

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 retail pharmacy PA requests early for your Florida Blue commercial and Medicare patients. This should be done through the CoverMyMeds® electronic PA (ePA) service managed by Prime Therapeutics, our pharmacy benefit manager. With the ePA portal, you can find, complete, and submit pharmacy PA requests for medications under the pharmacy benefit.

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

2. Use CoverMyMeds when Retail Pharmacy or Accredo Dispenses Medication

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, please check out [this helpful resource](#).

Note: For prescriptions dispensed by CVS/Caremark, CVS will perform the review and you do not need to use CoverMyMeds.

3. Submit your PA Request One Time

For uninterrupted, faster pharmacy PA determinations from Prime Therapeutics, please 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.

4. 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, please respond as soon as possible. If it is an urgent request and you are asked for more information, please respond within 48 hours to avoid a denial.

5. 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 the information. 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

The screenshot shows the CoverMyMeds interface. On the left, there is a sidebar with buttons: 'SEND TO PLAN', 'SEND TO PRESCRIBER', 'SAVE', 'ARCHIVE', 'OTHER ACTIONS', 'NOTES', and 'REMINDERS'. The main area displays a message: 'You're using the new request view. [VIEW REQUEST IN THE](#)'. Below this is a blue header for 'Untitled Request: [REDACTED]'. Underneath, there is a 'Status' section with a checkbox labeled 'New (Not sent to plan)'.

- 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 the CoverMyMeds interface. On the left, there is a sidebar with buttons: 'NEW REQUEST' and 'ENTER KEY'. The main area displays a message: 'Request a prior authorization, enrollment, benefits verification, or other patient services.' Below this is a message: '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' with a section 'Enter Key and Patient Information'. The form has three input fields: 'Request Key', 'Patient Last Name', and 'Patient Birthdate' (with a placeholder 'mm/dd/yyyy'). A 'VIEW AND SUBMIT PA' button is at the bottom right. Red arrows point to the right side of each input field and the submit button.

6. 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 in advance for relying on CoverMyMeds for your pharmacy PA requests.