Pharmacy Benefits Manager

Instructions on Using the Complaint Response System Portal

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Instructions on Using the Complaint Response System Portal

How portal accounts are set up

When a business registers with the OIC as a Pharmacy Benefit Manger (PBM), they will need to complete a contact form. The contact form can be found on our website: https://www.insurance.wa.gov/sites/default/files/2018-08/pbm-contact-form-fillable.pdf

When we receive the PBM's completed contact form, we will create the portal account for the primary user. The OIC will send an email to the primary user with the account user name and a temporary password. The primary user will be able to login and change their password. They will also be able to add secondary users.
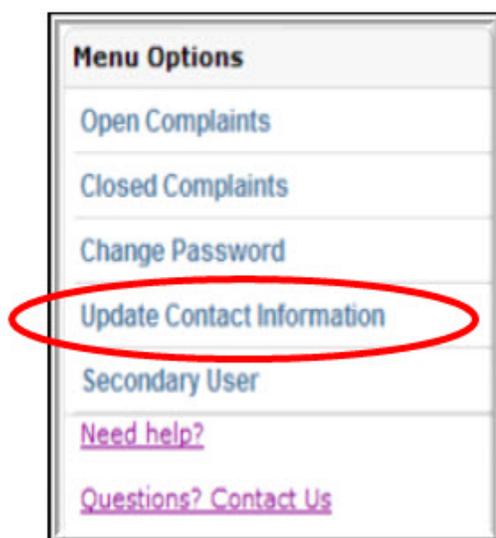
What is a primary complaint contact?

The primary complaint contact is the person at your company with whom we communicate regarding consumer complaints. This person is responsible for:

- Coordinating all consumer complaint responses.
- Updating the primary contact information, including your company's primary contact person.
- Maintaining the secondary user list and answering any questions the secondary user may have about CRS, their user ID, etc.

How do I update the primary complaint contact information?

In the left-hand navigation, under "Menu Options," select "Update Contact Information."

Complete all mandatory fields and click "Submit."

How do I locate my company's primary complaint contact?

Enter the WAOIC number or the NAIC number and click "Find." The contact information will appear below.

Complaint Contact Address Change

Fields marked with asterisk(*) are mandatory.

| XYZ Insurance Company | WAOIC#: 500846 | NAIC#: 99999 | Health Care Service Contractor |

Company Complaint Contact Address

Contact Person *	Terry Test		
Street 1 *	PO Box 000	Street 2	
City *	Olympia	Country *	United States
State/Province *	Washington	Zip *	98501
Email *	JuliaH@oic.wa.gov		
Phone # - Ext *	555-555-5555 -	Fax	Other Phone #

Submit   Cancel

How to login to the portal

- Go to the OIC website: www.insurance.wa.gov
- Click on the "Log in" button which is located on the top right corner
- Click on "Company complaint response system (CRS)" which is located under the "Insurers" tab on the left side of the page
- Enter the User ID and password.
  - o Primary complaint contact user ID is the acronym "CRS," along with your company's WAOIC Number (CRS500846)
  - o Secondary users use the same format, plus a dash and the number in which they were added to the system as a secondary user (i.e., CRS500846-1, CRS500846-2, etc.).
    - ▪ *Note:* Primary complaint contacts add and manage their secondary user list. Secondary users who don't know their user ID must obtain it from their primary complaint contact.
  - o If you received a temporary password, you will be prompted to change it once you are logged in.

How to add additional users

Secondary users can only be added by the primary user. The secondary user will receive an email with their user ID and temporary password once they have been added by the primary user.

- Login to the CRS portal (*See* login instructions above if needed)

- Click on "Secondary User" from the Menu Options on the left side of the screen.
- Click on "Add Secondary User"
- Enter the name and email address of the secondary user and click on "Save".
  - *NOTE: You can add as many secondary users as you need.*
  - *Primary users add and manage their secondary user list*

How a secondary user updates their contact information

Only the primary complaint contact can change a secondary user's contact information.

How PBM is notified of pending appeal

When a PBM is identified as a party to an appeal, they will receive notification sent to the email address provided when the portal account was created. This email notification will include instructions on how to respond.

How to export a list of appeals

While logged in to the portal, you have the ability to export appeal information to an Excel spreadsheet. This will allow PBMs to manipulate the data as needed.

- Log in to the portal. (*See login instructions above if needed*)
- Click on "Export to Excel" which is located right above the list of appeals.

How to submit documentation to the OIC

In order to submit documents to the OIC through the portal they must be in .pdf or Excel format.

- Login to the CRS portal (*See login instructions above if needed*)
- Click on the appeal number
  - This will take you to the documents associated with this appeal
- Click "Browse" to choose the document you want to upload
  - Please note that each document must be submitted separately
- Click "Upload"
- You can either logout or return to the portal home page

I've uploaded a document by mistake. Can I delete it?

Once a document has been submitted it cannot be deleted. You need to contact the OIC in writing to inform it about this issue

Will I receive an email verifying the OIC successfully received my uploaded document?

No, but you'll know the OIC received your uploaded document(s) when it appears in the "Document Name" column.

I received a complaint that should have been sent to another PBM. What should I do?

When you first receive a new complaint, make sure to verify the complaint was sent to the correct WAOIC#. If it's not correct, upload a response in CRS with this information. Once it's corrected, we will remove the case from your company's "Open Complaints."

Why can't I open a document?

If you have trouble opening a document, turn off your Internet browser's pop-up blocker.

THINGS TO REMEMBER

- ➢ It is the responsibility of the PBM to keep their contact information up to date.
- ➢ When sending in your Certification, you must also submit the documents relied upon in making that determination. PBM Certification Form
- ➢ You only have 7 calendar days to respond to a Request for Additional Evidence from the presiding officer.
  - ○ **NOTE: an extension must be requested in writing through the online portal.**
- ➢ If you disagree with the Initial Decision issued by the presiding officer, you must file a Petition for Review with the OIC Hearings Unit within 21 calendar days from the date the Order was issued.