Special Bulletin

For professional and facility providers

March 11, 2024

CoverMyMeds Auth Requests: Always Include BIN, PCN, and RXGroup Information

When submitting electronic authorization requests to CoverMyMeds, providers should make sure to include the following information: **BIN** (Bank Identification Number); **PCN** (Processor Control Number); and **RXGroup** – the prescription group number for the member's plan.

If this information is not included, your authorization request will take longer to process, or it may be rejected for failure to include required information. By submitting your electronic auth requests with all the requested fields completely and correctly filled out — including those for BIN, PCN, and RXGroup — you enable CoverMyMeds to quickly process your requests, resulting in faster approvals.

How to Access CoverMyMeds via Availity®

- Log in to <u>Availity</u>.
- Under the Payer Spaces tab, select your Highmark plan.
- Once on the page, click the **CoverMyMeds** tile, which can be found under **Applications**.
- Log in to CoverMyMeds.

Providers can also access CoverMyMeds directly via its website.

Additional Resources for Electronic Authorization Requests

The Provider Resource Center has the following guides for submitting authorizations via Availity:

- Inpatient Authorization Submission (Both Urgent and Non-Urgent)
- Outpatient Authorization Submission

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. *d/b/a* Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. *d/b/a* Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company, or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. *d/b/a* Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. *d/b/a* Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. *d/b/a* Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. *d/b/a* Highmark Blue Shield.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

Availity is an independent company that contracts with Highmark to offer provider portal services.

