New medication electronic prior authorization request tool — effective January 1, 2018

Summary: Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is focused on providing new tools to help make your job a little easier. Amerigroup STAR+PLUS MMP has collaborated with CoverMyMeds to offer an electronic prior authorization (ePA) request tool that simplifies the process for requesting medications and for checking the status of your submissions.

What are some of the features of the tool?
These new features help simplify the precertification process, maximizes your time and results in a faster response. You will be able to:

- Submit requests for general pharmacy — medications dispensed directly to a member from retail pharmacy or shipped from a specialty pharmacy.
- Check precertification statuses.
- Upload supporting documents and review appeal statuses.

When can I use the tool?
The tool will be available beginning January 1, 2018.

How can I access the tool?
- CoverMyMeds: https://www.covermymeds.com
- Through your electronic medical records tool if this functionality exists

Whom can I reach out to if I am having issues or have questions with ePA through CoverMyMeds?
- CoverMyMeds:
  - Help Desk phone number: 1-866-452-5017
  - Help Chat via the CoverMyMeds website at https://www.covermymeds.com
    — In the bottom right-hand corner, select Click to Chat with CoverMyMeds. For your convenience, you will not need to be logged in to access the Help Chat feature.