**Caremark.com - FEP View Prior Authorization Coverage Exception Status**

[Viewing Prior Approval Status](#_Toc175647728)

[Related Documents](#_Toc175647729)

**Description:** Some medications may require prior approval to be covered by a prescription benefit plan. This document provides members with the steps to view the status of their **Prior Approval** request on Caremark.com.

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| Viewing Prior Approval Status |

Member will perform these steps to view **Prior Approval Status**:

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| **Step** | **Action** |
| **1** | Ask the member to access **Caremark.com via SSO from FEPBlue.org** or **Register/Sign in on Caremark.com.**  **Note:** Refer to [FEP Shared Compass - Website Job Aid](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ee25864-d50b-4cb5-a4d3-19bcd0a07243) for information on how to assist the member with logging into the FEP Blue website, so they can navigate to the Single-Sign-On (SSO) which takes the member to Caremark.com. |
| **2** | Click to select **Prior Approval** from the **Prescriptions** tab.    **Results:**   * The **Prior Approval and Formulary Exceptions** page displays. Members who do not have any Prior Approval requests, the page will indicate **You currently have no Prior Approvals.**      * Current and Past Prior Authorizations are displayed.         **Notes:**   * The following hyperlinks are available at the top of the web page: * **Learn more about Prior Approval** * **Request for Prior Approval**        * + - If the member selects **Learn more about Prior Approval**, the following page is displayed including instructions on obtaining Prior Approval and Prior Approval Criteria, Forms, and Rationale with option to download:      * + - If the member selects **Request for Prior Approval,** the following page is displayed to allow member to initiate a prior approval request and click **Submit:** |

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| Related Documents |

**Parent Document:** [CALL 0045 Customer Care Web Support Email Response and Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index](file:///C:\Users\NChristian\Desktop\AppData\Local\Microsoft\windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Downloads\CMS-2-017428)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\NChristian\Desktop\AppData\Local\Microsoft\windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\INetCache\Content.Outlook\SG15UMCB\CMS-PRD1-105672)

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