



Understanding Prior Authorization

Helping you get the right medication, at the right time

What is a prior authorization?

Prior Authorization (PA) is a process that helps ensure your medication is safe, effective, and covered by your pharmacy benefit. Some medications require PA because they may:

- Be approved only for specific health conditions.
- Cost more than other medications used for similar treatments.

How to check if your medication needs a PA?



At the pharmacy

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



Online

Look online to see if your medication has a PA.

- Log into new.optumrx.com/secure/drug-pricing.
- Enter the drug name and dose.
- If PA is needed, you'll see an alert below the drug name.



Coverage alert

This drug requires a prior authorization from your provider. Please contact your provider to complete. If the prior authorization is approved, the actual price you pay may be different than the price listed.



On the phone

Call Optum Rx at the toll-free phone number on your member ID card.

What do I do if my medication needs a PA?

To begin the PA process, you can:

- Let your doctor know that a PA is needed for your medication.
- Call Optum Rx at the toll-free number on your member ID card.

How long does it take for a PA to be approved or denied?

Once your PA has been submitted and received, it usually takes up to 24 hours to process. If your PA request needs additional review, it may take longer. If your doctor submits a PA request electronically, they may receive approval within minutes of submitting the request.

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.

- Check the status of your PA by signing into new.optumrx.com/secure/prior-auth. You will see the status of any active PAs in process.
- If your medication is **approved**, the PA 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 PA period. Depending on your benefit plan and medication, you may be able to save money by using home delivery from Optum.

If your medication is **denied**, you will receive a notice that:

- Explains the reason for the decision
- Lists alternative drug options
- Outlines next steps and details on how to file an appeal

Why is Optum Rx questioning my doctor's choice of medication for me?

We want to make sure that coverage and costs align with the effectiveness of the medication you have been prescribed. If your medication needs a PA, that means we need more information from your doctor before deciding if your plan should cover the medication. If we don't get this information from your doctor or your PA is not approved, we may not cover the medication.

