider Portal in order for the agent to return in the search results.

To add an agent:

In the upper right corner of the My Agents page, click the My Agents **Add** link.



The **Search for an Agent** popup box displays. You will search in the system for the agent. You may search for an agent by first and last name or by email.

Search for an Agent

First Name:

Last Name:

OR

Email:

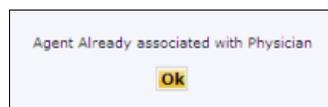
Searching for an Agent

1. Populate the **First Name** and **Last Name** fields
OR
Populate the **Email** field with the desired agent's information.
2. Click

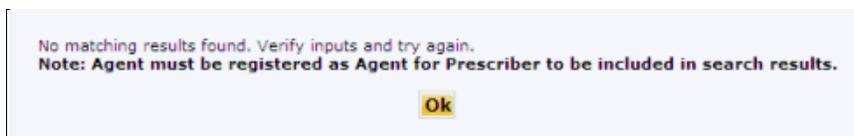
If there are matches to the search, ExpressPath displays the search results beneath the search criteria.

3. Click on the hyperlink of the agent's name.

If the agent is already associated to you, the message “Agent Already associated with Physician” displays.



The agent must be registered and associated to at least one other provider in ExpressPath in order for the agent to return in the search results. Otherwise, the following message displays.



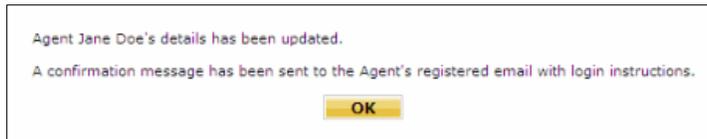
If the searched-for agent is not associated to the provider and has registered as an agent for any other provider in ExpressPath Provider Portal, the agent will be included in the search results.

When the agent has been selected by clicking on the hyperlink with their name in the search results, the **Assign Privileges to Agent** pop-up box displays.



4. To assign privileges to the agent, click the checkboxes to select the desired privileges.
5. To confirm the assignment of privileges, click **Ok**
or
To cancel the assignment, click **Cancel**

A message displays, indicating the Agent's record has been updated.



ExpressPath adds the selected agent to your **My Agents** list.

A confirmation email is sent to the agent's registered email, containing login instructions.

Note: Agents receive emails to inform them that they have been activated by their providers and that they are now able to perform assigned prior authorization privileges on their behalf.

Note: Agents with Office Manager privileges are able to manage their providers' My Agents settings. Office Managers have the ability to add agents, as well as edit their privileges, or deactivate agents on behalf of their associated providers.

Editing My Agents

You are able to edit privileges assigned to agents, to change the agent’s status, and to amend the period of privileges.

1. Click on the **Settings** tab.

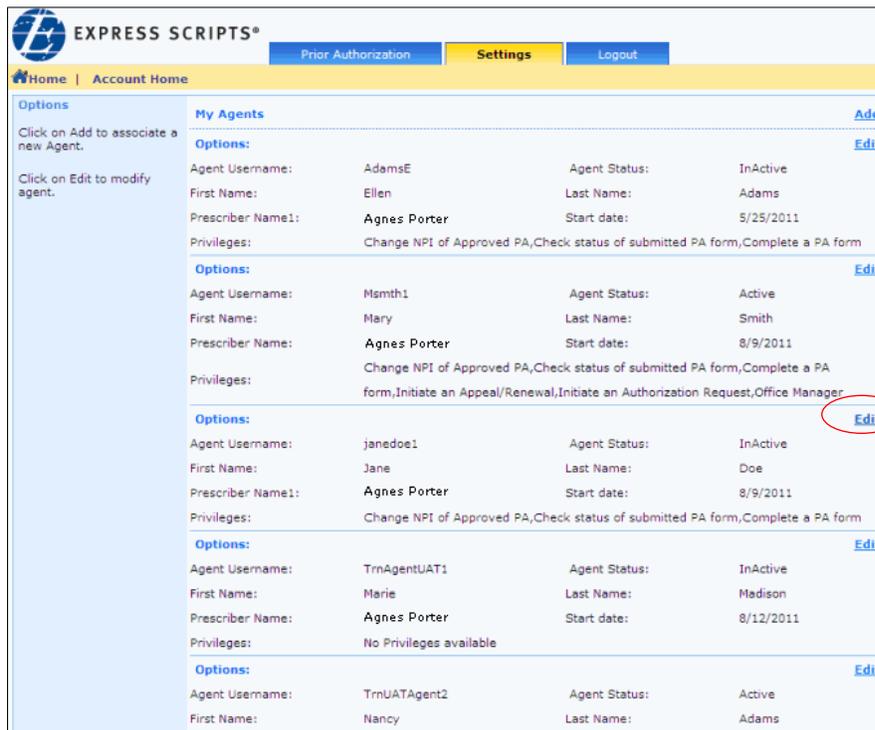
The Settings page displays with the Your Options menu open.

2. Click the **My Agents** link.

or

Next to **My Agents** click 

The **My Agents** page displays in the work area.

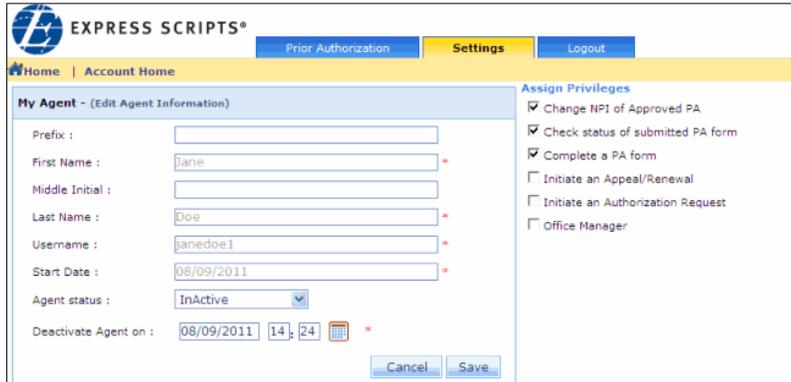


The screenshot shows the Express Scripts user interface. At the top, there are navigation tabs for 'Prior Authorization', 'Settings', and 'Logout'. Below this is a yellow header with 'Home' and 'Account Home' links. The main content area is titled 'My Agents' and includes an 'Add' link. On the left, there are instructions: 'Click on Add to associate a new Agent.' and 'Click on Edit to modify agent.' The main area displays a list of agents with the following details:

| Options: | | | | Edit |
|-------------------|---|---------------|-----------|----------------------|
| Agent Username: | AdamsE | Agent Status: | InActive | |
| First Name: | Ellen | Last Name: | Adams | |
| Prescriber Name1: | Agnes Porter | Start date: | 5/25/2011 | |
| Privileges: | Change NPI of Approved PA, Check status of submitted PA form, Complete a PA form | | | |
| Options: | | | | Edit |
| Agent Username: | Msmth1 | Agent Status: | Active | |
| First Name: | Mary | Last Name: | Smith | |
| Prescriber Name: | Agnes Porter | Start date: | 8/9/2011 | |
| Privileges: | Change NPI of Approved PA, Check status of submitted PA form, Complete a PA form, Initiate an Appeal/Renewal, Initiate an Authorization Request, Office Manager | | | Edit |
| Options: | | | | Edit |
| Agent Username: | janedoe1 | Agent Status: | InActive | |
| First Name: | Jane | Last Name: | Doe | |
| Prescriber Name1: | Agnes Porter | Start date: | 8/9/2011 | |
| Privileges: | Change NPI of Approved PA, Check status of submitted PA form, Complete a PA form | | | |
| Options: | | | | Edit |
| Agent Username: | TrnAgentUAT1 | Agent Status: | InActive | |
| First Name: | Marie | Last Name: | Medison | |
| Prescriber Name: | Agnes Porter | Start date: | 8/12/2011 | |
| Privileges: | No Privileges available | | | |
| Options: | | | | Edit |
| Agent Username: | TrnUATAgent2 | Agent Status: | Active | |
| First Name: | Nancy | Last Name: | Adams | |

4. Locate the agent for whom edits are required.
5. Click the associated **Edit** link.

The My Agent (Edit Agent Information) page displays in the work area.



