

## Best Practices for Submitting Pharmacy Prior Authorization Requests

Prescribers usually submit more pharmacy prior authorizations (PA) during the first few months of the year compared to the rest of the year. This is often due to changes in prescription medication coverage, formulary modifications, and renewal requirements in the new benefit year.

We encourage you to submit pharmacy PA requests early for your Florida Blue commercial and Medicare patients.

**For best results, please keep in mind the following best practices:**

### 1. Review the PA Forms and Criteria

Before submitting a pharmacy PA request, review the forms to ensure you included all the necessary information needed for Prime Therapeutics or CVS/Caremark to validate your request. For details and the most current forms, visit [Prime Therapeutics PA](#) or [CVS/Caremark PA](#). **Do not use previously saved forms as criteria may have changed.**

### 2. Use CoverMyMeds When Retail, Mail and Specialty Pharmacies Dispense Medications \*\*except CVS Caremark Specialty Pharmacy

Submitting PAs through an electronic portal like CoverMyMeds is easy and faster than traditional methods. Plus, it is best for submitting requests for retail pharmacy or specialty medications dispensed by Accredo. Visit [CoverMyMeds](#) to make sure you have the most current PA form. If you use CoverMyMeds, check out [this helpful resource](#).

### 3. Use CVS/Caremark When CVS/Caremark Specialty Pharmacy Dispenses Medication

Submit the prescription order and clinical review information to CVS/Caremark Specialty to perform the review. You do not need to use CoverMyMeds.

### 4. Submit Your PA Request One Time

For uninterrupted, faster pharmacy PA determinations from Prime Therapeutics, provide all the necessary information with your request. Prime Therapeutics averages less than three days for non-urgent requests and one day for urgent requests. **Note:** Submitting multiple requests with the same information will delay decisions and increase administrative costs.

### 5. Respond Quickly When Asked for More Information

If Prime Therapeutics or CVS/Caremark reaches out to you for additional information related to your pharmacy PA request, be sure to respond as soon as possible. If it is an urgent request and you are asked for more information, respond within 48 hours to avoid a denial.

### 6. You Can Save Incomplete Requests in CoverMyMeds and Complete Later

If you do not have the necessary information needed to complete the question sets, you can save your initial pharmacy PA request and complete it later when you have all the details. Do not submit incomplete pharmacy PA requests because this will delay decisions.

- To save an ePA request:
    - Click **Save**
- Be sure to make note of the Request Key

covermymeds\*

The screenshot shows the CoverMyMeds interface. On the left, there is a vertical menu with buttons: 'SEND TO PLAN', 'SEND TO PRESCRIBER', 'SAVE' (with a lock icon), 'ARCHIVE' (with a trash icon), 'OTHER ACTIONS' (with a dropdown arrow), 'NOTES', and 'REMINDERS'. The main content area on the right has a blue header that says 'Untitled Request: [REDACTED]'. Below the header, it says 'Status' and has a checkbox labeled 'New (Not sent to plan)' which is currently unchecked. At the top of the main area, there is a message: 'You're using the new request view. [VIEW REQUEST IN THE](#)'.

- To retrieve the saved request:
  - Click **Enter Key**
  - Enter **Request Key, Patient Last Name, Patient Birthdate**, and click **View and Submit PA**. Then you can continue entering information for the request before submitting.

The screenshot shows two parts of the CoverMyMeds interface. On the left, there is a 'NEW REQUEST' button (pink) with the text 'Request a prior authorization, enrollment, benefits verification, or other patient services.' Below it is an 'ENTER KEY' button (pink) with the text 'To access a current request for your patient, enter the Key provided on the notification that you received.' On the right, there is a form titled 'Access your Request'. It has a section 'Enter Key and Patient Information' with three input fields: 'Request Key', 'Patient Last Name', and 'Patient Birthdate' (with a placeholder 'mm/dd/yyyy'). Red arrows point to the right of each input field. At the bottom right of the form is a button labeled 'VIEW AND SUBMIT PA' with a red arrow pointing to it.

## 7. Save Time with CoverMyMeds Renewal Feature for Continuation Therapy

Open the existing request and click **Other Actions** in the left panel. Then select **Renew**. The previous information will fill in automatically. You will also need to confirm the drug dosage, insurance, and patient information is still correct. Update information if needed and click **Create Renewal**.

Thank you for following these best practices and relying on CoverMyMeds for your pharmacy PA requests.