

## **Urgent vs. Non-Urgent Commercial Plans Pharmacy Authorization Requests**

We understand you want fast determinations for your pharmacy authorization requests. However, in the past nine months, more than half – or 105,868 – of the requests reviewed by Prime Therapeutics have been marked “urgent.”

### **Did You Know?**

The National Committee of Quality Assurance (NCQA) defines an 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.”

### **How You Can Help**

It’s up to you to decide if a pharmacy authorization request is urgent. However, we encourage you to take an extra moment to determine if your request is truly urgent. By reducing these requests when there is no risk to your patients’ safety, you will be helping us resolve requests faster for members with urgent needs to gain access to medications more efficiently.