

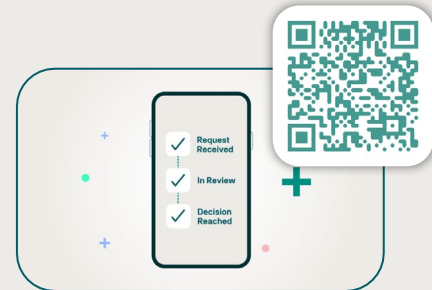
Prior Authorization Made Simple



What is Prior Authorization?

A prior authorization (PA) is a coverage review that helps determine whether a medication meets your pharmacy benefit requirements. Some medications require additional clinical information before coverage can be approved.

Understanding this step can help prevent delays. Scan the QR code to see what to expect when a prior authorization, also called a coverage review, is needed.



Watch to see what to expect when a coverage review, also called a prior authorization, is needed.

Your Prior Authorization Journey

Request Received



Your prescriber submits a prior authorization request, if required by your plan



Review in Progress

Clinical information is reviewed



Decision Reached

The request is approved, denied, or additional information is requested

**Pharmacy benefits
that benefit you.**

Helpful Support Along the Way

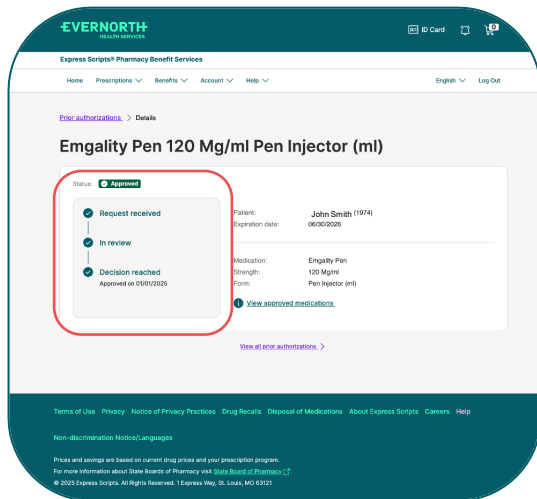
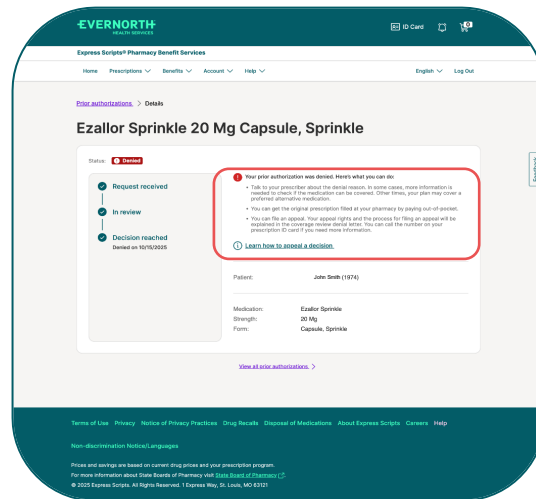
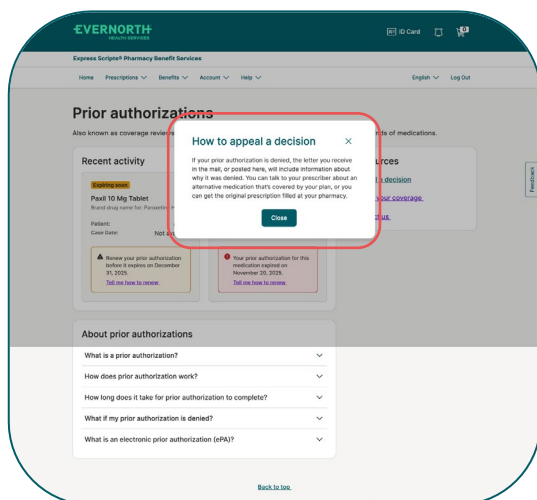
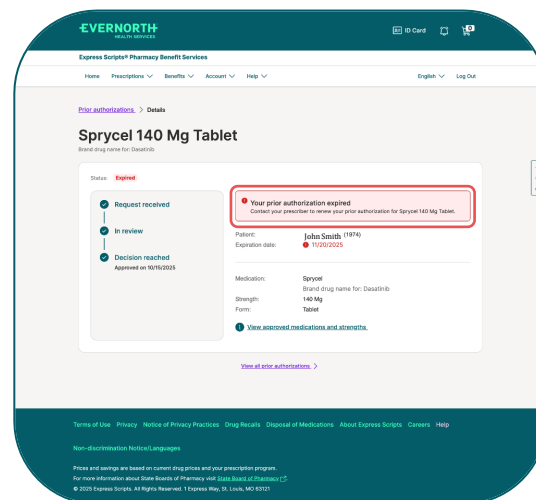
- + **Welcome communications** explain what to expect when a PA is submitted
- + **Real-time status tracking** helps you follow the progress
- + **Educational resources**, like the video above, explain the process in clear, simple language
- + **Notifications** keep you informed about approvals, denials, and renewals if your PA is nearing expiration



Making Prior Authorizations Easier to Navigate

Designed to provide clarity, guidance, and support throughout the review process.

- + **Status Tracker:** View real-time updates as your request moves through review on the member website.
- + **Explanations:** Understand why a PA is needed and what steps may be required.
- + **Communications:** Receive updates when a request is submitted, approved, denied, or nearing expiration.
- + **Education:** Learn what a PA is, why it may be required, and how to navigate the process



Member Tips

Check your status regularly, review messages promptly, and contact your prescriber if additional information is needed.

Questions? Contact the Member Services number on your ID card for assistance.