



# Vendor Drug Program

Texas Health and Human Services Commission

## EROMS User Manual

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## Revision History

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# 1 EROMS

## 1.1 About This Manual

Optum, LLC. developed the Electronic Rebate Offer Management System (EROMS) to provide drug manufacturers with a secure website where manufacturer bidding and customer responses can be managed in an efficient and accountable manner.

## 1.2 About Gainwell Technologies

Gainwell Technologies (Gainwell) is the pharmacy benefits administrator for the Texas Vendor Drug Program (VDP).

## 1.3 EROMS Functions

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

eROMS application assistance:

- Review Texas-associated documents and agreements and eROMS guides
- Contact eROMS System Administration staff for technical assistance

### 1.3.1 Using eROMS

#### 1.3.1.1 The Welcome Screen Features

Upon entering the uniform resource locator (URL) for the eROMS, the welcome screen is presented. The details of each section of the welcome screen are given on the following pages.

*NOTE: The welcome screen presents links and document downloads available to all users before login. Additional documents and links may be available once a user has authenticated into eROMS.*

Important News and Deadlines provides 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.

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

### 1.3.1.2 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.

### 1.3.1.3 Contact Us Link

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

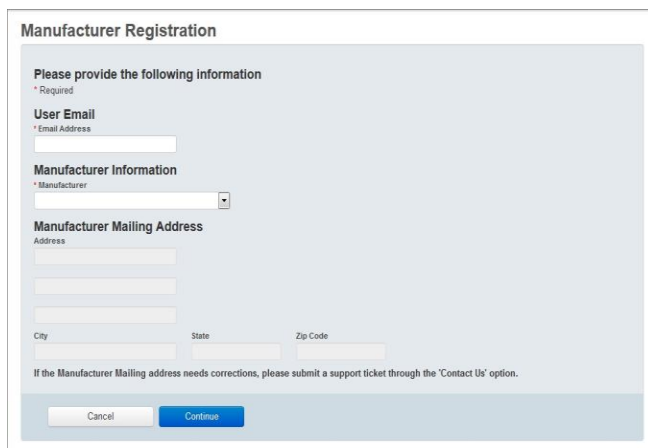
### 1.3.1.4 Document Downloads

Links to downloadable documents that are relevant to using eROMS are provided in the 'Document Downloads' section of the welcome screen.

### 1.3.1.5 Logging In

#### New Manufacturer Registration

A manufacturer logging into eROMS for the first time must 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.

The screenshot shows a web form titled "Manufacturer Registration". It contains several sections: "Please provide the following information" with a red asterisk indicating required fields; "User Email" with a text input field and a red asterisk; "Manufacturer Information" with a dropdown menu and a red asterisk; and "Manufacturer Mailing Address" with multiple text input fields for address, city, state, and zip code. A note at the bottom states: "If the Manufacturer Mailing address needs corrections, please submit a support ticket through the 'Contact Us' option." At the bottom of the form are two buttons: "Cancel" and "Continue".

**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's 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.'

### 1.3.1.6 Managing Labelers

Upon clicking on 'Continue' the 'Terms of Use' policy is presented for the new user to confirm their agreement. Upon clicking 'Continue', the user is prompted with a 'Registered' confirmation screen. 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 can log in directly via the welcome screen Login panel.

### 1.3.1.7 To Log into eROMS:

- Open a web browser and enter the URL for the eROMS welcome screen,
- Submit your user login name and password and press 'Login'

### 1.3.1.8 The eROMS Home Page

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

### 1.3.1.9 eROMS Header Bar

The eROMS header bar identifies the user who is currently connected to the system. A link to 'Logout' is also presented in the application header bar.

### 1.3.1.10 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.*

### 1.3.1.11 Quick Links

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

### 1.3.1.12 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.

### 1.3.1.13 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 allow users to navigate forward to future dates or backwards to prior time periods.

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

### 1.3.1.14 Document Downloads

Links to downloadable documents that are relevant to state specific needs in using eROMS system are provided in the 'Document Downloads' section of the welcome screen.

***NOTE:** The files listed in the 'Document Downloads' section will vary based upon software revision, environment configuration, and user security privileges.*

### 1.3.1.15 The eROMS Main Menu Bar

The eROMS main menu bar offers application options used to perform a 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.*

### 1.3.1.16 Exploring The eROMS Main Menu Options

The eROMS main menu options and their associated links used in managing supplemental rebate offers are presented in the following sections.

