

## UPDATE: Pharmacy PA Process: Quick Reference Fact Sheet

Prior authorization (PA) process for the retail outpatient pharmacy benefit	
<b>When a new medication is prescribed</b>	<ul style="list-style-type: none"> <li>Check the Amerigroup Community Care searchable formulary located on our website at: <a href="https://providers.amerigroup.com/QuickTools/Pages/FormularyCaid.aspx">https://providers.amerigroup.com/QuickTools/Pages/FormularyCaid.aspx</a>.</li> <li>Use the <i>Real Time Prescription Benefit Check</i> — a tool integrated into various electronic medical record (EMR) systems to check the formulary and e-prescribe.</li> </ul>
<b>How is PA requested?</b>	PA can be requested: <ul style="list-style-type: none"> <li>Electronically through <a href="http://www.covermy meds.com">www.covermy meds.com</a> and then following the instructions.</li> <li>By faxing the form to 1-844-490-4736.</li> <li>By calling Provider Services at 1-800-454-3730 (Monday-Friday: 8 a.m.-8 p.m., Saturday: 10 a.m.-2 p.m.).</li> </ul>
<b>What is the link for a standard PA form?</b>	<a href="https://providers.amerigroup.com">https://providers.amerigroup.com</a> > Georgia > Provider Resources & Documents > Pharmacy > Pharmacy PA form
<b>From the Amerigroup website, where do I navigate?</b>	For the <i>Preferred Drug List</i> : <a href="https://providers.amerigroup.com">https://providers.amerigroup.com</a> > Georgia > Provider Resources & Documents > Pharmacy > Medicaid Formulary
	For a PA form: <a href="https://providers.amerigroup.com">https://providers.amerigroup.com</a> > Georgia > Provider Resources & Documents > Pharmacy > Pharmacy PA form
	To access ePA: <a href="https://providers.amerigroup.com">https://providers.amerigroup.com</a> > Georgia > Provider Resources & Documents > Pharmacy > Pharmacy Tools > Pharmacy PA > <a href="http://www.covermy meds.com">www.covermy meds.com</a>
<b>Required PA turnaround</b>	<ul style="list-style-type: none"> <li>PA requests are processed within 24 hours of receipt or up to 72 hours if additional information is needed.</li> <li>Inform your patient that it may take up to three days for review. If an emergency situation exists in which a delay in treatment may cause harm or lead to an emergency room visit, the provider should write <i>three-day emergency fill</i> on the prescription to alert the pharmacist to dispense if an eligible prescription drug is ordered.</li> </ul>
<b>What happens to the PA when the patient is discharged from an inpatient facility?</b>	<ul style="list-style-type: none"> <li>When a member with an approved PA for a drug is admitted to a hospital or inpatient behavioral health facility, upon discharge, the current PA will remain active for that drug, and therapy can resume as an outpatient if ordered.               <ul style="list-style-type: none"> <li>If the member is discharged on a different dosage strength or frequency, the current PA will remain active and a new PA is not required.</li> <li>If the member is discharged on a different dosage form (e.g., tablet to injectable or tablet to suspension), a new PA is required.</li> </ul> </li> <li>Prior to discharge from a hospital or inpatient behavioral health facility, providers should check the formulary status of all new drugs started that will be continued as an outpatient. If PA is required, it should be submitted prior to discharge.</li> </ul>

<b>How do I request a PTP consult?</b>	<p>For peer-to-peer (PTP) consults, contact Provider Services at 1-800-454-3730:</p> <ul style="list-style-type: none"> <li>• The following voice prompt will guide you to a dedicated mailbox to leave a PTP request: Something Else &gt; Pharmacy &gt; Something Else &gt; Prompt 4.</li> <li>• If for any reason the provider/prescriber needs to reach out from the pharmacy PA call center, a customer care representative can transfer the call to the dedicated PTP voice mailbox.</li> <li>• Amerigroup will respond to each request within one business day.</li> </ul> <p><i>Note: PTP consults cannot be initiated once a member files an appeal request.</i></p>
<b>How do members appeal?</b>	<p>Requests may be initiated by calling Member Services at 1-800-600-4441 or by faxing Member Services at 1-877-842-7183, Monday-Friday, 7 a.m.-7 p.m. ET.</p>
<b>Specialty pharmacy information</b>	<p>Obtain PA approval from Amerigroup before sending prescription(s).  IngenioRx Specialty Pharmacy:</p> <ul style="list-style-type: none"> <li>• Phone: 1-833-255-0646</li> <li>• Fax: 1-833-263-2871</li> </ul>