

HOT TOPIC

FIVE TIPS FOR FAXING PHARMACY PRIOR AUTH REQUESTS NOW AVAILABLE ON PROVIDER RESOURCE CENTER

TIP SHEET CLARIFIES PHARMACY PRIOR AUTH REQUIREMENTS

One of Highmark's primary concerns is the safe, effective, and timely receipt of prescription drugs that provide required treatment and pain management to our members. We understand there are valid reasons why patients require medications that deviate from Highmark's programs, policies, and contractual parameters. In these cases, prior authorizations are required. Highmark wants to work with you to ensure that prior authorizations are completed accurately and processed timely.

To assist you in expediting prior authorizations, Highmark web published, [Five Tips for Faxing Pharmacy Prior Auth Requests](#). This printable poster offers directions for submission of these critical prior authorizations that will drive consistency and improve approval timeframes.

Keys to successfully completing a pharmacy prior authorization include:

- **Including only one patient** per prior authorization request.
 - **Limiting each fax to a single patient eliminates the risk of improper PHI disclosure.**
- **Including only one prescription** per prior authorization request.
 - **Limiting to one prescription reduces errors.**
- **Include all required/supporting clinical information** per request.
 - **Ensures reviewers receive required information.**
- Then, prior to faxing, **confirm all information is entered and completed accurately.**
- Finally, fax the prior authorization to: **1-866-240-8123.**

We hope you find this tip sheet, which is suitable for printing and hanging by your fax machine, valuable in expediting your authorizations. In addition to accessing the tip sheet from the above link, you can easily locate the tip sheet on the **Provider Resource Center** by selecting **Pharmacy Program/Formularies**, then, select **Pharmacy Information**. *Five Tips For Faxing Pharmacy Prior Auth Requests* is located on the **Pharmacy Information** web page.