The screenshot shows the 'My Agent - (Edit Agent Information)' page. The page has a header with the Express Scripts logo and navigation tabs for 'Prior Authorization', 'Settings', and 'Logout'. Below the header, there are links for 'Home' and 'Account Home'. The main content area is divided into two sections: 'My Agent - (Edit Agent Information)' and 'Assign Privileges'. The 'My Agent' section contains fields for Prefix, First Name (Jane), Middle Initial, Last Name (Doe), Username (janedoe1), Start Date (08/09/2011), Agent status (Inactive), and Deactivate Agent on (08/09/2011). The 'Assign Privileges' section contains checkboxes for 'Change NP1 of Approved PA', 'Check status of submitted PA form', 'Complete a PA form', 'Initiate an Appeal/Renewal', 'Initiate an Authorization Request', and 'Office Manager'. There are 'Cancel' and 'Save' buttons at the bottom of the form.

6. To edit the agent's privileges, click the **Assign Privileges** checkboxes to select or deselect privileges.
7. To edit the agent's status, click the **Agent status** dropdown arrow.

If you are changing agent status from "Inactive" to "Active," you must also assign at least one privilege to the agent before you are able to save the edits.

8. To edit the dates in the **Deactivate Agent on** field, click the calendar
or

Type the amended date in the **Deactivate Agent on** field (MM/DD/CCYY).

Note: In order to deactivate an agent immediately, the Provider must choose a date *prior to the current date* in the **Deactivate Agent On** date field. An agent can also be deactivated on any date in the future by selecting that date. When that date arrives, the agent's status will automatically be changed to "Inactive" in ExpressPath.

9. To save your edits, click [Save](#)

Note: If you assign the Office Manager privilege to more than three users, subsequent office manager assignments will prompt a popup to display. The popup indicates that at least three office managers have been assigned and asks if you are sure you want to assign another.



10. To proceed, click [Yes](#)

ExpressPath saves the privileges. .

Authorizing an Agent Request

When an agent has registered and associated themselves to the prescriber, the prescriber receives email notification.

To authorize the agent:

1. Open the Agent Activation email.
 2. Click the **link** embedded in the email
- or
- Copy and paste the URL address string into your internet browser address bar, and then click the Search icon.

ExpressPath displays the login screen.

3. Log into ExpressPath.

The My Agent (Edit Agent Information) page displays.

3. Set the **Agent Status** field to Active.

Other Agent information fields become available.

The **Start Date** default is today's date.

4. To change the start date, in the **Start Date** field type the start date in the following format: **MM/DD/YYYY**

5. In the **Deactivate Agent on** field, change the date from today's date to any date in the future. If you wish to make this agent active until you manually deactivate them, type in 12/31/2099 in this field.
7. In the **Assign Privileges** area, select all of the privileges you want to apply to this agent.
8. When all of the desired check boxes are populated, click the  button

A pop-up confirmation message displays and an email is sent to the Agent to notify them that they are now able to perform Prior Authorization tasks on behalf of the prescriber/provider.



Note: The prescriber/provider's account must have been validated and activated in order for the agent to perform PA tasks for that prescriber/provider.

The My Agent page redisplay with the changes displayed.

Settings - Managing Your Profile Information - Agents

By accessing the Settings Tab in ExpressPath, you are able to manage your profile information, including editing your information and changing your password. Agents are able to request association to additional providers/providing facilities, remove association to providers/providing facilities and view other agents associated to their providers/providing facilities.

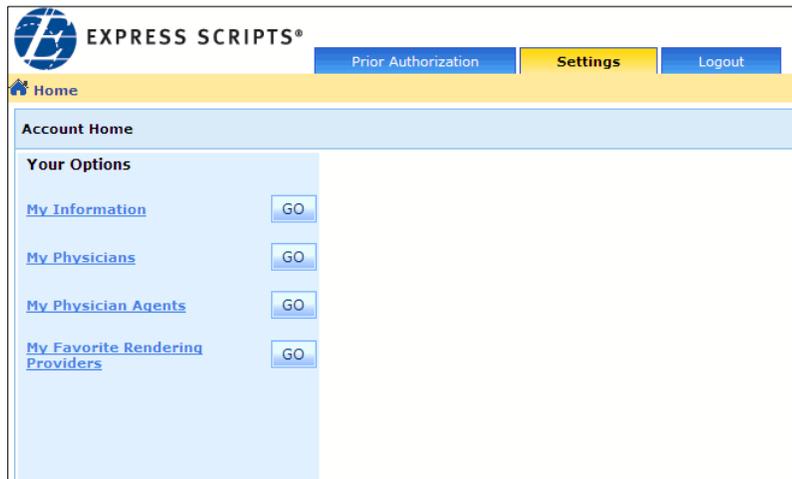
My Information (Agents)

Agents are able to edit and update their settings in the ExpressPath Provider Portal.

To edit or update **My Information**:

1. When you have logged into ExpressPath, click on the **Settings** tab.

On the left side of the page, a list of **Your Options** displays.



2. To edit your information, click the **My Information** hyperlink

or

Next to **My Information**, click 

You are able to edit the following fields: all **Name** fields, **Email**, **Secret Question**, or **Answer**. You can also change your password here.

The screenshot shows the 'My Credential Information' page in the Express Scripts provider portal. The page has a yellow header with the Express Scripts logo and navigation links for 'Home', 'Account Home', 'Prior Authorization', 'Settings', and 'Logout'. Below the header, there is a section titled 'My Credential Information (Edit your information here)'. The form contains the following fields:

- User Name:
- Prefix:
- First Name:
- Middle Initial:
- Last Name:
- Email:
- Retype Email:
- Secret Question:
- Answer:

Below the form, there is a checkbox for 'Opt out of Daily Email Summary' which is checked. Underneath, there are radio buttons for 'Email Notification Level' with options 'Low', 'Medium', and 'High' (selected). At the bottom of the form, there are three buttons: 'Change Password', 'Cancel', and 'Save'. A red asterisk indicates required fields.

- Click the desired field and type the updated information in the desired field.
- When you are finished, click

E-mail Summary

To disable email notifications, place a check in the box next to the

Opt out of Daily Email Summary: box

or

If you do not opt out, you will receive an email every day that there is activity in any of the listed categories for PA's that you are associated with:

LOW: You will receive a daily summary showing a total of all approvals, denials, withdrawals, or PA's requiring further information for that day.

MEDIUM (default): In addition to receiving low notification emails, you will get an email each time a PA that you initiated (or a PA that you are associated with) requires further information for you to enter/submit.

HIGH: In addition to receiving low and medium notifications, you will get an email notification each time a PA you initiate or are associated with is approved, denied, or withdrawn.

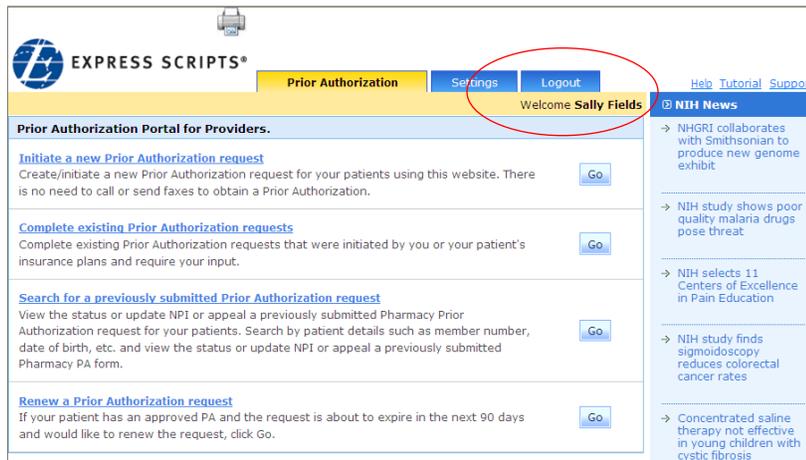
My Physicians (for Agents)

My Physicians is a repository for providers to whom you are associated.

