

## MEDI Frequently Asked Questions

1. What is the purpose of the Medical Electronic Data Interchange (MEDI) Authorization System?
  - The MEDI Authorization System allows physicians, nurses, and pharmacists to submit Prior Authorization and Four Script Policy requests and view results immediately following adjudication. The benefits of this system include the requests being placed directly into our queue, by passing the need for data entry, and the ability to check the status after submission (i.e. users will know why something was denied and generally be provided with alternative recommendations).
2. What does the registration process entail?
  - Each individual user will be required to register for an Illinois Digital ID. Once a digital ID is obtained for all staff, one individual will need to register as the MEDI administrator. Other users will register as an “employee” of the account and the administrator will grant them access to the Drug Prior Authorization application.
3. What is the Provider Information Sheet?
  - To register as a provider, you will be required to enter information that is **identical** to how the provider (either the physician or a pharmacy) is registered with Medicaid (provider number, address, phone number, etc). If you need a copy of this information, you can click the link when prompted during registration.
4. Why do I need a driver's license to register for MEDI?
  - During the registration process, the information you provide is matched against the Secretary of State’s driver’s license database to ensure your correct identity.
5. What if I don't have an Illinois Driver's License?
  - When registering, the user will choose the "non-Illinois resident" tab and be prompted to print out a paper form that needs to be completed, notarized, and mailed. He/she will receive a response via mail with the user ID, reference #, and authorization code that allows the provider to create and confirm a password.
6. How do I check the status of a request and how quickly can I check it after submitting the request?
  - Once a request is submitted, a confirmation number will be generated. The user will choose “Search for Request” in MEDI, and enter the confirmation number. Requests are generally reviewed within 2 hours, but will be reviewed within 24 hours. Users *can* check the status of the request immediately after submitting but *should* allow some time for it to be reviewed.
7. When I check the status of a request, what does it mean if the status is “On Hold?”?
  - “On Hold” usually means that a reviewing pharmacist has opened your request, but needs more information before making a decision. In most cases, the reviewing pharmacist is waiting for a response from the prescriber’s office.
8. Who do I contact if I have difficulty registering?
  - **Contact Customer Support**  
Customer Support hours: Monday thru Sunday, 8:00 am to 5:00 pm; **(800) 366-8768 or (217) 524 – 4784**;  
Select Option 1, then Option 3 for HFS/Digital Certificate Support. Please respond, “I need help obtaining my digital certificate”
  - You can also go to: <http://www.myhfs.illinois.gov/gettingstarted.html> for video tutorials of the registration process.
9. Software/System Requirements:

The tables below list the compatible browser to begin MEDI registration. You must be sure you have a Java Run Time Addition (JRE) on your computer and that you are using a Windows operating system.

Operating System	Browser
<b>Microsoft Windows</b>	Microsoft Internet Explorer 6 (or higher) is the only browser supported. <b>NOT</b> supported: Netscape, Google Chrome, Firefox

Java Virtual Machine (JVM) Requirements
<ul style="list-style-type: none"><li>• For Microsoft Internet Explorer 6.0, the Microsoft Virtual Machine (VM) and the Sun Java Plugin v1.4.2 are supported.</li><li>• The Sun Java Plugin v1.3.1 / v1.4.0 are not supported.</li></ul>
For IE7 or higher, you may need to install a new JVM into your browser.