

Use Urgent Pharmacy Requests When Patients Are at Risk

We understand you want fast determinations for your pharmacy requests. Using urgent requests in non-urgent cases, however, slows the decision process for everyone. In 2020, more than 128,000 (59 percent) of requests reviewed by Prime Therapeutics were marked “urgent.”

We have worked with Prime Therapeutics to improve their response times and most reviews have a determination within three days or less when additional information is not required.

Did You Know?

The National Committee for 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

The urgency of a pharmacy authorization request is up to you. However, we encourage you to take an extra moment to determine if your request meets NCQA guidelines. By reducing urgent requests when there is no risk to your patients’ safety, you will help our members with urgent needs gain access to medications more efficiently. We ask for your consideration as January through March 2021 marks an even busier time for your office and Prime Therapeutics with more review requests.