

# READ ME FIRST

## Prescription drug Prior Authorizations

### **After 10/01/2023**

Provider should contact Caremark through normal electronic PA channel or call the CVSHealth phone number on the back of member's id card.

#### **Option 1: e-Prescribe**

The prescriber requests a PA question set using their preferred online portal (CoverMyMeds or Surescripts) or EHR. After completing the PA question set, the prescriber submits it through the online PA portal or EHR. CVS Caremark automatically assesses clinical information and communicates a decision via EHR or online ePA portal.

#### **Option 2-Phone:**

##### **Pharmacy Help Desk**



We're here to help. For questions related to processing a retail pharmacy prescription claim, call the toll-free number listed below.

<b>Bin #</b>	<b>Phone Number</b>
004336	<u>1-800-364-6331</u> TTY: <u>711</u>

or

Core's current id card shows a Pharmacy Help Line # of 1-800-785-5301.