

FASTER AND EASIER PHARMACY PRIOR AUTHORIZATION



Cigna's electronic prior authorization service

When your treatment plan includes certain prescription drugs, your patient's pharmacy benefit may require that you request prior authorization. You can speed up this process by submitting your request electronically. Electronic prior authorization offers several advantages for providers and patients alike.

Advantages for providers

When you request prior authorization electronically, you will:

- ▶ Save time by eliminating the forms, faxes and phone calls associated with manual requests.
- ▶ Receive coverage determinations more quickly.
- ▶ Provide faster access to drug therapy.
- ▶ Increase the likelihood of medication adherence.

Additionally, if you use an EHR or EMR system:

- ▶ The online form prepopulates patient and provider demographics and identifies missing information.

- ▶ You may access patient-specific drug details through real-time benefit check (e.g., quantity limits, step therapy, out-of-pocket costs, lower-cost alternatives and/or those not requiring prior authorization).
- ▶ Prior authorizations may be approved in less than five minutes.

Advantages for patients

Your patients will have faster access to the drug therapy. They may also be more likely to pick up their prescription and improve their medication adherence, which in turn can result in improved health outcomes.

How to initiate electronic prior authorization requests

You can request prior authorization for your patients with Cigna-administered coverage through your electronic health record (EHR) electronic medical record (EMR) system or via a website that offers this service at no charge. Details are as follows.

Vendor	EHR/EMR availability	Website availability	Questions
CoverMyMeds®	Yes	Yes, go to CoverMyMeds.com/epa/Cigna .	Call CoverMyMeds at 866.452.5017 .
Surescripts®	Yes	No	Call Surescripts at 866.797.3239 .

If you have used PromptPA™ in the past for prior authorization requests, please know we are transitioning away from this tool in 2020, and you may receive the following message if you continue to use it: "Eligibility not found." Please submit prior authorization requests electronically through CoverMyMeds or Surescripts.

Together, all the way.®



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