

Prior Authorization

Your step-by-step guide


What is a Prior Authorization?


Prior Authorization encourages safe, cost-effective medication use by allowing coverage when certain conditions are met. Some medications your physician prescribes will require special approval or authorization before being filled. This review is conducted by a clinical team who closely follow clinical programs and criteria for medications that are appropriate for Prior Authorization and guidelines by U.S Food and Drug Administration (FDA).


Prior Authorizations in most cases are approved for a specific time period and maybe subject to continuous evaluation. Should you decide to obtain the medication without a prior authorization, you will be required to pay the full cost of the medication.


What are my next steps?

If you have been advised by your pharmacy of a Prior Authorization rejection or know your medications require a Prior Authorization, here are the next steps.

 **Step 1** Have your doctor request a Prior Authorization form from CerpasRx. You or your doctor can call our toll-free number (listed on your ID card) to have a form sent to your doctor by electronic fax.
If you would like to speed up this process, please call your doctor and let them know your prescription is requiring a Prior Authorization so they can quickly respond by filling out the form.

 **Step 2** Your doctor completes the form and sends electronically to CerpasRx with the necessary information needed to conduct a review.

 **Step 3** Our dedicated CerpasRx clinical team take the necessary steps to review all criteria and ensure plan conditions and appropriate guidelines meet all requirements.
**Average turnaround time for this step is 24 to 72 business hours.*

 **Step 4** CerpasRx will notify you of the outcome...

- Your doctor will receive immediate notice by electronic fax.
- You (member) will receive a letter confirmation of the outcome.
- If approved- CerpasRx will gladly reach out to your local pharmacy to begin processing.

CerpasRx member services team is here to answer any questions you may have. We are **Focused on You** and are here to help. Please call toll-free 844-622-4369.