



Provider Notice

August 24, 2023

Electronic Prior Authorization (ePA)

The Electronic Prior Authorization (ePA) request option is available for prescription services.

- ePA is a fully electronic solution that processes PAs, formulary, and quantity limit exceptions significantly faster!
- ePA provides clinical questions ensuring all necessary information is entered, reducing unnecessary outreach and delays in receiving a determination.
- ePA is easily accessible through a web-based portal or may be integrated into your Electronic Health Record (EHR) platform.

Submit a Prior Authorization request electronically:

1. Request a PA question set using your preferred online portal ([CoverMyMeds](#) or [Surescripts](#)) or via an EHR platform (if available).
2. After completing the PA question set, submit it through the online PA portal or EHR. CVS Caremark automatically assesses clinical information and communicates a decision via EHR or online ePA portal.

Submit a Prior Authorization request via FAX:

Follow these steps for efficient processing of your manual pharmacy [prior authorization](#) requests:

1. Complete the CVS Caremark form: [Medication Request Form](#). Include detailed clinical information that will help CVS Caremark understand the need for the drug being requested.
2. Fax to CVS Caremark at 1-866-255-7569.
3. Once approved, CVS Caremark notifies the prescriber by fax and member by letter.
4. For urgent or after-hours requests, a pharmacy can provide up to a 72-hour supply of most medications by calling the CVS Caremark Pharmacy Help Desk at: 1-800-364-6331.
5. All pharmacy prior authorization requests for CountyCare members should be submitted to CVS Caremark.

We look forward to working with you to ensure uninterrupted care for our members. Please contact CountyCarePharmacy@cookcountyhhs.org for additional information or assistance.