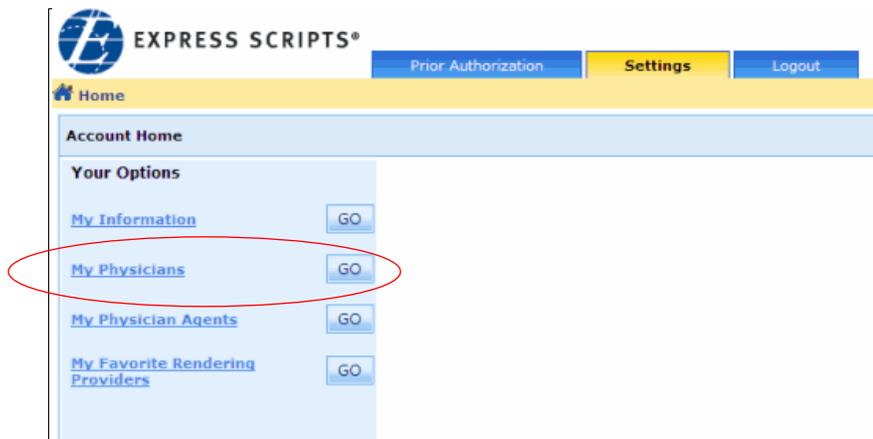
To view My Physicians information:

1. Click on the **Settings** tab.

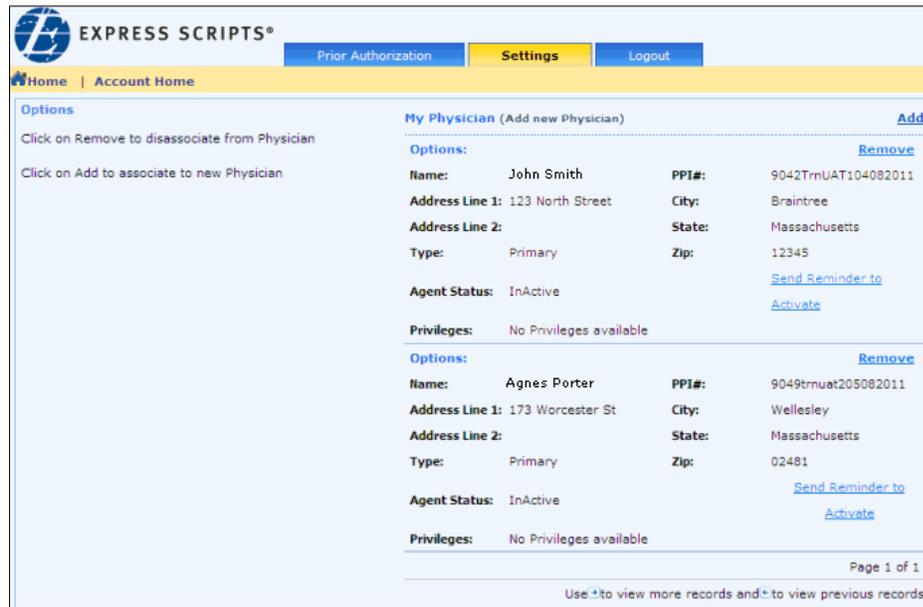
The Settings Home page opens, with the Settings menu displayed.



2. Click on the **My Physicians** link.



A list of physicians associated to the agent displays.

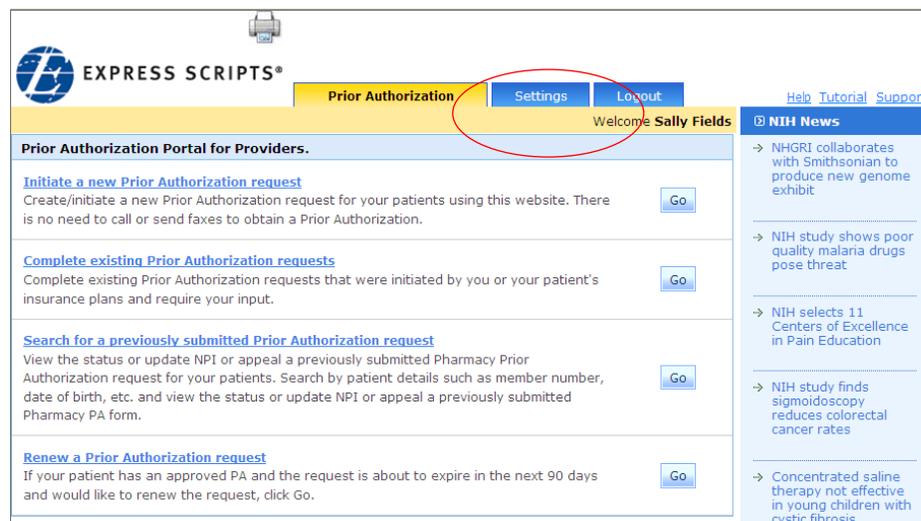


Adding My Physicians

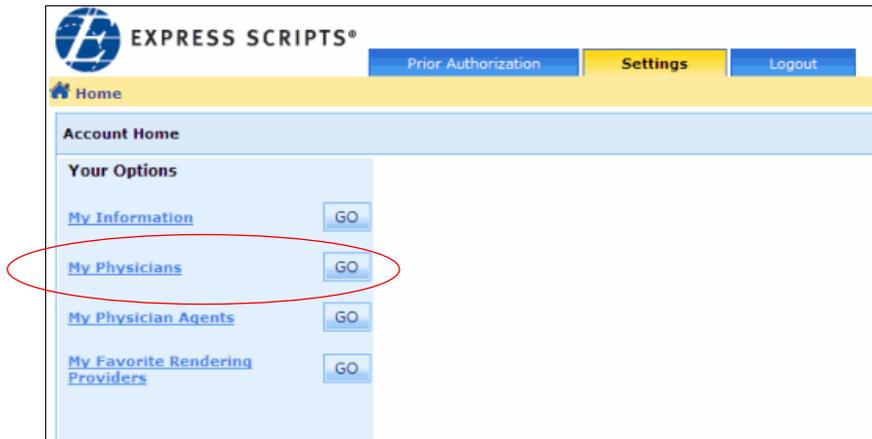
To add physicians to your My Physicians list:

1. Click on the **Settings** tab.

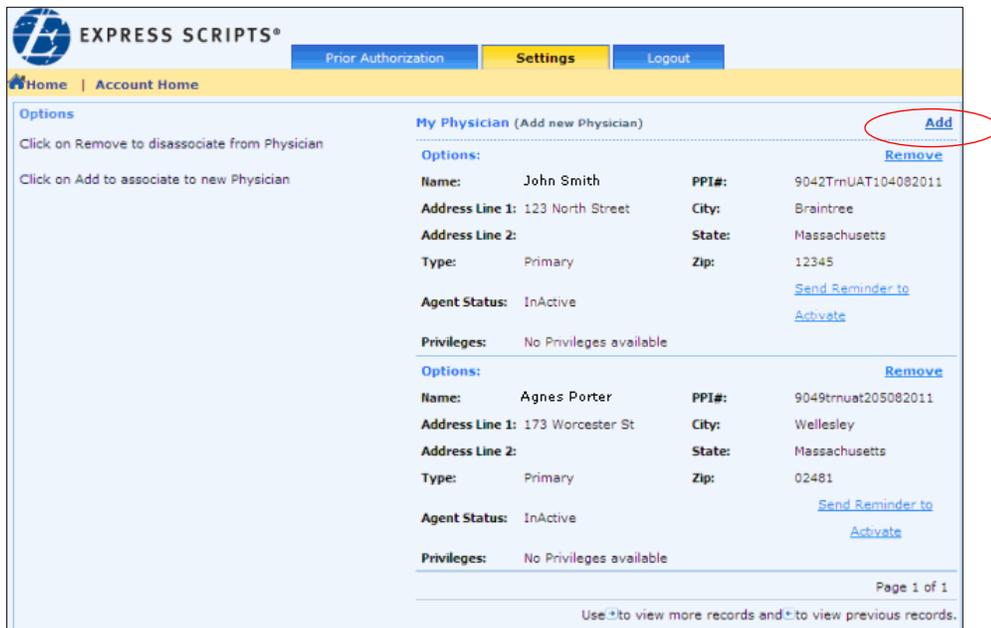
The Settings Home page opens, with the Settings menu displayed.



2. Click on the **My Physicians** link.



A list of physicians or providing facilities to whom you are associated displays.



3. Click the **Add** link.

The “**Search for an existing Physician**” pop up box displays.

My Physicians - (Associate a new Physician here)

Physician Information * Required fields

Search for an existing Physician

Physician NPI: *

OR

First Name: *

Last Name: *

OR

Facility Name: *

OR

PPI:

[What is PPI?](#)

There are four ways to search for a physician or providing facility.

Note: The physician or providing facility must have already registered for ExpressPAth Provider Portal in order to display in the search results. They do not have to be activated yet.

To search for a physician or providing facility by NPI number:

1. In the **Physician NPI** field, type the physician’s or providing facility’s NPI number.
2. Click

To search for a physician by name:

1. In the **First Name** field, type the first name of the physician.
2. In the **Last Name** field, type the last name of the physician.
3. Click

To search for a providing facility by name:

1. In the **Facility Name** field, type the providing facility’s name.
2. Click

To search for a physician by PPI number:

1. In the **PPI** field, type the ExpressPath ID number that was assigned to the provider during their registration.
2. Click Search results, if any, display beneath the search area.

