

### **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 I on I 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

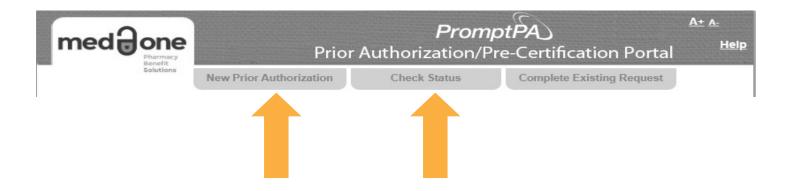


## **PromptPA Tool**

You can check the status of your prior authorization online by going to <a href="MedOne-Rx.com/members">MedOne-Rx.com/members</a> and clicking on 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.



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