# Caremark.com – Prior Authorization

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**Description:** This document provides the Customer Care Representative (CCR) with an overview of the Prior Authorization (PA) page on Caremark.com.

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| Client Information |

Screen capture might not match actual scenario for this process. Some clients may not enlist in specific web features. This work instruction/job aid is intended as a guide only.



**Note:** The following clients are excluded:

* CareFirst
* State of Florida
* Aetna

**Important:**

* For externally adjudicated clients, refer to the client’s CIF for instructions on handling prior authorizations.
* Some clients may have **Coverage Determination & Appeal** listed from the Plan & Benefits tab. This page is for informational purposes only and will not display a member’s prior authorizations or status.

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| PA Page |

Perform the following steps to access the PApage:

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| **Step** | **Action** | |
| **1** | Click the Plan & Benefits tab on Caremark.com. | |
| **2** | Click to select **Prior Authorization** from the drop down.  **Note:** For FEP, the option from the Plan & Benefits tab is **Prior Approval**. Refer to [FEP Prior Approval](#_FEP_–_Prior) below.  Medicare D: Prior Authorization status from the Plan & Benefits tab for MED D carriers enabled.  **Note:** PA status on Caremark.com is client specific. The option is suppressed for any MED D carrier that does not wish to display PA.    **Result:** Current and Past PAs are displayed.    **Example:** Members are able to see their past PAs under the Past prior authorization section:    **Notes:** Members who do not have any PAs, see the message: **“There are no recent prior authorizations.”**  Once the benefits team begins to process a request, the PA record is visible via Caremark.com.    If there is a PA on file, members are able to view details of their PA by clicking the down arrow. Below are examples of details that can be obtained under the details section: | |
| **Status…** | **Meaning to notify the member that…** |
| **Initiated** | A PA request has been sent to the prescriber. Currently visible on Caremark.com only for PA requests sent by mail and CVS Specialty pharmacies. |
| **Pending** | We have received the initial paperwork back from the Prescriber. |
| **Response Needed** | We require additional clinical information and have reached back out to the Prescriber. |
| **Under Review** | We have received all paperwork back from the Prescriber and we are making a final decision on the PA. |
| **Not Completed** | The PA is not completed due to either cancellation or timing out from lack of response, etcetera. |
| **Approved** | The PA has been Approved. |
| **Denied** | The PA has been Denied. |
| **Appeal Pending** | We have received their request for Appeal on the Denied PA. |
| **Expiring Soon** | The PA that was previously Approved is approaching the Expiration date, and they should contact their Prescriber to avoid being out of Medication. |
|  | **Expired** | The PA expiry date has passed; the member should contact their prescriber if they still need this medication. |

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| PA Digital Messaging |

Members will also receive either email or text communication about their Prior Authorization status.

**Note:** If a Denied Coverage Requeststatus message is received, encourage the member to contact their prescriber for more information regarding the denial and next steps.

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| **Status** | **Channel** | **Screen Print/Message** |
| Initiated | SMS | CVS Caremark: We received a coverage request for: Rx beginning with <xx>. Your prescriber has been contacted, so there’s nothing you need to do. View status: https://www.caremark.com/wps/myportal/PRIOR\_AUTHORIZATION\_REQUEST? |
| Pending | SMS | CVS Caremark: We’re reviewing info your prescriber provided for the coverage request for Rx beginning with: <XX>. There’s nothing you need to do.  View status: https://www.caremark.com/wps/myportal/PRIOR\_AUTHORIZATION\_REQUEST? |
| Response Needed | SMS | CVS Caremark: We’ve contacted your prescriber for more info about the coverage request for Rx beginning with:<XX>. There’s nothing you need to do.  View status: https://www.caremark.com/wps/myportal/PRIOR\_AUTHORIZATION\_REQUEST? |
| Under Review | SMS | CVS Caremark: We’re reviewing information your prescriber provided for a coverage request for Rx beginning with:<XX>. We’ll update you when complete.  View status: https://www.caremark.com/wps/myportal/PRIOR\_AUTHORIZATION\_REQUEST? |
| Approved | SMS | CVS Caremark: Good news, we've approved the request for coverage for: \n\n Medication name not available. Please go online for details.\n \n Contact your pharmacy to fill your Rx. \n\nView status:\n https://www.caremark.com/wps/myportal/PRIOR\_AUTHORIZATION\_REQUEST? |
| Denied | SMS | CVS Caremark: The coverage request for: \n\n Rx beginning with: ZE\n \n was not approved. You'll receive a letter with next steps to discuss with your prescriber. \n\nView status:\n https://www.caremark.com/wps/myportal/PRIOR\_AUTHORIZATION\_REQUEST? |
| Not Completed | SMS | CVS Caremark: Your prescriber cancelled the request for coverage for \n\n Medication name not available. Please go online for details.\n \n Please talk to them about your next steps \n\nView status:\n https://www.caremark.com/wps/myportal/PRIOR\_AUTHORIZATION\_REQUEST? |
| Appeal Pending | SMS | CVS Caremark: We’re reviewing the appeal for coverage of Rx beginning with:<XX>. There’s nothing you need to do at this time.  View status: https://www.caremark.com/wps/myportal/PRIOR\_AUTHORIZATION\_REQUEST? |
| Expiring | SMS | CVS Caremark: Coverage approval for: \n\n Rx beginning with: DEX\n \n is expiring. Contact your prescriber if you will need this medication going forward. \n\nView status:\n https://www.caremark.com/wps/myportal/PRIOR\_AUTHORIZATION\_REQUEST? |
| Initiated | Email |  |
| Pending | Email |  |
| Response Needed | Email |  |
| Under Review | Email |  |
| Denied | Email |  |
| Approved | Email |  |
| Not Complete | Email |  |
| Appeal Pending | Email |  |
| Expiring Soon | Email |  |

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| FEP – Prior Approval |

For more detailed information for FEP PA, refer to [Caremark.com - FEP View Prior Authorization Coverage Exception Status (038374).](C:\\Users\\Ur17ihl\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\AppData\\Local\\Microsoft\\windows\\INetCache\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\8HB50H3P\\CMS-PCP1-038374)

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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 (017428)](file:///C:\Users\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\ur17ihl\AppData\Local\Temp\CMS-2-017428)

**Index:** [Caremark.com - Work Instruction/Job Aid Index (105672)](file:///C:\Users\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\1\CMS-PRD1-105672)

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