EXPRESS SCRIPTS®

Prior Authorization Settings Logout

Home Account Home Back to My Physicians

My Physicians - (Associate a new Physician here)

Physician Information * Required fields

Search for an existing Physician

Physician NPI:

OR

First Name:

Last Name:

OR

Facility Name:

OR

PPI:

[What is PPI?](#)

Please select a prescriber from the search results. Click Prescriber Name to select.

| | |
|--|--------------------------|
| Prescriber Name: Jenny Smith | NPI#: |
| Facility Name: | |
| Address Line1: 14021 New Halls Ferry Rd | City: Florissant |
| Address Line2: | State: Missouri |
| Taxonomy Code: 207Q00000X | Work Phone: 973-540-8400 |
| Fax #1: 9735408440 | Fax #2: 9735408440 |
| | Zip: 63033 |

If the desired physician or providing facility displays in the search results area, to select the physician or providing facility:

1. Click on the **Prescriber Name**, which is a link.

You will use the **Prescriber Name** link even if you are selecting a Facility. If no name is associated to the Facility, it will say “Unknown, Unknown” in the **Prescriber Name** field.

2. The system adds the physician or providing facility to your My Physicians list.

Note: An email is sent to the Physician or Providing Facility to inform them that an Agent has requested association to them. The provider must assign privileges and activate the agent through a link included in the email before the Agent is able to perform prior authorization tasks on their behalf.

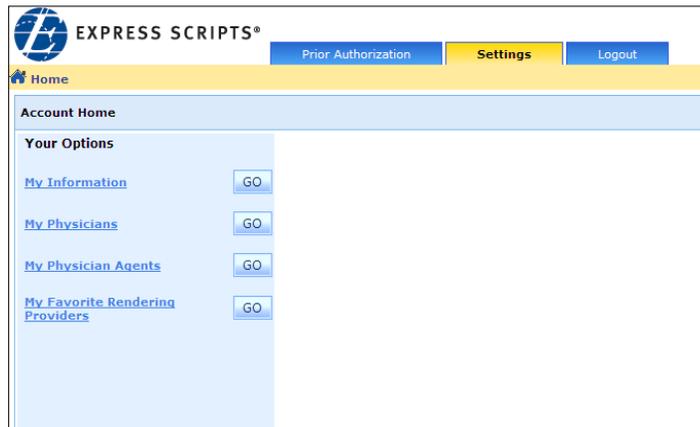
Reminder to Activate

If a provider does not activate the agent in a timely manner, the agent is able to send an email reminder requesting that the provider complete the activation.

To send a reminder to the physician to activate the agent:

1. In ExpressPAth, click on the **Settings** tab.

The **Settings** tab menu displays.

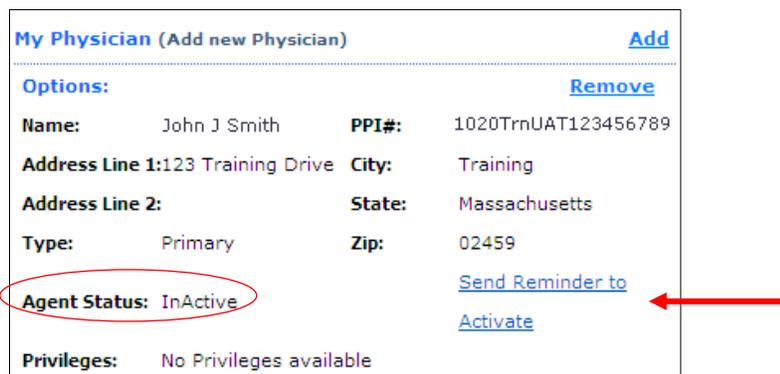


2. On the Settings tab menu, click the **My Physicians** link.

The physician or physicians to whom you have requested association display.

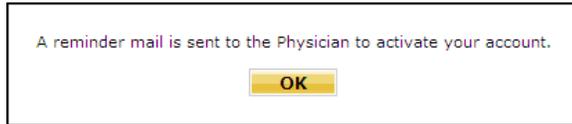
3. Locate the physician who has not activated.

Note: Agent Status will be “InActive.”



4. Click the **Send Reminder to Activate** link.

A message displays, indicating that a reminder has been sent.



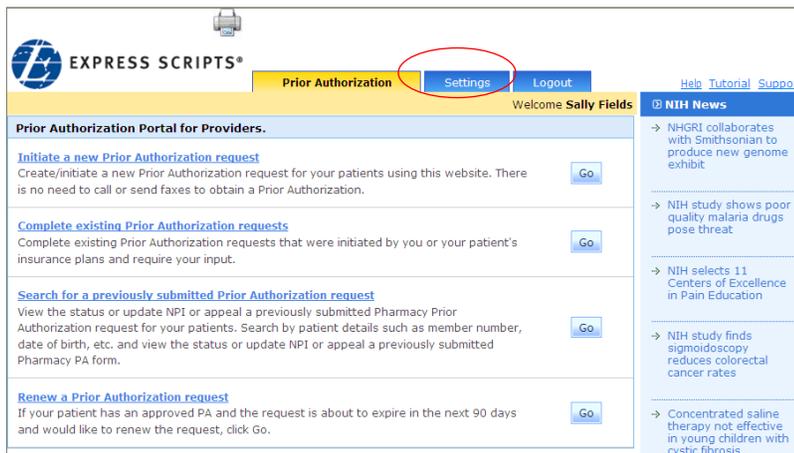
5. If the physician does not activate the agent in a few days, the agent can click the “Send Reminder to Activate” link again and another email will be sent.

Disassociating from a Provider on your My Physicians List (Agent)

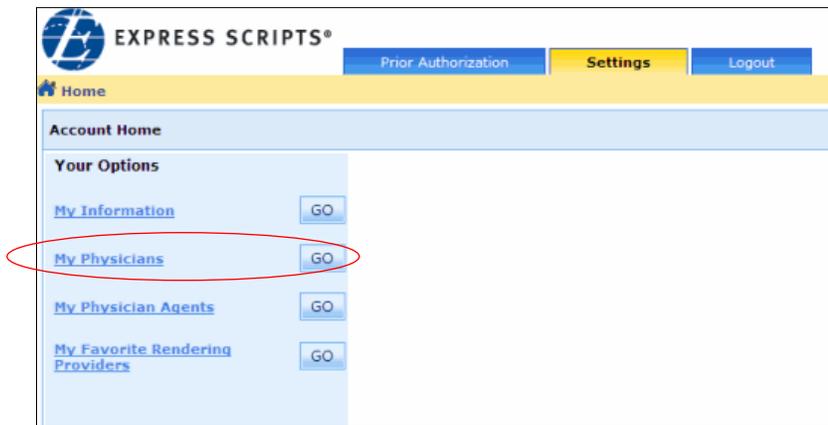
An agent who is associated to a provider is able to disassociate him/herself from the provider by removing the physician from their My Physicians List.

As an Agent, to remove association from a provider:

1. On the ExpressPAth Provider Portal Home page, click the **Settings** tab.

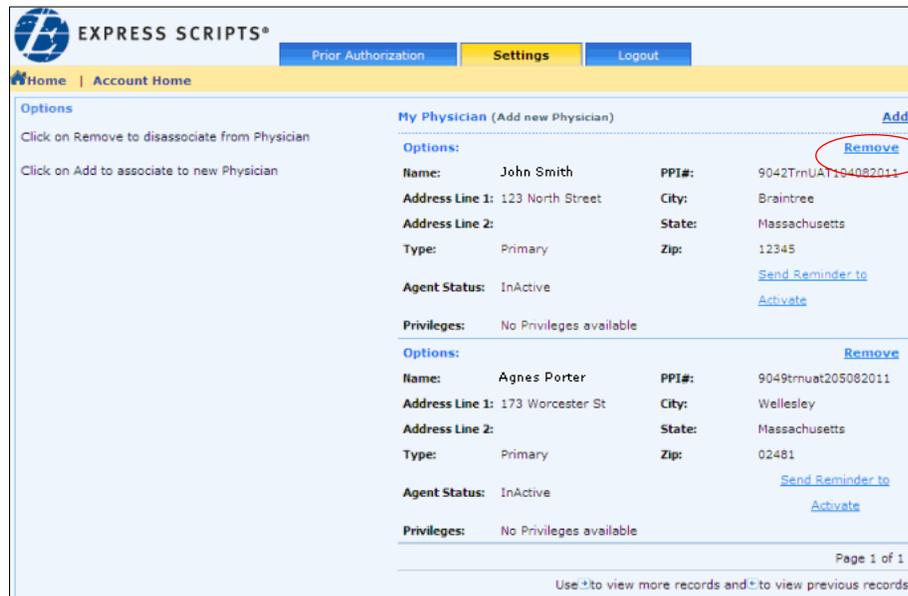


- The **Settings** page displays in the work area with the Account Home menu open.



