



# 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](http://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](mailto: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](mailto: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](mailto: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](mailto:support@cypresscare.com) or by phone, **800.419.7191**.