OVERVIEW

EROMS

The Electronic Rebate Offer Management System (eROMS) was developed by Change Healthcare, for its drug rebate customers to provide a secure website where manufacturer bidding and customer responses can be managed in an efficient and accountable manner.

SSDC

The Sovereign States Drug Consortium (SSDC) is a collaborative group of Medicaid states. Collectively, members are focused on containing pharmacy costs. Individually, each state retains the ability to manage its pharmacy benefit; customizing its own Preferred Drug List and Prior Approval program.

The primary activity of the SSDC is the operation of a Medicaid supplemental drug rebate program. In this, the SSDC negotiates for and acquires rebates from drug manufacturers, supplemental to federal Medicaid rebates, for drugs utilized in the states’ Medicaid programs.

The SSDC also provides a forum for Member States to cooperate in other areas of pharmacy benefit administration and management in Medicaid and other publicly funded pharmacy benefit programs. One such project is a diabetic supply rebate program.

Change Healthcare, of Augusta, Maine is the SSDC’s current supplemental rebate negotiator and has managed the SSDC negotiation process since contract year 2006. For more information on Change Healthcare, review the information found at: http://www.changehealthcare.com/

For more information about the SSDC and its programs and activities, review the information and resources available at: http://www.rxssdc.org
WHAT CAN I DO IN THE EROMS APPLICATION?

Manage Manufacturer Detail:
- Create a secure eROMS Manufacturer user account
- Update the user login password
- Update the user login security question and answer
- Request login assistance reminders via email
- Update the manufacturer contact user email

Manage Labeler Information:
- Add labelers that the manufacturer is associated with and for which the manufacturer is authorized to submit and review supplemental rebate offers

Manage Supplemental Rebate Offers:
- Submit supplemental rebate offers
- Add or update comments associated with offers
- Review responses to previously submitted offers
- Present counter offers
- Fully track offers

Be Instructed and Helped:
- Review SSDC associated documents and agreements and eROMS guides
- Contact eROMS System Administration staff for technical assistance
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USING EROMS

The Welcome Screen Features

Upon entering the URL for the Electronic Rebate Offer Management System (eROMS), the welcome screen is presented as shown below. The details of each of the sections of the welcome screen are given in the pages that follow.

NOTE: The welcome screen presents links and document downloads that are available to all users prior to login. Additional documents and links may be available once a user has authenticated into eROMS.
Important News and Deadlines

Current system news, deadline advisory messages, and general announcements are made in the 'Important News and Deadlines' section of the welcome screen.

Login Panel

From the Login Panel, the user can log into eROMS and, if necessary, submit for assistance regarding a forgotten username or password.

Quick Links

Links are presented to allow fast access to associated systems and process informational links.

Manufacturer or State Registration Links

The ‘Manufacturer Registration’ or the ‘State Registration’ links provided allow Manufacturers or States that are new to eROMS system access.

Contact Us Link

The ‘Contact Us’ link provides users a system-based means to contact eROMS administration for assistance when having difficulties accessing or using the site, or when technical questions arise.

Document Downloads

Links to downloadable documents that are relevant to use eROMS are provided in the ‘Document Downloads’ section of the welcome screen.
Logging In

New Manufacturer Registration

A manufacturer who is logging into eROMS for the first time will need to register to access the system. From the welcome page the user will select the ‘Manufacturer Registration’ link and then fill out the ‘Manufacturer Registration’ form as shown below and select the ‘Continue’ button.

NOTE: Fields in the registration form that are marked with an asterisk “*” are required fields of data.
The registration process continues with the entry of additional manufacturer demographic data, the creation of a secure password and the answering of a security question for future password assistance, should the need arise. The new user then proceeds by clicking on ‘Continue’. 
Managing Labelers

Labelers associated with the new manufacturer record are then entered. The user next checks the box indicating that they attest to their relationship with the selected labeler.

NOTE: a verification process will be carried out for each new labeler number added to a manufacturer’s record.

Upon clicking on ‘Continue’, the ‘Terms of Use’ policy is presented for the new user to confirm their agreement. Upon clicking on Continue, the user is prompted with a ‘Registered’ confirmation screen.

At this time a confirmation email is sent to the contact email address entered previously within the registration process.
Once the new manufacturer is registered, the option to login is presented via the “Continue to Login Screen” button. Clicking this button will return the user to the login screen.

Returning Manufacturers

Returning Manufacturers can log in directly into the SSDC eROMS via the Welcome Screen Login panel.

