

Pharmacy prior authorization tip sheet

Some of our UnitedHealthcare Community Plan of Pennsylvania members are experiencing difficulties getting their prescribed medications because of incomplete or omitted prior authorization requests. Please review the following tips and resources regarding prior authorization requirements so you can help your patients get prescribed medications as needed and reduce the administrative work of following up on claim denials.

Tips

Follow these tips to help ensure members can fill their prescriptions easily and on a timely manner:

- Submit a prior authorization request while the patient is in the office or during a virtual appointment
- Provide sufficient details on prior authorization requests, including:
 - Diagnosis codes where applicable
 - Documentation that shows the appropriate drug step therapy
 - Dates of trial and failure on any preferred alternatives that the member has tried in the past
 - Member's intolerance or side effects they've experienced on preferred alternatives
 - Lab results or case documentation that will help the clinician understand the case
 - Any medical history relevant to the case

Resources

Pennsylvania Statewide Preferred Drug List

All community managed care organizations in Pennsylvania must follow the Statewide Preferred Drug List (PDL) guidelines for prior authorization requirements. Please review the PDL at [papdl.com](https://www.papdl.com) prior to ordering medications to determine if the member's pharmacy benefit will cover the medication.

PreCheck MyScript

Integrated directly within your electronic medical record (EMR) system, PreCheck MyScript® allows you to see which prescriptions currently require prior authorization or are non-covered or non-preferred. For more information and to get access to PreCheck MyScript, go to UHCprovider.com/pcms.

CoverMyMeds

Streamline the prior authorization process at covermymeds.com, a medication prior authorization portal that electronically connects health care professionals, pharmacists and health plans to improve time-to-therapy and decrease prescription abandonment.

Additional resources

Find more pharmacy resources at UHCprovider.com/PAcommunityplan > [Pharmacy Resources and Physician Administered Drugs](#) > Prescription Drug and Vendor List, Drug Search, Updates, including the:

- UnitedHealthcare Community Plan for Families Preferred Drug List
- UnitedHealthcare Community Plan for Families Supplemental Preferred Drug List
- 90-Day Supply Drug List

We're here to help

If you have questions about the pharmacy prior authorization process, please call Provider Services at **877-842-3210**. Thank you.