- Click the **My Physicians** link.

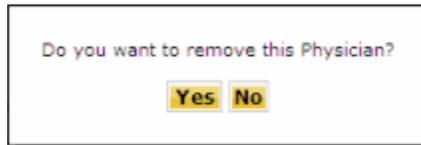
The **My Physician** page displays.



Note: The system will display all Providers to which the Agent has requested an association, even if they have not been activated yet. The Agent has the ability to remove association for any provider listed here.

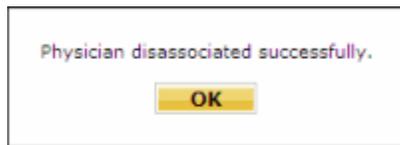
- For the desired physician, click the **Remove** link.

A pop-up message displays, asking, “Do you want to remove this Physician?”



5. To continue removing the physician, click **Yes**.

A second pop-up message displays, stating, “Physician disassociated successfully.”



6. Click **OK**.

Your My Physicians list redisplay. The disassociated physician is no longer listed.

Note: When an Agent removes a Provider from their My Physicians list, an e-mail is sent to the Provider.

Note: Once an Agent has disassociated from a provider, that Agent is no longer able to perform prior authorization tasks on the provider’s behalf.

An Agent may remove association to all providers, but they will not be able to perform any prior authorization tasks in the ExpressPath Provider Portal once all associations are removed.

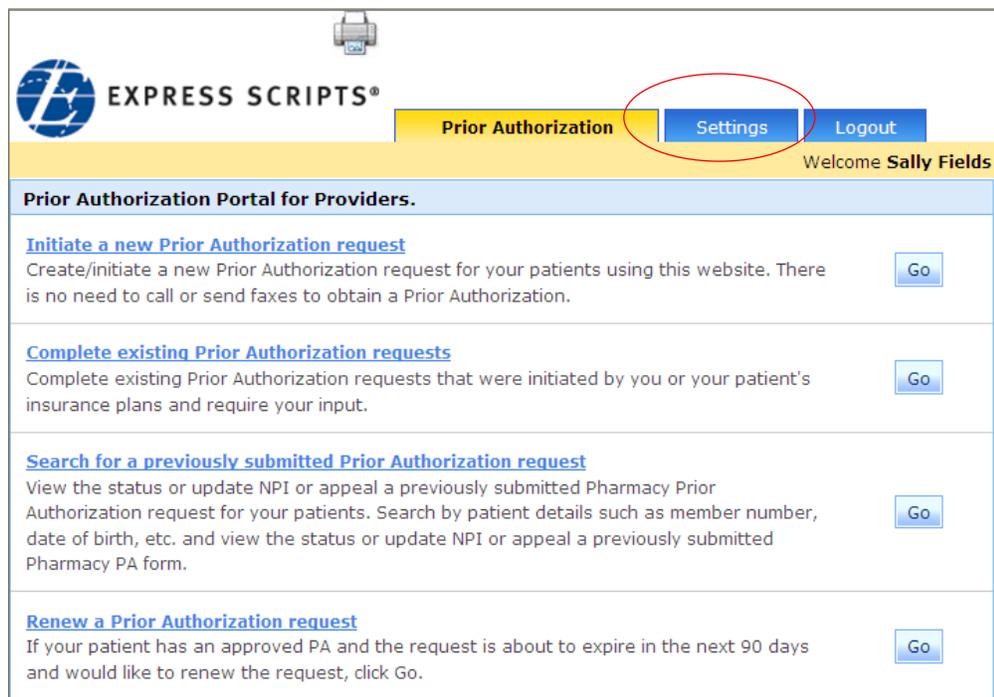
My Physician Agents (for Agents)

Viewing My Physician Agents

Physician Agents are other agents that an Agent's physicians or providing facilities are associated with in ExpressPath. These other agents are also authorized to perform specific prior authorization tasks on behalf of that physician or providing facility.

1. Click on the **Settings** tab.

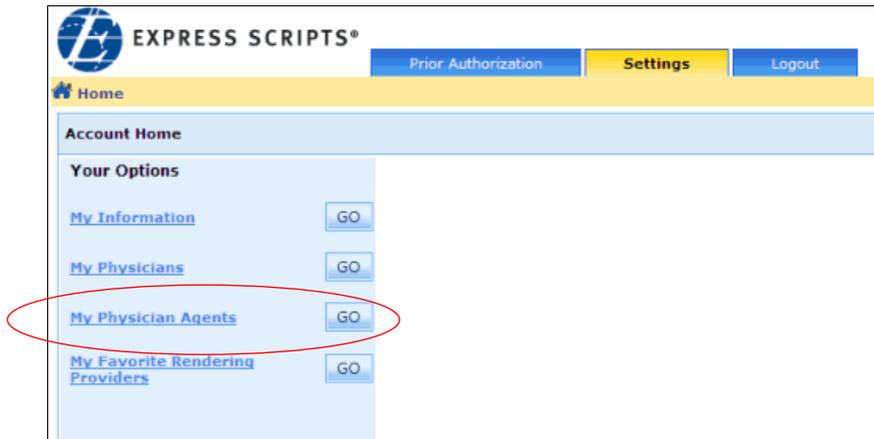
The Settings Home page opens, with the Settings menu displayed.



The screenshot shows the Express Scripts Provider Portal interface. At the top left is the Express Scripts logo. To its right is a printer icon. Below the logo is a navigation bar with three tabs: "Prior Authorization", "Settings", and "Logout". The "Settings" tab is highlighted with a red circle. To the right of the navigation bar, it says "Welcome Sally Fields". Below the navigation bar is a section titled "Prior Authorization Portal for Providers." with four main actions, each with a "Go" button:

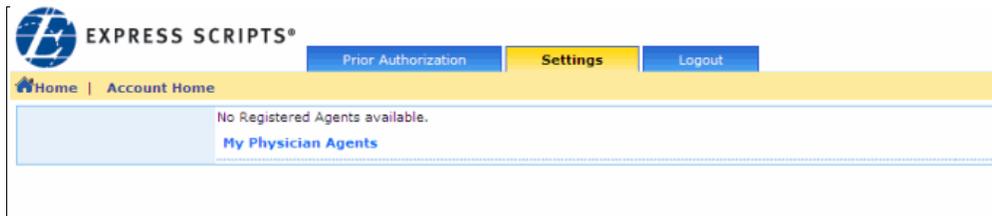
- [Initiate a new Prior Authorization request](#)
Create/initiate a new Prior Authorization request for your patients using this website. There is no need to call or send faxes to obtain a Prior Authorization.
- [Complete existing Prior Authorization requests](#)
Complete existing Prior Authorization requests that were initiated by you or your patient's insurance plans and require your input.
- [Search for a previously submitted Prior Authorization request](#)
View the status or update NPI or appeal a previously submitted Pharmacy Prior Authorization request for your patients. Search by patient details such as member number, date of birth, etc. and view the status or update NPI or appeal a previously submitted Pharmacy PA form.
- [Renew a Prior Authorization request](#)
If your patient has an approved PA and the request is about to expire in the next 90 days and would like to renew the request, click Go.

2. Click on the **My Physician Agents** link.



A list of Physician Agents to whom your physicians or providing facilities are associated displays.

If your physician or providing facility is not associated to any other agents, the message “No Registered Agents available” displays.



No action may be taken on this page.

Note: Agents with Office Manager privileges will see both a My Physicians link for all of their associated providers and/or providing facilities, as well as a My Agents link for all other agents that are also associated to their providers/providing facilities.

