

# Prior Authorization

## What is a prior authorization?

Prior authorization requires your doctor to tell us why you are taking a medication in order to determine if it will be covered under your pharmacy benefit. Some medications must be reviewed because they may:

- Only be approved or effective for treating specific conditions
- Cost more than other medications used to treat the same or similar conditions
- Be prescribed for conditions for which their safety and effectiveness have not been proven

## How can I find out if my medication requires prior authorization?



### At the pharmacy

When you fill a new prescription, your pharmacist will tell you if a prior authorization is required.



### In the mail

If a prior authorization is a new requirement for a medication, we will send you a letter with this information.



### Online

Look online to see your medication's prior authorization requirements and price.

- Log into [optumrx.com](https://optumrx.com)
- Click on Drug Pricing
- Enter the drug name and dose



### On the phone

Call the OptumRx Customer Service Center using the toll-free member phone number on the back of your ID card. They can tell you if your medication needs a prior authorization.

## What do I do if my medication needs a prior authorization?

Let your doctor know that a prior authorization is required for your medication. To begin the prior authorization process, your doctor can:

- Call OptumRx at the toll-free member phone number on the back of your ID card
- Fax a completed prior authorization form available on [optumrx.com](https://www.optumrx.com) to OptumRx
- Submit the information through the online provider portal at [optumrx.com](https://www.optumrx.com)

## How do I know if my medication has been approved for coverage?

Once we review the information from your doctor, we will send a letter to you and your doctor letting you know if your medication coverage is approved or denied.

- If your medication is **approved**, the prior authorization is entered and coverage will be provided under your benefit. You can continue to fill your prescription at the pharmacy as usual during the approved prior authorization period. Depending on your benefit plan and medication, you may be able to save money by using the OptumRx Mail Service Pharmacy.
- If your medication is **denied**, the letter you receive will explain the reason for the decision and provide information about the appeal process.



OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum™ company — a leading provider of integrated health services. Learn more at [optum.com](https://www.optum.com).

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