

Provider Update

New pharmacy electronic prior authorization request tool effective November 4, 2018

Amerigroup Iowa, Inc. has partnered with CoverMyMeds to offer an electronic prior authorization (ePA) request tool that simplifies the process for requesting medications and checking the status of your submissions.

Features

These new features help simplify the pharmacy prior authorization process. You will be able to:

- Submit requests for general pharmacy medications (medications dispensed directly to a member from a retail pharmacy [or shipped from a specialty pharmacy]).
- Check ePA status.
- Upload supporting documents and review appeal status.

Availability

The tool will be available beginning November 4, 2018.

Accessing the tool

- Visit <https://www.covermymeds.com>.
- Locate the existing link within your electronic medical records tool, if available.

Support with ePA through CoverMyMeds

- For the Support Center, visit <https://www.covermymeds.com/main/help>.
- For support via chat, locate and activate the chat window in the bottom right of the webpage.
- For support via phone, call 1-866-452-5017, Monday-Friday, 7 a.m.-10 p.m. CT and Saturday 7 a.m.-5 p.m. CT.

Amerigroup is focused on providing new tools to help make your job a little easier. We appreciate the compassion and dedication with which you care for your patients and our members.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730, Monday-Friday, 7:30 a.m.-6 p.m. CT.

<https://providers.amerigroup.com>