3. To return to the Settings menu, click the **Settings** tab.

or

To exit ExpressPath, click the **Logout** tab.

or

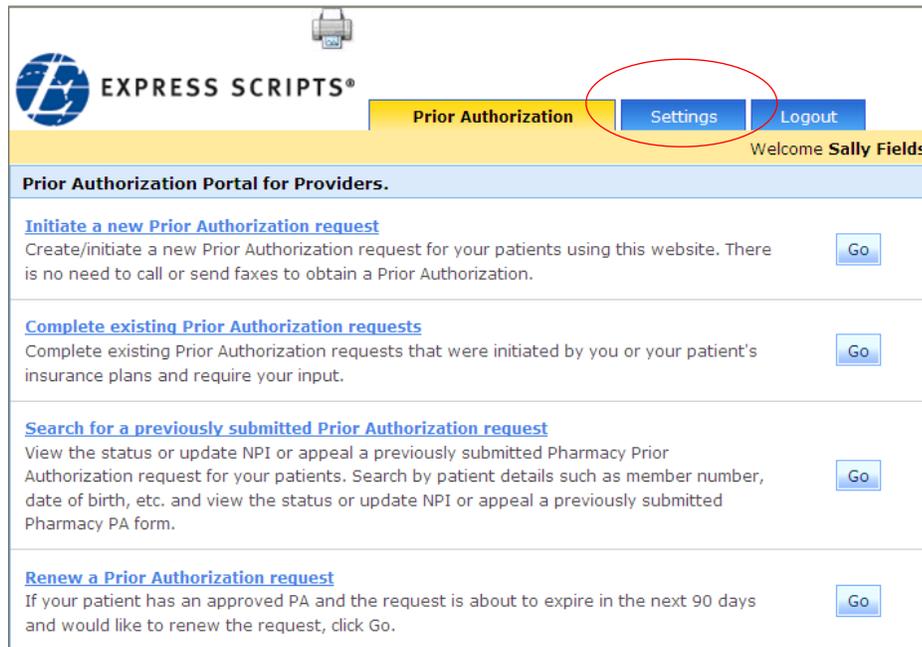
To manage your prior authorizations, click the **Prior Authorizations** tab.

Creating a List of Favorite Rendering Providers (Providers and Agents)

In the ExpressPath Provider Portal, you are able to create a list of up to twenty favorite rendering providers, making it easier to select frequently used providers. Favorite Rendering Providers may be added manually or by searching. They may also be edited or removed.

Viewing Your Favorites

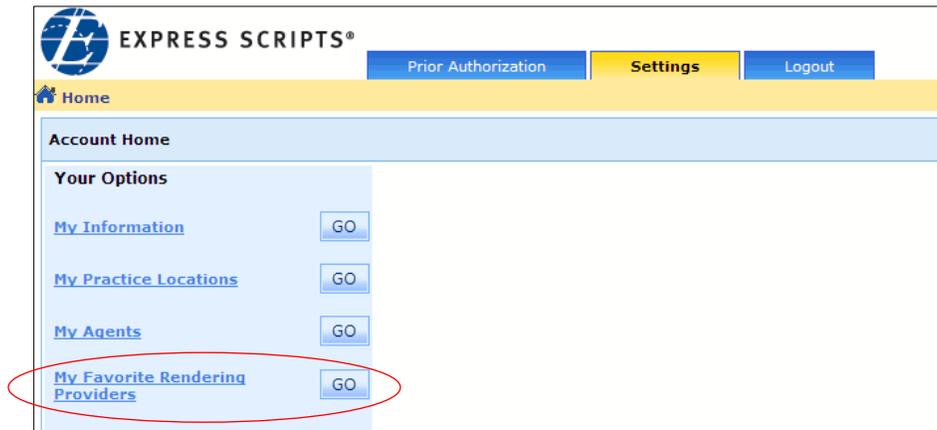
1. Log into ExpressPath.
2. Click on the **Settings** tab.



The screenshot shows the Express Scripts Provider Portal interface. At the top left is the Express Scripts logo. To its right is a printer icon. Below the logo is a navigation bar with three tabs: "Prior Authorization", "Settings", and "Logout". The "Settings" tab is highlighted with a red circle. To the right of the navigation bar, it says "Welcome Sally Fields". Below the navigation bar is a section titled "Prior Authorization Portal for Providers." with four main options, each with a "Go" button:

- Initiate a new Prior Authorization request**: Create/initiate a new Prior Authorization request for your patients using this website. There is no need to call or send faxes to obtain a Prior Authorization.
- Complete existing Prior Authorization requests**: Complete existing Prior Authorization requests that were initiated by you or your patient's insurance plans and require your input.
- Search for a previously submitted Prior Authorization request**: View the status or update NPI or appeal a previously submitted Pharmacy Prior Authorization request for your patients. Search by patient details such as member number, date of birth, etc. and view the status or update NPI or appeal a previously submitted Pharmacy PA form.
- Renew a Prior Authorization request**: If your patient has an approved PA and the request is about to expire in the next 90 days and would like to renew the request, click Go.

The Settings page opens in the work area.



3. Click the My Favorite Rendering Providers link.

The My Favorite Rendering Providers summary page displays with your current favorite providers, if any.

| Options | My Favorite Rendering Providers | | Search | Add |
|---|---------------------------------|--------------|-----------------------|--|
| Click on Search to search for provider(s) | Options: | | Edit | Remove |
| Click on Add to add a provider | Provider Name: | MARIO FLORES | NPI#: | 9876543210 |
| Click on Edit to modify provider | Facility Name: | | Taxonomy Code: | |
| Click on Remove to remove a provider | Address Line1: | 123 BIG DIG | City: | BRAINTREE |
| | Address Line2: | | State: | Massachusetts |
| | Zip: | 01201 | Work Phone: | 4134472351 |
| | Fax #1: | 999-111-0000 | Fax #2: | |
| | | | | Page 1 of 1 |
| | | | | Use < to view more records and > to view previous records. |

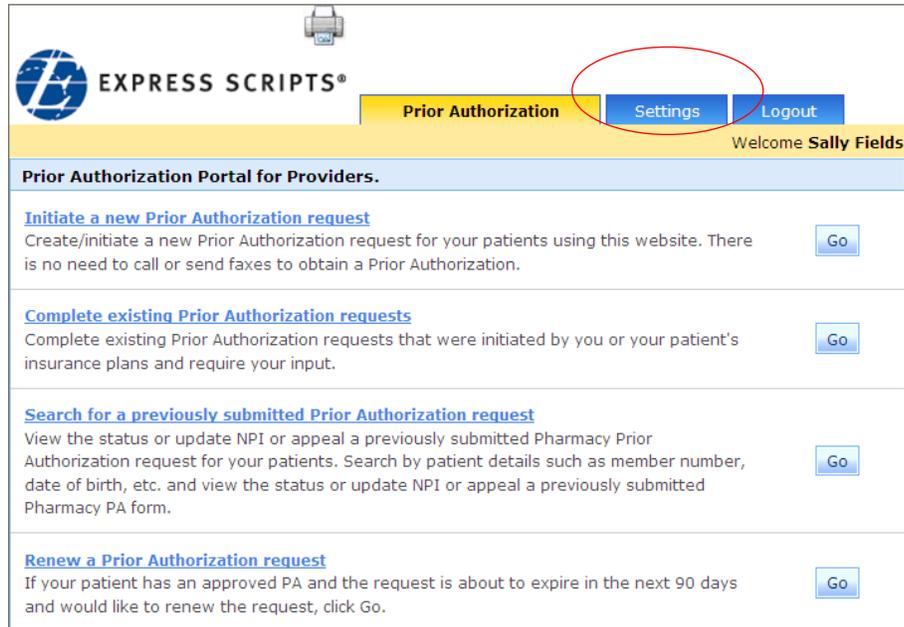
My Favorite Rendering Providers

To create your own list of favorite rendering providers, you will first need to search for existing providers. If you are unable to locate the provider after searching, you will need to add the provider. You are also able to edit rendering provider information.

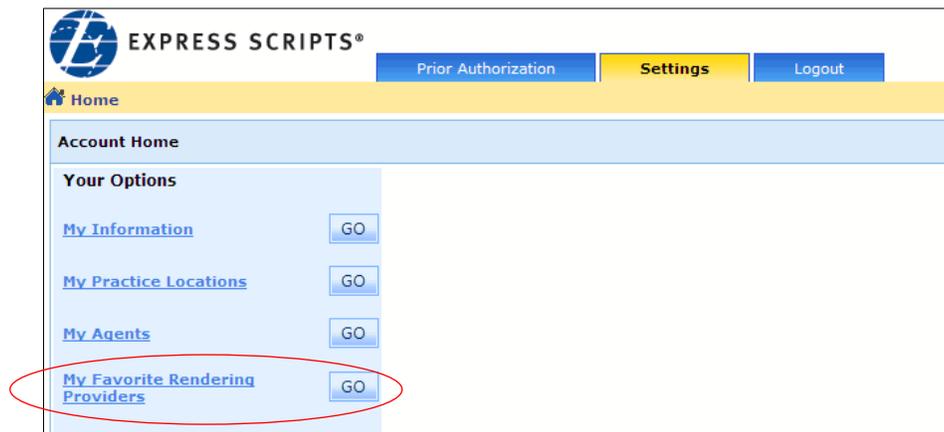
Because there is a limit of twenty favorite providers, if you exceed your limit and want to add a new rendering provider to your favorites, you will need to remove a provider first and then add the new provider.