### 1.3.1.17 The eROMS Main Menu Options

- Home
- Offers
  - Manufacturer Offer
- User Profile

- Edit Info
  - Change Password
- Help
  - Contact Us
- About

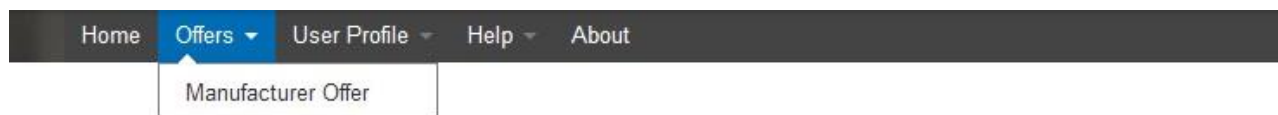
### 1.3.1.18 Home

The 'Home' link returns the user to the eROMS welcome screen when selected.



### 1.3.1.19 Offers

The 'Offers' menu is the eROMS Main Menu option where supplemental rebate offers can be made, reviewed, and managed by manufacturers.



The 'Manufacturer Offer' sub menu beneath the 'Offers' menu on the eROMS main menu is where the manufacturer can submit supplemental rebate offers, review state responses to prior offers and submit counter offers from within the 'Manufacturer Offer' menu.

### 1.3.1.20 Manufacturer Offer Grid

The Manufacturer Offer query returns a grid-oriented drug listing where the manufacturer can manage their supplemental rebate offers in the Manufacturer Offer Grid.

#### 1.3.1.21 Elements of the Manufacturer Offer Grid

The 'Manufacturer Offer' query returns content presented in a grid pattern. Within the grid, 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.

#### 1.3.1.22 Save Offer button

The 'Save Offer' 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.

Offers that are ready to be advanced to the state for review are submitted by the manufacturer user by selecting the 'Submit Offers' button. **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.

#### 1.3.1.23 Available Offer Totals

As the manufacturer user is processing offers returned by the 'Manufacturer Offer' product search, the totals submitted and saved are maintained and presented above the 'Manufacturer Offer' grid.

#### 1.3.1.24 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 indicate if the data has not been sorted or if it is sorted in ascending or descending order.

#### **1.3.1.25 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.

#### **1.3.1.26 Offer Status**

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

#### **1.3.1.27 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.

#### **1.3.1.28 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.

#### **1.3.1.29 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.

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.

#### **1.3.1.30 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.

#### **1.3.1.31 Optum Comment Indicator**

On the 'Manufacturer Offer' grid, a comment icon presented in the Optum column will indicate that offer comments have been made by Optum in relation to the product offer. Clicking on the comment icon will open the message box as shown where the comments can be revised.

When presenting offers on products at the National Drug Code (NDC)-9 level in the 'Manufacturer Offer' grid, the manufacturer can set exclusions based on the NDC-11 level for a particular product by clicking on the 'Excel' button on the targeted product line item, checking the applicable box, selecting a 'Reason', and then saving the exclusion.

#### **1.3.1.32 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 counteroffer is requested by the state. A chain of offers is then visible as manufacturers and states manage the offer process.

#### **1.3.1.33 User Profile**

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





#### 1.3.1.34 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.

#### 1.3.1.35 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.

#### 1.3.1.36 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 internal communication.

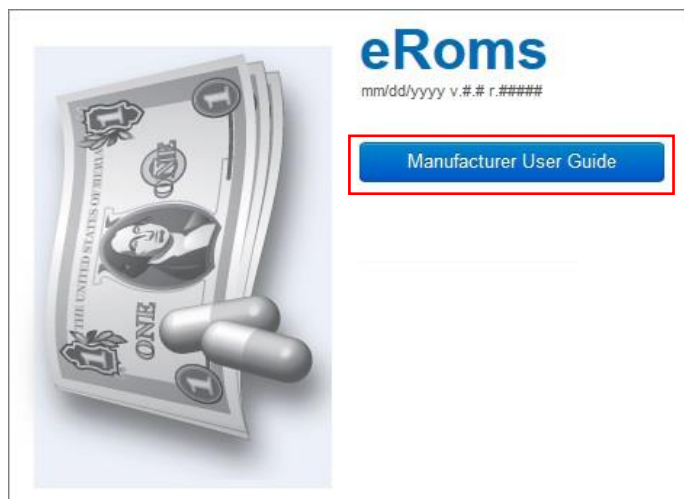
#### 1.3.1.37 Contact Us

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 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.

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

#### 1.3.1.38 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 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, present an open, or save option.

## Appendix A Terminology

This appendix identifies the abbreviations used in this manual.

**Table 1: Abbreviations**

Abbreviation	Definition
DUP	Duplicate – referring to the 'Dup' button which is shortened on the 'Manufacturer Offer' grid screen
EROMS or eROMS	Electronic Rebate Offer Management System
NDC	National Drug Code
URL	Uniform resource locator
VDP	Vendor Drug Program