

Provider Update

Pharmacy prior authorization request resolution

Summary: You may have experienced difficulty submitting a pharmacy prior authorization request for a pharmacy claim the week of April 25, 2016. This was due to a pharmacy benefit management system error. We apologize for the inconvenience and would like to let you know that the issue has been corrected.

✦ **What this means to you:** If you submitted your pharmacy prior authorization request via fax or through CoverMyMeds, then **no further action is needed**. We have received your request and it is being processed at this time.

If you received an error message when attempting to submit a pharmacy prior authorization request via the web portal, please resubmit your request via web or fax or call us to submit your request over the phone.

If you encountered an issue when trying to submit your request over the phone or have not yet attempted to resubmit your request and would like to do so, you may feel free to call us and submit your prior authorization request over the phone for processing.