Searching for Favorite Rendering Providers

1. Click on the **Settings** tab.

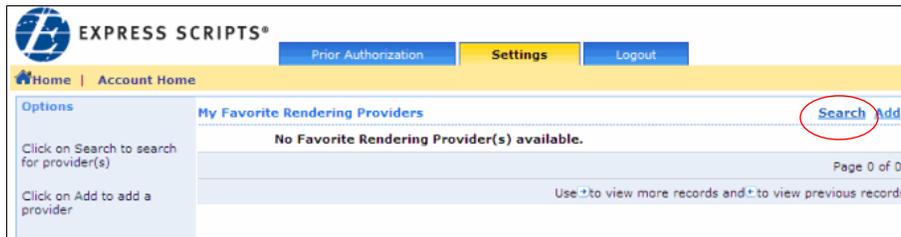


The **Settings** page opens in the work area, with the Settings menu open.



2. Click the **My Favorite Rendering Providers** link.

The **Search Rendering Provider** page displays.



If you have no favorite rendering providers listed or if you want to add another favorite provider to your list, start your search by locating providers already in the system.

3. Click **Search**.

The **Search Rendering Provider** form pops up.

There are three ways to search for a rendering provider.

To search for a rendering provider by NPI number:

1. In the **NPI** field, type the rendering provider's NPI number.
2. Click

To search for a rendering provider by Facility Name:

1. In the **Facility Name** field, type the name of the facility.
2. Click

To search for a rendering provider by name:

1. In the **First Name** field, type the first name of the provider.
2. In the **Last Name** field, type the last name of the provider.
3. Click

The Search results display beneath the search criteria area.

The screenshot shows a window titled "Search Rendering Provider". It contains search criteria fields: NPI, First Name (filled with "Mario"), Last Name (filled with "Flores"), and Facility Name. There are "Cancel" and "Search" buttons. Below the criteria is a results table with two entries. The first entry is highlighted.

| Please select a rendering provider from the search results. Click "Provider Name" to select. | | | |
|--|-------------------------------|--------------------|----------------------|
| Provider Name: | MARION FLORES | NPI#: | 7654321000 |
| Facility Name: | | City: | WASHINGTON |
| Address Line1: | 123 B Street | State: | District Of Columbia |
| Address Line2: | | Zip: | 20009 |
| Speciality: | | Work Phone: | 202-232-6679 |
| Taxonomy Code: | | Fax #2: | |
| Fax #1: | | | |
| <hr/> | | | |
| Provider Name: | MARIO FLORES | NPI#: | 11112222333 |
| Facility Name: | | | |

Page 1 of 1
Use to view more records and to view previous records.

4. If the desired prescriber/provider displays, in the **Provider Name** field, click the provider's name. This is a hyperlink.

The selected provider displays as one of your favorite rendering providers.

| Options | My Favorite Rendering Providers | | Search | Add |
|---|---------------------------------|--------------|----------------------|--|
| Click on Search to search for provider(s) | Options: | | Edit | Remove |
| Click on Add to add a provider | Provider Name: | MARIO FLORES | NPI#: | 9876543210 |
| Click on Edit to modify provider | Facility Name: | | Taxonomy Code: | |
| Click on Remove to remove a provider | Address Line1: | 123 BIG DIG | City: | BRAINTREE |
| | Address Line2: | | State: | Massachusetts |
| | Zip: | 01201 | Work Phone: | 4134472351 |
| | Fax #1: | 999-111-0000 | Fax #2: | |
| | | | | Page 1 of 1 |
| | | | | Use to view more records and to view previous records. |

5. If the desired provider does not display, click

You will need to manually add the provider.

Note: Favorite Providers do NOT have to be registered in ExpressPATH.

Adding a Favorite Rendering Provider

If a favorite rendering provider is not located by searching, you are able to manually add the rendering provider.

To add a Favorite Rendering Provider:

1. On the **My Favorite Rendering Providers** home page, click **Add**.

| Options | My Favorite Rendering Providers | | Search | Add |
|---|---------------------------------|--------------|----------------------|--|
| Click on Search to search for provider(s) | Options: | | Edit | Remove |
| Click on Add to add a provider | Provider Name: | MARIO FLORES | NPI#: | 9876543210 |
| Click on Edit to modify provider | Facility Name: | | Taxonomy Code: | |
| Click on Remove to remove a provider | Address Line1: | 123 BIG DIG | City: | BRAINTREE |
| | Address Line2: | | State: | Massachusetts |
| | Zip: | 01201 | Work Phone: | 4134472351 |
| | Fax #1: | 999-111-0000 | Fax #2: | |
| | | | | Page 1 of 1 |
| | | | | Use to view more records and to view previous records. |

The **Add new Rendering Provider** pop-up displays.

2. You must populate the mandatory fields indicated by a red asterisk (*) to manually add a rendering provider.

Mandatory fields include:

- NPI
- First Name
- Last Name
- Address Line 1
- Email Address
- Specialty (**Note:** Selecting the Specialty automatically populates the Taxonomy Code field)
- Taxonomy Code (**Note:** Entering the Taxonomy Code automatically populates the Specialty field)
- City
- State
- Zip
- Work Phone

3. You may also populate the Facility Name, Address Line 2 and Fax Number fields (optional).

4. Click 

The provider is added to your favorites.

Editing a Favorite Rendering Provider

If any of the information for a retrieved provider needs to be updated, you will need to edit it.

To edit the information for an existing provider

1. Locate the provider on your Favorite Rendering Provider list and click the **Edit** link.

The screenshot shows a table titled "My Favorite Rendering Providers". On the left, there are instructions for "Options": "Click on Search to search for provider(s)", "Click on Add to add a provider", "Click on Edit to modify provider", and "Click on Remove to remove a provider". The table contains one provider entry with the following details: Provider Name: MARIO FLORES, NPI#: 9876543210, Facility Name: (blank), Taxonomy Code: (blank), Address Line1: 123 BIG DIG, City: BRAINTREE, Address Line2: (blank), State: Massachusetts, Zip: 01201, Work Phone: 4134472351, Fax #1: 999-111-0000, Fax #2: (blank). In the top right corner of the table, there are links for "Search", "Add", "Edit", and "Remove". The "Edit" link is circled in red. At the bottom right of the table, it says "Page 1 of 1" and "Use [arrow] to view more records and [arrow] to view previous records."

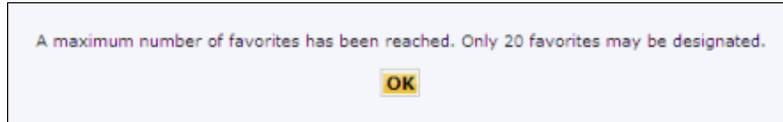
The **Edit Rendering Provider** popup displays, with the selected provider's information.

The screenshot shows a "Edit Rendering Provider" popup window. It contains the following fields: NPI (1234567890), Specialty (Pediatric), Taxonomy Code (2080P0205X), Facility Name (blank), First Name (AGNES), Last Name (PORTER), Address Line1 (123 HOSPITAL), Address Line2 (blank), City (BOSTON), State (Massachusetts), Zip (02115), Work Phone (blank), Fax #1 (blank), Fax #2 (blank), and Email Address (blank). At the bottom right, there are "Cancel" and "Save" buttons. The "Save" button is highlighted in blue.

2. Update the provider's information.
3. Click 

Removing a Rendering Provider

If you are attempting to add a rendering provider to your favorites, but you are already at your maximum of twenty favorites, a popup displays. It states, “The maximum number of Favorites has been reached. Only 20 Favorites may be designated.”



To remove the popup, click 

Note: You will need to remove a rendering provider from your existing Favorites before you will be able to add another rendering provider to your Favorites list.

Note: You are able to remove rendering providers from your Favorites list at any time, regardless of whether you have reached your limit of twenty favorite rendering providers.

