

## Five Tips to Avoid Delays When Requesting Commercial Pharmacy Prior Authorizations

We want you to be able to complete pharmacy prior authorization (PA) requests without delays.

Delays often occur because we do not have all the information to make a final determination. This can result in Prime Therapeutics or CVS/Caremark having to reach out to your office for more information, delaying the decision on your PA request and fulfillment of our members' prescriptions. Here are five tips to help you avoid delays.

### Tips to Help You Avoid PA Delays

#### Tip 1: Review the PA Forms

Before submitting any pharmacy prior authorization request it may be valuable to review the forms to ensure you have all the necessary information needed to make a determination.

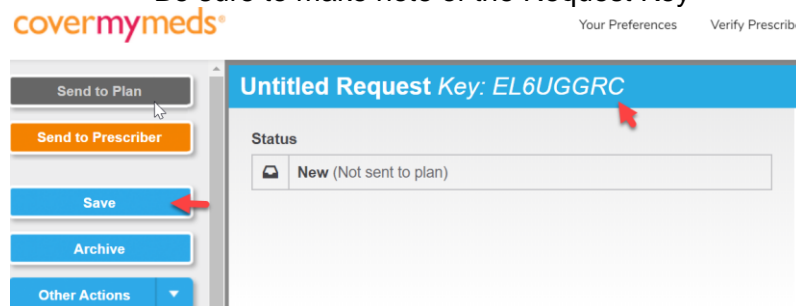
#### Tip 2: Use CoverMyMeds

The preferred method to ensure you have the most current PA form is to use [CoverMyMeds](#). We recommend using an electronic portal like CoverMyMeds to submit your requests for retail pharmacy or specialty drugs when prescriptions are sent to AllianceRx Walgreens Prime. Electronic submissions for PAs are easy and fast.

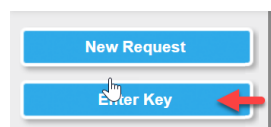
#### Tip 3: You Can Save Incomplete Requests in CoverMyMeds

If you do not have all the information, you can save the initial request and return to complete the question sets when you have all the necessary information.

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



- To retrieve the saved request:
  - Click **Enter Key**



- Enter: *Request Key, Patient Last Name, Patient Birthdate* and click *View and Submit PA*. Once selected, the provider can continue entering information for the request prior to submitting.

#### Tip 4: Use Current Forms

If you are completing a faxed form, please visit [Prime Therapeutics Prior Authorization](#) or [CVS/Caremark Prior Authorization](#) **every quarter** to obtain the most current prior authorization forms.

**Please note: In addition to using the correct forms, please complete all questions on the form to prevent delays.**

#### Tip 5: Respond to Requests

If Prime Therapeutics or CVS/Caremark reaches out to you for additional information, please respond as soon as possible. If you submit urgent pharmacy requests, you only have 48 hours to respond to inquiries from Prime or CVS/Caremark. Otherwise the decision is based on the most current information and may result in an unnecessary denial.

#### CoverMyMeds is your One-Stop Shop for Prior Authorizations

We encourage you to try electronic PAs for your requests for retail drugs. Here are a few benefits:

- CoverMyMeds can link accounts by forming a group so that everyone who handles PAs in your office can access the same requests.
- You have more time with patients because you do not need to complete and fax paper forms to Prime Therapeutics, reducing administrative work.
- You can access up-to-date information on the status of each PA request you have submitted.
- Dedicated CoverMyMeds experts are available by phone or live chat to help with requests.

#### CoverMyMeds is Free and Easy

Create a free account with [CoverMyMeds](#) today to get started. Or call CoverMyMeds at **866-452-5017** if you have additional questions.

#### Frequently Asked Questions about ePAs

1. **Why should I do this? I have always faxed my prior authorizations.**  
Submitting a PA electronically is not only fast and easy, but you also can see exactly where your request is in the approval process.
2. **Can I submit ePAs for all members?**  
You may submit ePAs for Florida Blue Medicare and commercial members. This does not include your patients covered by the Federal Employee Program<sup>®</sup>, the State of Florida

group or other self-insured groups with a pharmacy benefit manager other than Prime Therapeutics.

**3. Is there a cost to this?**

No. Submitting ePAs is a free service to our participating providers.

**4. Does this apply to self-administered specialty drugs covered under the pharmacy benefit?**

Yes. Prior authorizations via CoverMyMeds include reviews for self-administered specialty drugs, but **only** if you use Alliance Rx Walgreens Prime to dispense. A list of self-administered specialty drugs that require prior authorization can be found in the [Medication Guide](#). **Note that CoverMyMeds should not be used for specialty drugs intended to be dispensed by CVS Caremark Specialty Pharmacy.**

**5. Can I use CoverMyMeds for PA requests for prescriptions beyond the seven-day supply limit for short-acting opioid analgesics?**

Yes. CoverMyMeds is our preferred method of receiving PAs for your opioid prescriptions and other retail pharmacy prescriptions requiring PAs.

**6. Does this apply to buy and bill drugs (drugs that are administered and supplied by the physician or facility)?**

No. Prior authorization for these drugs should continue to be obtained from Florida Blue or MagellanRx Management. Refer to the [Medical Pharmacy Prior Authorization Lists and Utilization Management program](#) details in the [Manual for Physicians and Providers](#).

**7. Are physician-administered drugs ordered by a specialty pharmacy for shipment to the physician's office included in the retail drug authorization request process with CoverMyMeds?**

No. These services are not included in the retail pharmacy process and should be coordinated with the specialty pharmacy that is dispensing the drug.

**8. Where can I submit my ePA requests?**

There are several ways to access the CoverMyMeds portal to submit your requests:

1. [Prior Authorization Program Information](#) on floridablue.com
2. [Medical & Pharmacy Policies and Guidelines](#) on floridablue.com
3. [CoverMyMeds](#)

**10. Where do I find more information?**

Please refer to the information at [covermymeds.com/main/support](https://covermymeds.com/main/support). In addition to materials you receive from Florida Blue regarding CoverMyMeds, you may also receive marketing materials directly from CoverMyMeds, including emails, letters and postcards.