
Received a Denial from Prime Therapeutics? Here are Tips to Reduce the Likelihood of that Happening

Our goal is to ensure your patients – our members – have access to appropriate medication treatments. Our medication guides list the drugs covered under your patients' health plans, as well as any restrictions or requirements associated with that treatment. At times, you may receive a medication denial from our pharmacy benefit manager, Prime Therapeutics. Below are tips on how to reduce the likelihood of this happening.

How to Avoid Denials

The best way to avoid a denial is to become familiar with our pharmacy resources and tools on floridablue.com:

- The [Drugs that are Not Covered](#) list includes medications typically not covered on any of our health plans.
- [Medication Guides](#) list the drugs covered under the member's plan. The medication guides also show what drugs may require prior authorization, step therapy, quantity limits and more.

We provide these lists on floridablue.com for your patients as well. Patients can review drug prices for their specific health plan by logging in to their secure account. If they have not created an account, steps to register are included under *New Member Registration*.

- Once logged in, they will need to scroll to *Know Before You Go* and click *Compare Drug Prices*, where they can enter the name of drug in the search bar along with 30-day supply to determine the estimated copay.
- If your patients are concerned about the price, please work with them on finding less expensive alternatives.

Another common reason for a denial is because the prior authorization form is not complete. Please respond to Prime Therapeutics' outreach attempts for additional information as quickly as possible to ensure faster access to treatment for your patient. Providing the necessary lab work or other requested medical record documentation helps avoid delays.

What to Do if You Receive a Denial Letter from Prime

Read the entire denial letter. The reason for the denial will be included in the letter.

If you choose to appeal, do not submit your appeal to Prime Therapeutics. All appeals are reviewed by Florida Blue. If you have additional information relevant to the denial, send the documentation with the appeal request to us.

- For non-urgent appeal requests, send your request to:
Florida Blue
Attention: Appeals and Disputes Department
PO Box 44197
Jacksonville, FL 32231-4197
- For urgent appeal requests, fax to Florida Blue at 904-565-6637