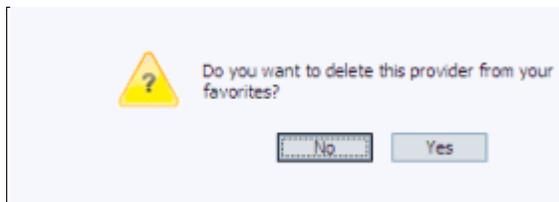
To remove a provider from your favorites:

1. On your list of **My Favorite Rendering Providers**, locate the provider to be removed.

| My Favorite Rendering Providers (Click "Add" to add a new provider. Click "Search" to search for a provider.) | | | | Search | Add |
|--|-----------------------|---------------------|-----------------------|------------------------|---|
| Options Click on Search to search for provider(s) Click on Add to add a provider Click on Edit to modify provider Click on Remove to remove a provider | Provider Name: | DOCTOR, DOCTOR | NPI#: | 1234567890 | |
| | Facility Name: | xyz | City: | CINCINNATI | |
| | Address Line1: | 8250 WINTON RD | State: | Ohio | Zip: 45231 |
| | Address Line2: | SUITE # 103 | Work Phone: | 800-123-1234 | |
| | Taxonomy Code: | 363LA2200X | Fax #1: | 513-728-4762 | Fax #1 Secure: Yes |
| | Fax #2: | | Fax #2 Secure: | No | Edit Remove |
| | Provider Name: | DOCTOR, SERGE | NPI#: | 1212145677 | |
| | Facility Name: | CURASCRIP, INC | City: | ORLANDO | |
| | Address Line1: | 6272 LEE VISTA BLVD | State: | Florida | Zip: 32822 |
| | Address Line2: | STE 100 | Work Phone: | 800-230-0000 | |
| | Taxonomy Code: | 333650011X | Fax #1: | 888-773-7386 | Fax #1 Secure: Yes |
| | Fax #2: | | Fax #2 Secure: | No | Edit Remove |
| | Provider Name: | unknown | NPI#: | 5676547651 | |
| | Facility Name: | NEXT RX, LLC | City: | INDIANAPOLIS | |
| | Address Line1: | 2825 W PERIMETER RD | State: | Indiana | Zip: 46241 |
| | Address Line2: | SUITE 116 | Work Phone: | 800-890-0000 | |
| | Taxonomy Code: | | Fax #1: | 3174843442 | Fax #1 Secure: Yes |
| | Fax #2: | | Fax #2 Secure: | No | Edit Remove |

2. Click the **Remove** link.

A popup displays, stating: “Do you want to delete this provider from your Favorites?”



3. To remove the favorite provider from your favorites list, click or

To keep the favorite provider on your favorites list, click .

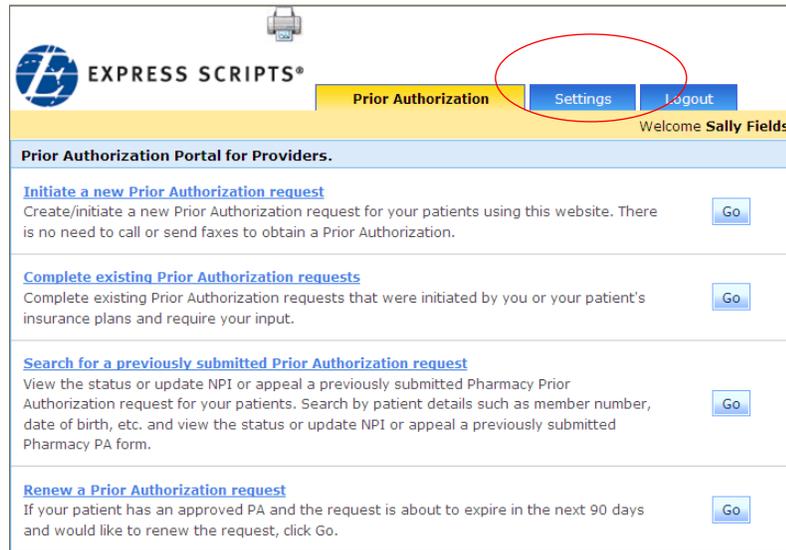
Once you click **Yes**, the provider is removed from your list of Favorite Rendering Providers.

You are now able to add an additional provider to your favorites.

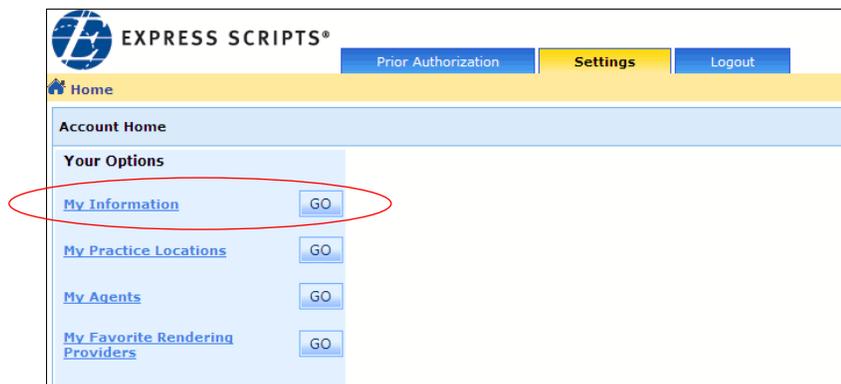
Changing Your Password (Providers and Agents)

To view or edit your password information:

1. Click on the **Settings** tab.



The **Settings** page opens in the work area. (Shown is Provider view.)



2. Click the **My Information** link.

or

Click **My Information**

The My Information page displays.

Changing Your Password (Providers and Agents)

The example shown below is for a provider.

My Credential Information (Edit your information here)

| | | | |
|-----------------------|-----------------------------|---------------------------------|--|
| User Name : | jblankenship | Secret Question : | What is the name of your birth city? * |
| PPI : | 8247jblankenship26112010 | Answer : | Columbia * |
| Prefix : | Dr. | First Name : | James * |
| Middle Initial : | D. | Last Name : | Blankenship * |
| Facility Name: | | | |
| Address Line1: | 701 MARKET ST STE 600 * | Address Line2: | |
| City : | SAINT LOUIS * | State : | Missouri * |
| Zip: | 63101 * | Work Phone: | 973-540-8400 * |
| Fax #1: | 973-540-8440 | | |
| Fax #2: | - - - | | |
| Email : | kmandrews@express-scripts * | Retype Email : | kmandrews@express-scripts.com * |
| Specialty: | Medical-Surgical * | | |
| Taxonomy Code: ? : | 163WM0705X * | Opt out of Daily Email Summary: | <input type="checkbox"/> |
| NPI : ? : | 1609900422 | Email Notification Level: ? : | <input checked="" type="radio"/> Low <input type="radio"/> Medium <input type="radio"/> High |
| DEA : ? : | | | |
| State License ID: ? : | | | |

* Required fields

[Change Password](#)

Cancel Save

The example shown below is for an agent.

EXPRESS SCRIPTS®

Prior Authorization Settings Logout

Home Account Home

My Credential Information (Edit your information here)

| | | | |
|---------------------------------|--|--|--|
| User Name : | Sfields | | |
| Prefix : | | | |
| First Name : | Sally * | | |
| Middle Initial : | | | |
| Last Name : | Fields * | | |
| Email : | BNatarajan@express-script * | | |
| Retype Email : | BNatarajan@express-script * | | |
| Secret Question : | What is your Mother's maiden name? * | | |
| Answer : | welle * | | |
| Opt out of Daily Email Summary: | <input type="checkbox"/> | | |
| Email Notification Level: ? : | <input type="radio"/> Low <input type="radio"/> Medium <input checked="" type="radio"/> High | | |

* Required fields

[Change Password](#)

Cancel Save

3. Click the **Change Password** link.
The **Change Password** page displays.

4. In the **Old Password** field, type your old password.

5. In the **New Password** field, type your new password.

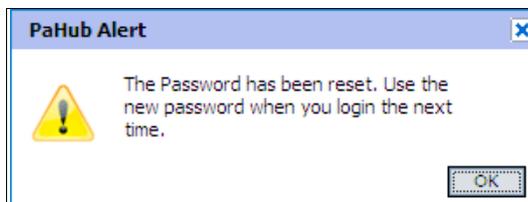
Note: Your password must be at least six characters long. It cannot match any of the five previous passwords used. It must contain at least:

- One upper case alpha character
- One lower case alpha character
- One number
- One special character

6. In the **Retype New Password** field, retype your new password.

7. Click 

The **Change Password confirmation** popup displays.



8. To exit the popup and confirm the password change, click 

Note: Changing the password and changing the secret question/answer are the only My Information fields that an Agent with Office Manager privileges is not able to manage for their providers.