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## Tips for Submitting Pharmacy Prior Authorization Requests

The first few months of the year usually mean prescribers need to submit more prior authorizations for prescriptions. This is because of changes in prescription coverage, formulary modifications and renewal requirements in the new benefit year.

It is easier to submit retail pharmacy authorization requests for your Florida Blue, Florida Blue Medicare and Truli for Health patients through the free tool CoverMyMeds®.

Prime Therapeutics, our pharmacy benefit manager, offers electronic prior authorization (ePA) services through CoverMyMeds. With the ePA portal, you can find, complete and submit prior authorization (PA) requests for medications under the pharmacy benefit for drugs at retail pharmacies and self-administered specialty drugs.

Here are seven tips for the best results.

### 1. Review the PA Forms and Criteria

Before submitting a prior authorization request, review the forms to ensure you have all the necessary information needed for Prime Therapeutics or CVS/Caremark to validate your request. For details, please visit [Prime Therapeutics Prior Authorization](#) or [CVS/Caremark Prior Authorization](#).

### 2. Use CoverMyMeds

Submitting PAs through an electronic portal like CoverMyMeds is easy and faster than traditional methods. Plus, it is best when submitting requests for retail pharmacy or specialty drugs to Accredo. Visit [CoverMyMeds](#) to make sure you have the most current PA form.

### 3. Match the Program/Form to the Drug Requested

- A general PA form may not provide sufficient information for a determination and will delay the review process or produce unnecessary denials.
- Visit [Prime Therapeutics Prior Authorization](#) or [CVS/Caremark Prior Authorization](#) **every quarter** for the most current prior authorization forms. Do NOT use previously saved forms because criteria may have changed.
- If you use CoverMyMeds, please check out [this helpful resource](#) on the site.

### 4. Submit the Request One Time

If you provide all the necessary information for a PA request, Prime Therapeutics averages less than three days for non-urgent requests and one day for urgent requests. Submitting multiple requests with the same information delays the process and adds to overall health care costs.

### 5. Respond When Asked for More Information

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 have 48 hours to

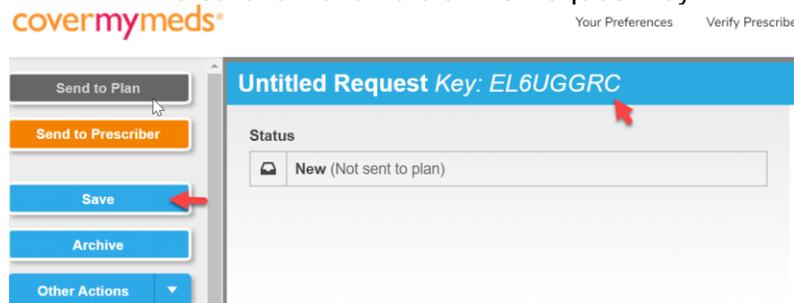
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respond to inquiries. Otherwise, the decision will be based on available information and could result in an unnecessary denial.

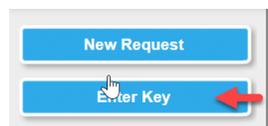
## 6. You Can Save Incomplete Requests in CoverMyMeds

If you need to add information later, you can save the initial request and complete it when you have all the necessary information.

- To save an 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**. Then you can continue entering information for the request prior to submitting.

The screenshot shows a form titled 'Access your Request'. Below the title is a section 'Enter Key and Patient Information'. There are three input fields: 'Request Key', 'Patient Last Name', and 'Patient Birthdate' (with a placeholder 'mm/dd/yyyy'). Each field has a red arrow pointing to it. At the bottom right of the form is a button labeled 'VIEW AND SUBMIT PA' with a red arrow pointing to it.

## 7. Save Time with CoverMyMeds Renewal Feature for Continuation Therapy

Open the existing request and click **Other Actions** in the left panel. Then select **Renew**. The previous information will fill in automatically. Then you will need to confirm the drug dosage, insurance and patient information is still correct. Update information if needed and click **Create Renewal**.