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## Administering Drugs in your Office or Outpatient Setting? Here are Tips to Help You with our Commercial Members

This is a busy time of year with member health plan changes and increases in prior authorization requests. We understand how confusing it may seem. Here are tips to help when submitting provider-administered drug program (PADP) prior authorizations and voluntary pre-service reviews for drugs under the medical benefit for our commercial members in an outpatient or provider's office setting.

### How to Get Started

The first thing you may want to do is to review the [Medical and Specialty Drug List](#). This list includes the names of drugs requiring prior authorization, as well as whom to contact for the drug review.

If you don't see the drug listed, please visit [availity.com](http://availity.com). Availity<sup>®1</sup> will inform you if a prior authorization is needed and if it will be reviewed by Florida Blue. In addition, some limited distribution drugs on this list are not available at CVS/Caremark or AllianceRx Walgreens Prime, and the reviews should be submitted directly to us via [Availity](#).

### Tips for PADP Prior Authorization Requests when Specialty Pharmacy Supply Drugs are Ordered by Florida Physicians

We use two preferred specialty pharmacies for prior authorizations: **AllianceRx Walgreens Prime** and **CVS/Caremark**.

- **CVS/Caremark Specialty** will perform the prior authorization review when dispensing the drug(s) with the completed prior authorization form and prescription. Fax the [enrollment form](#) and clinical records to CVS/Caremark Specialty.
- **Prime Therapeutics** will perform the prior authorization review when AllianceRx Walgreens Prime is dispensing the drug(s).
  - Fax the [pharmacy intake form](#) to AllianceRx Walgreens Prime for the Orlando location.
  - Submit your review information via [CoverMyMeds](#) for Prime Therapeutics.

*Note: For the State of Florida Employees' PPO Health Benefit Plan administered by Florida Blue and the Federal Employee Program<sup>®</sup>, CVS/Caremark pharmacy benefit manager performs all prior authorization reviews for drugs provided by a pharmacy.*

### Tips for Prior Authorization Requests when You Supply the Drugs (Buy and Bill)

The list of buy-and-bill drugs are reviewed by Magellan Rx Management or Florida Blue by referring to the [Medical and Specialty Drugs List](#). In the medication chart starting on page four, you'll find drugs marked with an "X" in the PADP column which indicates that Magellan Rx Management completes the prior authorization or voluntary pre-service review. If there is no "X" in the PADP column, send the review to Florida Blue via [Availity](#).

*Note: For FEP, all prior authorization or voluntary pre-service reviews for drugs are submit to Florida Blue via Availity.*

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at [availity.com](http://availity.com).

### Tips for Submitting a Request through Availity

1. Visit [availability.com](http://availability.com).
2. Click *Authorizations and Referrals, Authorizations* (box with A).
3. Select the appropriate payer:
  - a. For Florida members, select *Florida Blue*.
  - b. For out-of-state members, select the *Other Blue Plan* option listed for your region.
4. Select an organization (if applicable).
5. Complete the *Request Information* section and then click *Submit*.
6. Click the appropriate link for the type of service you need to request.
7. All clinical information will need to be faxed to Florida Blue at 904-905-9849.

### Tips for Submitting a Request to Magellan Rx Management

1. Make sure your staff has access to the Magellan Rx Management portal. They can visit the Magellan Rx website at [ih.magellanrx.com](http://ih.magellanrx.com) and complete the following steps to register:
  - a. Click on the *New Access Request – Provider* link on the right-hand side of the home page under *Quick Links*.
  - b. Select *Contact Us* and complete the required fields noted with a red asterisk (\*) and click “*Send*.”
  - c. Magellan Rx Management will respond to you within two business days with a username, temporary password and website quick start guide.
2. It is critical, if a member’s treatment plan changes **during any point** within the authorized timeframe due to **dose or frequency increases** (e.g., Aloxi given more often to a patient due to a new chemotherapy regimen), to remember to call Magellan Rx Management at 800-424-4947 to update the authorization for the drug. This will prevent claim denials and additional administrative work for your staff that may result in an appeal.
3. For authorizations that need to be **renewed**, you can call the Magellan Rx Management call center at 800-424-4947 or renew electronically through their online portal at [ih.magellanrx.com](http://ih.magellanrx.com).
4. The Magellan Rx Management online portal accepts electronic documentation. This means your staff can upload documents to the Magellan Rx Management portal instead of faxing documents required for certain authorization reviews. This will save your staff time, expedite determinations, and help your patients get faster access to their medications.

### More Information

For details about our provider-administered drug program, please refer to the [Manual for Physicians and Providers](#) on [floridablue.com](http://floridablue.com); select *Providers* (top of the page), and then *Provider Manual*.