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## **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 <a href="Prime Therapeutics PA">Prime Therapeutics PA</a> or <a href="CVS/Caremark PA">CVS/Caremark PA</a>. 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 <u>CoverMyMeds</u> to make sure you have the most current PA form. If you use CoverMyMeds, check out <u>this helpful resource</u>.

- 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

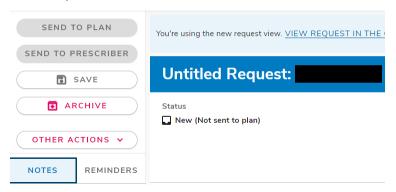
For uninterrupted, faster pharmacy PA determinations from Prime Therapeutics, provide all the necessary information with your request. Prime Therapeutics averages less than three days for non-urgent requests and one day for urgent requests. **Note:** Submitting multiple requests with the same information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

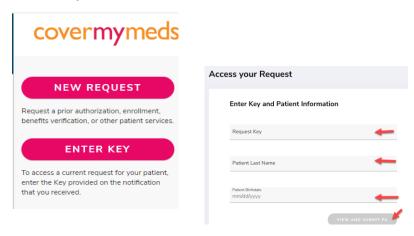
- To save an ePA request:
  - Click Save

Be sure to make note of the Request Key

## covermymeds\*



- 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.



## 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.