

NOTICE OF PRIOR AUTHORIZATION (PA)

Maxtown Kroger Pharmacy

What is a PA?:

•A PA or prior authorization is a form sent in by your doctor's office to your insurance company explaining your medical need for a medication.

•These are generally needed in special circumstances or when dangerous/expensive medications are involved in therapy.

Why is my insurance requiring a PA?

There are many reasons why a PA may be required but here are a few examples:

- **Medication uncommonly/rarely used**
- **Medication is expensive**
- **Medication is dangerous**
- **Risk for addiction is high**
- **Medication for cosmetic purposes**

Steps in the Prior Authorization Process

1. Prior Authorization request notice sent to pharmacy/doctors office from insurance company

The pharmacy will generally receive a notification letting us know when a specific medication needs a PA once we try to bill your medication.

2. Pharmacy sends PA request notice to doctors office to be filled out

These are sent in electronically through the pharmacy computer system and once they arrive at the doctors office your physician must fill them out.

3. Doctors fill out paperwork explaining medical necessity of medication

The doctor then sends this information to your insurance company for review.

4. Insurance company reviews physician's explanation for medication need

Your insurance company can either approve or deny this request and decide how much (if any) of the medication that they want to cover.

Prior Authorization Request Outcomes: Yes or No?

If your insurance company approves the PA?

If you have been told by your physician or insurance company that a PA has been approved, call your pharmacy and ask if they can rebill your prescription to see if it can be processed. Most of the time this is the final step and the prescription can be filled

If your insurance company denies the PA?

1. Ask your doctor if there is another medication the insurance might pay for.
2. Call the insurance company and ask that the PA for your medication be reviewed and explain your situation.
3. Ask the pharmacy about discount cards and partial fills to help decrease price.

How long does a PA take to be completed?

-It really just depends on how quickly the doctors office and insurance company complete their portions of the PA process but usually it ranges from 1-5 days

What can I do to decrease the amount of time a PA takes?

1. Whenever a new medication is prescribed ask your doctor if there might be a PA required.
2. If the pharmacy tells you a PA is required you can call your doctors office to make sure they received the PA request.
3. Call your insurance company for info. on why the PA is needed and to confirm they received your doctor's paperwork.