

PHM - Prior Authorization Request Additional Information

Purpose: To request supporting information for requests for prior authorization.

Identification of Roles:

Pharmacy Technician (PT) – completes administrative tasks

Pharmacist (RPh) – responds to prior authorization requests and completes authorizations

Manager – provides direction, training and oversight in prior authorizations

Physician Reviewer (PR) – provides determination for authorizations not meeting medical necessity

Performance Standards: N/A

Path of Business Procedure:

- Step 1. Upon determination that a prior authorization request contains incorrect information, is missing information, or requires additional documentation, the PT will enter a response from a menu of appropriate responses listed in the Prior Authorization Decision Support System (PADSS) and return the Request for Prior Authorization to the provider, noting this action in the comments box so that the PADSS system will log this action for future reference.
- Step 2. The PT will fax the prior authorization request back to the provider for correction or supplementation.
- Step 3. Upon receipt of the corrected request and/or supporting documentation, the PT notes this is in the comments box in PADSS, and distributes to the appropriate RPH.

Forms/Reports:

1. Request for Prior Authorization Forms located at www.iowamedicaidpdl.com under the PA Forms link
2. Approval Fax Notification
3. Denial Fax Notification
4. Monthly PA Phone Report
5. Monthly PA Statistics by PDL Category and Drug Report

6. Monthly PA Statistics by PDL Category with YTD Totals Report
7. Monthly PA Report by Pharmacist
8. Monthly Smoking Cessation Report
9. NOD Letter to Member
10. PA/PDL Savings Report
11. Prior Authorization Log
12. Quarterly PA Exceeding 24 Hours Report
13. Quarterly PA Statistics by PDL Category Report

RFP References: 6.3.2.2.a., 6.3.2.2.b., 6.3.2.2.e.1., 6.3.2.2.e.3.,
6.3.2.2.e.6., 6.3.2.2.e.10., 6.3.2.2.e.11., 6.3.2.2.e.13., 6.3.2.2.e.15.

Interfaces: PADSS

Attachments: None