

Understanding Prior Authorization

Typically, a prescription is filled immediately when a patient drops it off at the pharmacy. However, a limited number of medications require a clinical review and approval before coverage of the medication is authorized. This process is called “prior authorization.” The goal of the prior authorization process is to help ensure medications are used in the most appropriate cases and dosages as recommended by the U.S. Food and Drug Administration (FDA). The medical necessity of using specific medications is confirmed before benefit coverage is approved.

OVERVIEW

When a medication requires prior authorization, the pharmacy computer will receive an electronic message that lets the pharmacist know the prescription claim is being rejected because prior authorization is required. Additional customer health information is needed for review. This information is supplied by the prescribing physician in coordination with the dispensing pharmacy and is forwarded to Serve You Rx for an expedited review by the clinical pharmacy staff.

WHY MEDICATIONS ARE CHOSEN FOR PRIOR AUTHORIZATION REVIEW

Prior authorization review focuses mainly on medications that:

- May have a high potential for serious side effects or adverse interaction with other drugs
- May have the potential to be frequently used incorrectly
- May have better alternatives
- May have high potential for abuse
- Should be used only for very specific conditions

NEXT STEPS IN THE PRIOR AUTHORIZATION PROCESS

- If the information provided meets approval criteria as set forth by FDA-approved dosing and indication guidelines, the prescription claim is approved and the pharmacist is informed that the prescription can be filled.
- If more information is needed, a Serve You pharmacist may contact the physician directly. Once the relevant information is received from the physician, and the approval criteria are met, prior authorization is approved and the prescription can be filled.
- If the medical review concludes that the criteria for coverage have not been satisfied for plan coverage, this is communicated back to the dispensing pharmacist and physician so that alternative arrangements can be made, if applicable.

Should you have further questions about prior authorization, please contact Serve You Rx Customer Service at **800-759-3203**.