RxBenefits®

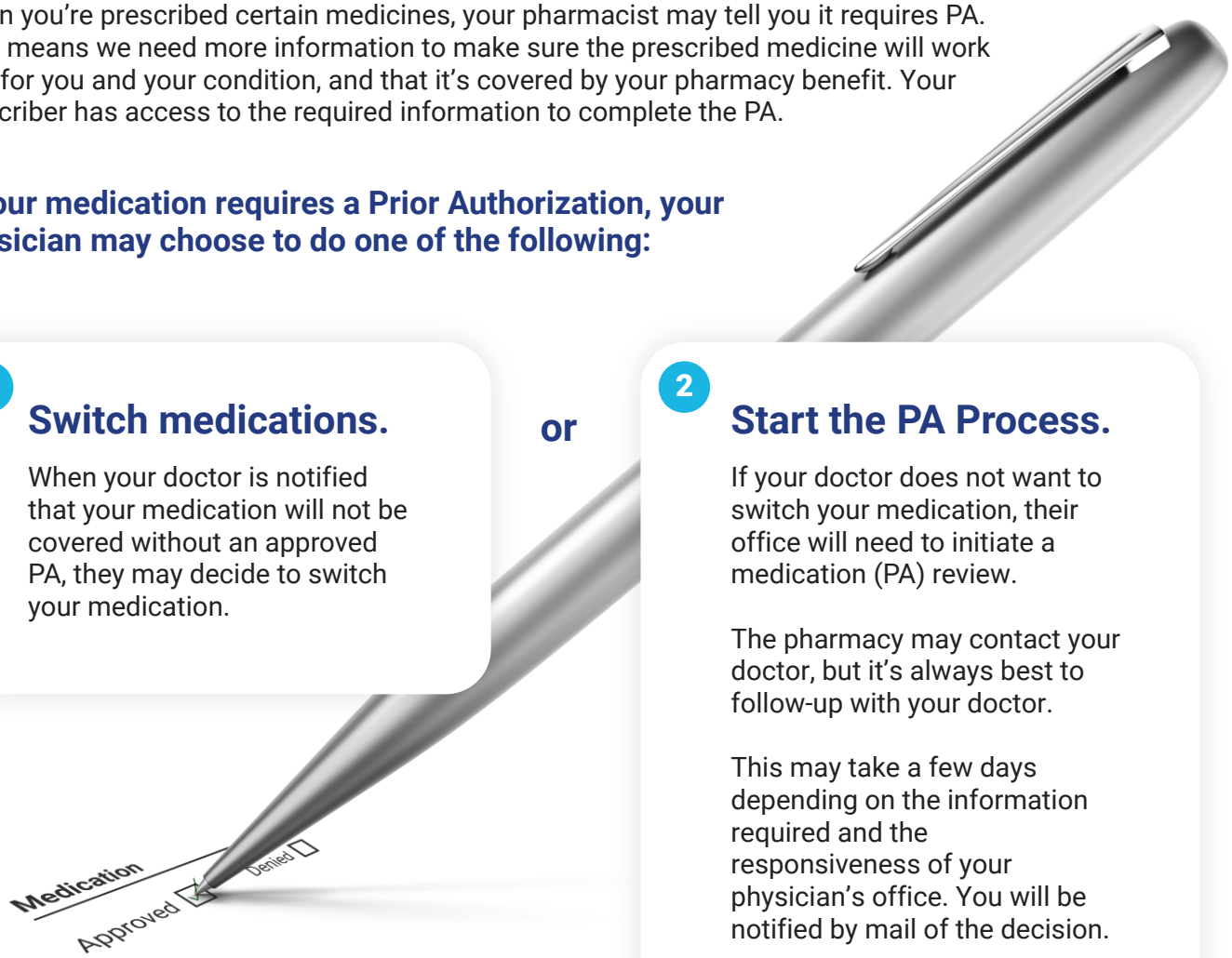
Making Sure Your Medicine is Right for You

What you need to know about Prior Authorization

Prior Authorizations (PA) are designed to ensure that certain prescription drugs are used for appropriate medical purposes as approved by the Food and Drug Administration. This helps to make sure that your medications are safe, effective, and more affordable.

When you're prescribed certain medicines, your pharmacist may tell you it requires PA. That means we need more information to make sure the prescribed medicine will work well for you and your condition, and that it's covered by your pharmacy benefit. Your prescriber has access to the required information to complete the PA.

If your medication requires a Prior Authorization, your physician may choose to do one of the following:



1 Switch medications.

When your doctor is notified that your medication will not be covered without an approved PA, they may decide to switch your medication.

or

2 Start the PA Process.

If your doctor does not want to switch your medication, their office will need to initiate a medication (PA) review.

The pharmacy may contact your doctor, but it's always best to follow-up with your doctor.

This may take a few days depending on the information required and the responsiveness of your physician's office. You will be notified by mail of the decision.

Typical reviews take 24-72 hours.

Questions?

Contact RxBenefits Member Services at

800.334.8134 or **CustomerCare@rxbenefits.com**

7:00 AM to 8:00 PM CST, Monday – Friday