



Prior Authorization Process

Why do I need a Prior Authorization?

Clinical review ensures the safest and most cost effective option within a therapeutic class is used as the first line of treatment. Prior authorizations are typically conducted on high-cost and frequently mis-prescribed medications.

What happens now?

MedOne will reach out to your prescriber to obtain information regarding the medication being reviewed. After receipt, MedOne's clinical team will review the documentation and will provide a decision within 3 business days. MedOne will notify you the member, the prescriber, and the pharmacy of the outcome. The time it takes to complete the PA is dependent on the response time of the prescriber.

What can I do?

Contact our helpdesk if you have questions or have been told by the pharmacy that your medication requires prior authorization and MedOne can provide you with the status of the prior authorization. If a prior authorization has already been started for your medication MedOne can provide you with the EOC ID and you are able to check the status of your prior authorization using PromptPA.

What if my medication is denied?

You have the ability to speak 1 on 1 with a clinical pharmacist about the denial. You can schedule a call on our website by going to <https://medone-rx.com/members> and click "Schedule Now" to discuss the reason for the denial and potential alternatives.

TALK TO A PHARMACIST.

Schedule a call to talk with a pharmacist.

SCHEDULE NOW

Our Member Advocate team can assist with any questions by calling **888.884.6331**





PromptPA Tool

You can check the status of your prior authorization online by going to [MedOne-Rx.com/members](https://www.MedOne-Rx.com/members) and clicking on PA Portal!

UNLOCK YOUR PHARMACY BENEFIT.

Shop for prescriptions, view your medication history, find a pharmacy or look up your Member ID. All in one place. **MEMBER LOGIN**

Check your drug coverage tier and requirements. **DRUG LOOKUP**

Start or check on your prior authorization. **PA PORTAL**

PromptPA also allows members, pharmacies, and physicians to initiate new prior authorizations. Simply click **“New Prior Authorization”**, complete the questionnaire and MedOne will begin outreach to your physician. Members can also **check the status** of an existing prior authorization.

medone Pharmacy Benefit Solutions

PromptPA
Prior Authorization/Pre-Certification Portal

A+ A- Help

New Prior Authorization Check Status Complete Existing Request

Our Member Advocate team can assist with any questions by calling **888.884.6331**