To Log into SSDC:

- Open a web browser and enter the URL for the SSDC eROMS Welcome Screen, http://www.rxssdc.org/
- Submit your user login name and password and press ‘Login’
The eROMS Home Page

Once a user is logged into eROMS, the home page is presented as shown and detailed below.

**eROMS Header bar**

**eROMS Main Menu Bar**

**Quick Links**

**Work Queue**

**Document Downloads**

**eROMS Events Calendar**

**IMPORTANT NAVIGATION NOTICE:**
Use the menu navigation buttons to move from screen to screen. Avoid using the browser back button as it may result in a system navigation error.
**eROMS Header Bar**

The eROMS Header Bar identifies the user who is currently connected to the system. A link to ‘Logout’ is also presented on the application header bar.

The User Currently logged into the Application

Link to Log the User out of the Application

**eROMS Main Menu Bar**

The eROMS Main Menu Bar presents system links for users to navigate system options, process eROMS data, manage user settings, seek technical assistance and review current product details.

**NOTE:** The links shown on the eROMS main menu bar may differ from what is displayed in this document based upon software revision, environment configuration or user security privileges.

**Quick Links**

Links are presented to allow fast access to associated system and process informational links.

**Quick Links**

- DELAWARE PDL including CRITERIA
- IOWA CRITERIA
- IOWA PDL
- MAINE PDL including CRITERIA
- MISSISSIPPI PDL including CRITERIA
- NORTH DAKOTA PDL including CRITERIA
- NORTH DAKOTA PDISL
- OHIO PDL including CRITERIA
- OHIO PDISL
- OKLAHOMA Product Based Prior Authorization (PBPBA)
- OKLAHOMA PDISL
- OREGON Criteria
- OREGON PDL
- UTAH CRITERIA
- UTAH PDL
- VERMONT PDL including CRITERIA
- VERMONT PDISL
- WEST VIRGINIA PDL
- WYOMING PDL including CRITERIA
- SSDC Home Page
- Medicaid State Plan Amendments
**Work Queue**

The ‘Work Queue’ section of the home page displays the eROMS data categories and the total number of records that are currently contained within each category associated with the specific labeler. The total values shown for the process queues listed are clickable links. When the total of a particular Queue is clicked upon, the underlying data is displayed within the manufacturer Offer Grid layout, from which, the manufacturer can manage offers associated with the specific category of data.

**NOTE:** Work queues that are displayed have one or more qualifying records within the specific category. Categories that have no qualifying records within the specific category are not displayed in the Work Queue List.

**eROMS Events Calendar**

The eROMS Events Calendar shows a monthly calendar that presents notes and eROMS events that are pertinent to the user community. There are controls on the calendar view which allows users to navigate forward to future dates or backwards to prior time periods.

**NOTE:** Dates on the calendar that are highlighted in color contain notes or messages that are being presented to users for review. By hovering over the date cell, the underlying message is displayed.
Document Downloads

Links to downloadable documents that are relevant to state specific needs in using eROMS system is provided in the ‘Document Downloads’ sections of the welcome screen.

The eROMS Main Menu Bar

The eROMS Main Menu Bar offers application options that are used to perform the variety of functions to manage the eROMS data.

NOTE: The eROMS Main Menu links presented in this document may differ from what is available due to software revision, environment configuration or individual system privileges.

Exploring The eROMS Main Menu Options

The eROMS Main Menu Options and their associated links that are used in managing supplemental rebate offers are presented in the following sections.

NOTE: The eROMS Main Menu links presented in this document may differ from what is available due to software revision, environment configuration or individual system privileges.
The eROMS Main Menu Options

- Home
- Offers
  - Manufacturer Offer
- User Profile
  - Edit Info
  - Change Password
- Help
  - Contact Us
- About

Home
The “Home” link returns the user to the eROMS Welcome Page / Home Page when selected.
Offers

The “Offers” menu is the eROMS Main Menu option where Supplemental Rebate Offers can be made, reviewed, and managed by manufacturers.

Manufacturer Offers

From the ‘Manufacturer Offer’ sub menu beneath the ‘Offers’ menu on the eROMS main menu, the manufacturer can submit supplemental rebate offers, review state responses to prior offers and submit counter offers from within the ‘Manufacturer Offer’ menu.

To begin the supplemental rebate offer submission process, the manufacturer issues a query for drugs by selecting a value for ‘Offer Year’, ‘Labeler’ and the ‘Default Formula’ for pricing calculation. Additional field values can be incorporated into the query to filter the drug list to be returned with the manufacturer entering a value for the ‘Drug Name’, ‘NDC9’, ‘State’ or ‘Status’ and pressing the ‘Retrieve NDCs’ button.

