

Specialty Medication Prior Authorization FAQs

Question/Concern	Recommendation
<p>How can the National CooperativeRx Specialty Medication Prior Authorization (PA) team be contacted?</p>	<p>The National CooperativeRx Specialty Medication Prior Authorization department will be reachable by phone: 1-877-205-6592 (toll free) or fax: 1-866-278-8190 starting 1/1/23.</p>
<p>How can the CVS Caremark Prior Authorization (PA) team be contacted for non-specialty PAs?</p>	<p>The CVS Caremark Prior Authorization department is reachable by phone: 1-800-294-5979 or fax: 1-800-836-0730; this contact information is not changing.</p>
<p>A member reports their prescriber tried to complete a prior authorization (PA) on their behalf but was advised CVS Caremark does not process PAs for that member.</p>	<p>The medication might be a specialty medication and effective 1/1/23 specialty medication prior authorization reviews are handled by National CooperativeRx. If the medication is a specialty medication needing prior authorization, the prescriber should contact the National CooperativeRx Specialty Medication Prior Authorization department at phone: 1-877-205-6592 (toll free), fax: 1-866-278-8190, or complete an ePA.</p>
<p>How will members know if their prior authorization (PA) needs to be submitted to CVS Caremark or National CooperativeRx?</p>	<p>Members and clients can view the list of specialty medications subject to prior authorization online. Any drug going through SGM (specialty guideline management or specialty prior authorization) will be handled by the National CooperativeRx Specialty Medication Prior Authorization department.</p>
<p>How will the pharmacy know which prior authorization department to work with?</p>	<p>There will be point of sale messaging guiding pharmacists/pharmacies to the proper prior authorization department.</p>
<p>How will prior authorization renewals be handled during the transition?</p>	<p>Members that have PAs expiring near the end of the year will have their prescribers contacted by CVS Caremark requesting PA renewal. Prescribers will have until 11:59 PM on 12/31/22 to complete specialty medication PA renewals with CVS Caremark. Effective 12 AM 1/1/23 all specialty medication prior authorization reviews will be processed by National CooperativeRx. Members/prescribers with PAs expiring near the changeover date, will receive additional communication and reminders from National CooperativeRx.</p>
<p>A member has questions about their specialty medication copay, medication shipping/delivery, or PrudentRx, who should they call?</p>	<p>If your plan has an exclusive specialty network, members should contact CVS Specialty pharmacy at 1-800-237-2767 for questions related to their copay or delivery of their medication. All dispensing and shipping of medications will remain handled by CVS Specialty, where applicable. CVS Specialty may not be authorized to dispense all specialty medications. If a member is on a medication that CVS Specialty does not dispense, they can use a pharmacy of their choosing. If members have questions about the PrudentRx Copay Optimization Program, they should call PrudentRx at 1-800-578-4403.</p> <p>If your plan does not have an exclusive specialty network, then members should contact their usual specialty pharmacy for these questions.</p>