**New Member Prior Authorization (PA) Statuses Coming Soon!**

[Background](#_Toc202871146)

[Purpose](#_Toc202871147)

[New and Improved PA Status Messages](#_Toc202871148)

[FAQs](#_Toc202871149)

**Description** Information for new Member Prior Authorization (PA) Statuses Coming Soon.

|  |
| --- |
| Background |

We are thrilled to share that between **November 8th to December 6th, 2024.** We are rolling out new Prior Authorization (PA) statuses. These new statuses are designed to strengthen member awareness by increasing visibility between when their PA starts, and a decision is made. Previously, after members initiated their PA request, they did not receive timely status updates, creating a gap in their awareness of the process.

[Top of the Document](#_top)

|  |
| --- |
| Purpose |

The purpose of this enhanced process is to implement new prior authorization status messages and increase the frequency of updates that members receive through CMP, inbound IVR, and Caremark.com, ensuring they are kept informed throughout the entire process.

[Top of the Document](#_top)

|  |
| --- |
| New and Improved PA Status Messages |

Refer to the table below:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **New** |  | **New** | **New** |  |  |  | **New** |  |
| **Initiated** | **Pending** | **Response Needed** | **Under Review** | **Not Completed** | **Approved** | **Denied** | **Appeal** | **Expiration** |
| To notify the Member when a Prior Authorization is needed after attempting to fill their Prescription at the Pharmacy and receiving a rejection code of 75 or 76 etc. | To notify the Member that we have received the initial paperwork back from the Prescriber | To notify the Member that we require additional clinical information and have reached back out to the Prescriber | Notifying the Member that we have received all paperwork back from the Prescriber and we are making a final decision on the PA | To notify the Member that the Prior Authorization is not completed due to either cancellation or timing out from lack of response etc. | To notify the Member that the Prior Authorization has been Approved | To notify the Member that the Prior Authorization has been Denied | To notify the Member that we have received their request for Appeal on the Denied Prior Authorization | To notify the Member that the Prior Authorization that was previously Approved is approaching the Expiration date and they should contact their Prescriber to avoid being out of Medication |

[Top of the Document](#_top)

|  |
| --- |
| FAQs |

Refer to the table below:

|  |  |  |
| --- | --- | --- |
| **#** | **Question** | **Answer** |
| **1** | Which Customer Care Lines of Businesses are in scope for these new Prior Authorization statuses? | In Scope - Commercial, Medicare, and FEP  Out of Scope - Aetna and CarelonRx |
| **2** | What are the four new Prior Authorization statuses? | * PA Initiated * PA Response Needed * PA Under Review * PA Appeal |
| **3** | How will members receive the new Prior Authorization status updates? | * **(Commercial & MEDD) CMP Alerts** Members will receive alerts via email and text only. Phone calls are NOT in scope. * **(Commercial & MEDD) Caremark.com** Enhanced PA status messages will be reflected on the website. * **(FEP Only)CMP Alerts:** Alerts will be made via email advising of an Approved or Denied PA status. |
| **4** | How often will members receive a Prior Authorization status update? | Members will receive a status update every time their Prior Authorization is updated. |
| **5** | Do these new statuses steer members to contact CVS for more information? | No. The new statuses will include their doctor’s information to help direct members to speak with their doctor directly. |
| **6** | Will I be able to see these new Prior Authorization statuses in Compass? | Not right away. Compass will not show the new statuses in the ‘Override/PA History’ screen until February 20, 2025 (subject to change). More information will be provided when this happens, to ensure awareness. |
| **7** | For members enrolled into CMP, will I be able to see the PA status messages sent in Compass, under the Communication History? | Yes, you will. |
| **8** | How should I respond to a member seeking clarification on the specific information needed from their prescriber after receiving the “PA Response Needed” message? | Your provider needs to answer a set of questions to determine if the medication prescribed is safe, effective, and appropriate given the options available for your condition. |
| **9** | Will it help if I actively enroll members into CMP & Caremark.com? | Yes! When the situation allows, always:   * Offer to send members a Quick Registration link so they can self-serve and take advantage of these new PA statuses. * Always collect email addresses and phone numbers if they are missing in Compass and then enroll the member into CMP using whatever you have. If they are available, always verify with the member they are still accurate. |

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**