NOTE: The ‘Default Formula’ value in the Manufacturer Offer drug query is initially set to be defined as ‘Guaranteed Net Price’ (GNP). The formula value that is set for the ‘Default Formula’ field in the Manufacturer Offer query box is automatically applied into the ‘Formula’ field for each line item that is returned by the query. The user will have the ability to change the formula for individual line items when managing the query result values in the Manufacturer Offer Grid.
The Manufacturer Offer Grid

Based on the search criteria previously selected, the Manufacturer Offer query returns a grid oriented drug listing where the manufacturer can manage their supplemental rebate offers in the Manufacturer Offer Grid as shown below.

![Manufacturer Offer Grid](image)

Elements of the Manufacturer Offer Grid

The manufacturer offer query returns content presented in a grid pattern. Within here the manufacturer can present offers, review prior offers, present counter offers, add or review comments associated with offers, make exclusions to offer drug classes, search within the data results, or re-order the results.
Manufacturer Offer Drug Search Panel

When the Manufacturer user has issued a Manufacturer drug search and the Offer Grid has been populated with qualifying returned NDC values for supplemental rebate review, the values that were submitted in the query process remain visible within the “Manufacturer Offer” drug search panel portion of the screen.

Save Offers Button

The ‘Save Offers’ button is used by the Manufacturer to save the current offers being managed on the Manufacturer Offer Grid into a temporary storage location for future retrieval. This allows the offer process to be continued at a future time without submitting the offers.

NOTE: Offers that are saved will indicate a status of “Saved” and won’t be submitted for
state review. The offers will be submittable at a future time when the ‘Submit Offers’ button is selected.

**Submit Offers Button**

Offers that are ready to be advanced to the state for review are submitted by the Manufacturer user by selecting the ‘Submit Offers’ button. Upon selecting to ‘Submit Offers’ a confirmation message is presented as shown below.

![Submit Offers Confirmation Message]

**NOTE:** When offers have been submitted to the state for review, their status will be listed as ‘In Process’. Offers can not be edited after being submitted, however, during the 30 day offer period, an additional offer can be made on the same product.

**Export to Excel Button**

The ‘Export to Excel’ Button will output the data being returned by the Manufacturer Offer query in the Manufacturer Offer Grid into a file that can be opened or saved in Excel file format.

**NOTE:** The ‘Export to Excel’ function will create an output that includes all data that is returned in the search, not just the data that is visible in the currently view of Manufacturer Offer Grid.

**Pricing Formula Definitions**

The formulas that are used to calculate the pricing are presented as a reference within the Manufacturer Offer Panel of the Manufacturer Offer Search.

**Formula 1: Percentage of Wholesale Acquisition Cost (WAC):**
WAC Last Day * % of WAC = SR Unit Price

**Formula 2: Guaranteed Net Price (GNP):**
WAC Last Day - GNP - CMS RPU = SR Unit Price
Available Offer Totals

As the Manufacturer User is processing offers returned by the Manufacturer Offer product search, the totals for submitted and saved are maintained and presented above the Manufacturer Offer Grid.

Data Grid Page View Controls

When the Manufacturer Offer Grid is populated with the returned results of the Manufacturer Offer drug query, a grouping of page view controls is presented to allow the user to navigate through the pagination of the results.

Data Sort Headings

The headings at the top of the columns of the data returned in the manufacturer Offer Grid are clickable links. When a heading is selected, the data in the entire grid will be sorted in association with the data values of the column heading being selected for data sorting. The icons displayed next to the headings provide an indication if the data has not been sorted or if it is sorted in an ascending or descending order.

NOTE: Clicking the heading more than once will toggle the sorting order between ascending and descending values.
Submitted Offers Indicator

When an offer has been submitted on a product record, an icon is displayed next to the record line. All submitted records contribute to the 'Submitted Offers' totals and reduce the 'Unsubmitted offers' totals.

Offer Status

The status of the Manufacturer's rebate offer is presented for reference on each product line item record.

NOTE: The Status listing may differ from what is presented in this document based on user privileges or product version.

Options Selection Menu

When the Manufacturer is submitting Supplemental Rebate Offers on a product line item record, the 'Options' pull-down menu enables the user to select the duration that the offer will remain available.
**Formula Selection Menu**

The pricing methodology can be specified by the manufacturer by selecting the option under the ‘Formula’ pull down menu for the target product line item record.

**Tier-Level Supplemental Rebate Offer Entry Fields**

Within the Manufacturer Offer Grid, the tier level columns allow the manufacturer to enter supplemental rebates at any of the tier levels.

