



An Independent Licensee of the
Blue Cross and Blue Shield Association

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Know the Difference Between Urgent vs. Non-Urgent When Requesting Pharmacy Authorizations

We understand you want fast determinations of your pharmacy requests and we work hard with our pharmacy benefits manager, Prime Therapeutics, to ensure that happens.

On average, non-urgent requests are reviewed in 3.2 days. This includes reviews for quantity limits, step therapy and prior authorizations. However, in the past six months, 50 percent of the requests reviewed by Prime Therapeutics have been marked “urgent” – more than 66,000 requests.

We need your help

We are asking you to submit urgent prior authorization requests *when necessary* based on defined guidelines. The National Committee of Quality Assurance (NCQA) defines “urgent request” as:

“A request for medical care or services where application of the time frame for making routine or non-life threatening care determinations:

1. Could seriously jeopardize the life, health or safety of the member or others, due to the member’s psychological state, or
2. In the opinion of a practitioner with knowledge of the member’s medical or behavioral condition, would subject the member to adverse health consequences without the care or treatment that is the subject of the request.”

By reducing urgent requests when there is no risk to your patients’ safety, you will be helping Prime Therapeutics and Florida Blue resolve urgent requests faster for members with urgent needs to gain access to medications more efficiently.

It is your discretion based on your clinical expertise to request urgent priority for reviews, and taking an extra moment to determine urgency will help us resolve your reviews faster. Thank you for partnering with us!