

Understanding Prior Authorization

Helping to Manage Your Prescription Costs



What is Prior Authorization (PA)?

A: Prior Authorization is an important step to ensure the right drugs get to the right person at the right time. Your health plan may require some prescriptions to meet certain rules to be covered by your benefit. Those prescriptions will go through a review process to see if they meet those rules. This review process is called a “prior authorization” (PA) because approval is required before the prescription can be filled.



How does a PA work?

A: Your health plan determines which medications, dosage and quantities are on your preferred drug list. If your doctor prescribes a drug that is not on your preferred drug list, you may need a PA so it can be covered.

When the pharmacy processes your prescription, the pharmacist will see that a PA is required. The pharmacist will contact your prescriber to finalize the process. Not all prescriptions will be approved. Some, such as those for cosmetic purposes, may be excluded from your pharmacy benefit.

See the information provided by your health plan for full details.



How long does a PA take?

A: PAs are usually processed within two business days. It may take more time if the prescriber sends a PA request with missing information.



How can I find out about the status of my PA?

A: To check on the status of a PA, call the MedImpact customer center toll-free, at +1 (888) 728-5056. You can also email customerservice@medimpact.com. For your security, please do not send any personal health information in your email.



What if my PA request is denied?

A: MedImpact will send you a letter if your PA request was denied. The letter will explain why it was denied, and what you can do to appeal the decision. Any medication prescribed to you is always available at full cost. However, using medications on your preferred drug list may help you reduce your out-of-pocket costs. Talk to your prescriber about other clinically approved drugs that may be covered under your benefit.

About MedImpact

MedImpact is a pharmacy benefit manager who works with your health plan to get you the medication you need. Our goal is to make it as easy as possible for you by working with your health plan and pharmacy to provide timely and essential information about your medicine, including how to take it correctly, potential side effects, any lower-cost drug options, and more.