**NOTE:** When Tier 4 level pricing is the only offer level chosen, the pricing placed in the Tier 4 level will be replicated across the other tier pricing columns for the product line once the ‘Save Offers’ button is selected. If the manufacturer makes an offer at the Tier 4 level and then specifically enters an offer at another Tier pricing level, the Tier 4 value will not be automatically replicated to other Tier risings.

If any of the Tier Levels product records have a comment added, the icon will be changed to indicate that there is a comment available.
By clicking on the comment icon, the underlying expression is displayed and can be edited from the comment display screen.
Offer Comment Button

Within the manufacturer Offer Grid general comments in association with an offer can be added by the manufacturer clicking on the comment icon for the targeted offer record.

Note: Manufacturers can reopen and edit their offer comments at any time up to the end of the current counter offer period.

CHC Comment Indicator

On the Manufacturer Offer Grid, a comment icon presented in the ‘CHC’ column will indicate that offer comments have been made by Change Healthcare in relation to the product offer. Clicking on the comment icon will open-up the message box as shown where the comments can be revised.

Response Counts

The number of State responses to previously submitted offers is indicated in the ‘Resp’ column where the number of responses presented is a clickable link. By clicking on the number, the response can be viewed.
Exclusion Button

When presenting offers on products at the NDC9 level in the Manufacturer Offer Grid, the manufacturer can set exclusions based on the NDC11 level for a particular product by clicking on the ‘Excl’ Button on the targeted product line item, checking the applicable box, selecting a ‘Reason’ and then saving the exclusion.

NOTE: The exclusion reason listing may differ from what is presented in this document based on user privileges or product version.

When a product line item in the Manufacturer Offer Grid has an exclusion set, the ‘Excl’ Button will be displayed with a red frame around it to alert the user.

Duplicate Button

The ‘Dup’ button allows the manufacturer the ability to create a duplicate product line in the Manufacturer Offer Grid results. The original entry can be retained and a new offer is placed against the duplicate record. This is
used when a counter offer is requested by a state. A chain of offers are then visible as manufacturers and states manage the offer process.

**User Profile**

The Manufacturer can manage their user profile details and update password and security credentials from the ‘User Profile’ eROMS main menu link.

**Edit Info**

The Manufacturer can edit their contact and demographic information on the ‘Edit Info’ link of the ‘User Profile’ option of the eROMS main menu.

![Manufacturer Registration](image)

If the Manufacturer Mailing address needs corrections, please complete and submit the form found in the documents section on the homepage.
**Change Password**

The manufacturer can change the login password for their eROMS user account, change their security question chosen, and update their security answer in the 'Change Password' window. This is performed from the ‘User Profile’ eROMS main menu option under the ‘Change Password’ option.

![Change Password Window](image)

**Help**

The ‘Help’ menu is provided to offer a means for manufacturer users to advise the eROMS product administrators of any concerns or points of interest through an internal communication.

**Contact Us**

The ‘Help’ menu option of the eROMS main menu will present a ‘Contact Us’ link that, when selected, will open a ‘Contact Us’ screen where the First Name, Last Name, 10-digit Phone Number, and Email Address can be provided.
Phone Number and email of the user who is currently logged in are pre-populated. The user can then enter the ‘Subject’ and a free form message in the ‘Message’ box to detail what is of interest or concern to be submitted and sent to the attention of eROMS product administrators.

Thank you for your inquiry. We will respond as soon as possible.

When the user submits a help request through the ‘Contact Us’ link, a confirmation message is presented indicating that the request has been received.

About

The ‘About’ menu link opens a view to present the current version of the eROMS interface and provides a clickable link to view the associated User Guide.

When the User Guide link is clicked the associated file is presented to the browser where the user will have the option to view the file or to save it locally.

NOTE: Depending on the browser used and the user’s workstation configuration, clicking the ‘Manufacturer User Guide’ link may not directly open the user guide and may not present an open or save option.
Change Healthcare is inspiring a better healthcare system.

Change Healthcare is a key catalyst of a value-based healthcare system – working alongside our customers and partners to accelerate the journey toward improved lives and healthier communities. While the point of care delivery is the most visible measure of quality and value, we are a healthcare technology solutions company that uniquely champions the improvement of all the points before, after, and in-between care episodes. With our customers and partners, we are creating a stronger, better coordinated, increasingly collaborative, and more efficient healthcare system that enables better patient care, choice, and outcomes at scale. For more information, visit www.changehealthcare.com.

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