SEQUOIA™ Quick Reference Card

Cypress Care's proprietary online claims portal, Sequoia™, streamlines administrative tasks, reduces multiple touch points and provides claims professionals with complete visibility into claim activity.

Log into Sequoia

- Go to www.cypresscare.com/customerresources. The orange *Sequoia Login* is located in the middle of the Customer Resources web page.
- Log in using your assigned username and default password (1Welcome!). If you do not have a username or can't remember your password, please email sequoia-client-support@cypresscare.com.

Change Password

- Select *My Account* in the upper right corner of the Sequoia dashboard screen.
- Enter a new password in the lower right portion of the screen twice and select *Save*.
- If you are ever locked out or cannot remember your new password, please email sequoia-client-support@cypresscare.com to reset your password.

View Pharmacy Eligible Claimants by Adjuster

- From the Sequoia dashboard screen, click Patient Search. Patient search may also be accessed by clicking the Patient icon at the top of all Sequoia screens.
- On the *Patient Search* screen, enter your last name in the *Adjuster Last Name* field and click *GO*
- Click on the column title to sort the results by column name (e.g., click on *Last, First Name* to sort by claimant name).
- You can export your claimant list to an Excel worksheet by selecting the *Export Patients* button in the center of the screen.

Terminate Pharmacy Coverage

- From the *Patient Search* screen, click on the claimant's name.
- On the claimant's *Patient Detail* screen, enter a new date in the *Term Date* field (e.g., today's date or future settlement date – the term date cannot be in the past).
- To view the claimant's updated term date as well as any other significant data changes to the claim, click *View Patient Journal* in the right column on the *Patient Detail* screen.
- Termination of coverage should ONLY be completed if a claimant is not eligible for pharmacy benefits (e.g., settlement or death); if the decision to provide pharmacy benefits is on hold pending determination, please place the claimant on all prior authorizations by clicking *Add Patient Note* in the right column on the claimant's *Patient Detail* screen. Add all prior authorizations in the *Note* field, click *Save*.
- **Please note the following:** if pharmacy coverage is terminated today, it will not be effective until tomorrow because of updates between systems. If you need immediate termination, please notify Cypress Care by emailing support@cypresscare.com or by calling 800.419.7191.

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Manage Prescription Coverage by Claimant

- To review prescriptions dispensed, click *Script History* from the main dashboard or the *Scripts* icon at the top of all Sequoia screens.
- Enter the first date in the range of prescriptions you want to review in the *From Submit Date* field and enter the last date in the range of prescriptions you want to review in the *To Submit Date* field.
- Enter your last name in the *Adjuster Last Name* field.
- To view ONLY electronic point-of-service (POS) pharmacy transactions and not third party bills, you can limit the type of bills viewed by selecting POS in the *Type* drop-down field and clicking *Go*.
- Sort the search results by claimant name or by claim number by clicking on the titles at the top of each column.
- You can export the drug transactions to an Excel worksheet by selecting the *Export* button in the center of the screen.
- To view an entire drug history processed by Cypress Care, enter the claim number in the *Claim Number* field on the *Script History* screen, and do not select a date range or type of transaction. The search results will list all pharmacy transactions (third party bills and electronic POS transactions) for the claimant you've selected.

View Individual Pharmacy Transaction Details

- From the *Script History* search results, click on the *Drug Name* to see all details associated with the transaction.
- To view the drug's medical description (e.g., indications, side effects, etc.), click on the red and white *pill* icon next to the drug name.
- To view the invoice for the transaction, click on the invoice number (e.g., AA1234) in the *Invoice* column.

Change Prescription Authorizations

- Any instructions for processing a claimant's prescription drugs should be added to the claimant's *Patient Notes* located in the right column of the claimant's *Patient Detail* screen.
- The following are examples of claim-level authorization instructions:
  - "Only approved treating physician is Dr. Harold Smith, 111 West Street; Pasadena, CA 99999"
  - "Please place claimant on all prior authorization. Notify me if a prescription is requested."

Have a question or need additional support?
Contact our 24-hour customer support team by email, **support@cypresscare.com** or by phone, **800.419.7191.**