



Prior Authorization

What is a prior authorization?

Prior authorization (PA) requires your doctor to tell us why you are taking a medication to determine if it will be covered under your pharmacy benefit. Some medications must be reviewed because they may:

- Only be approved or effective for safely treating specific conditions.
- Cost more than other medications used to treat the same or similar conditions.

How can I find out if my medication requires prior authorization?



At the pharmacy

When you fill a new prescription, your pharmacist will tell you if a PA is required.



Online

Look online to see if your medication needs a PA.

- Log into **myuhc.com**[®].
- Select **Manage my Prescriptions**.
- Click on **Drug Pricing & Alternatives**.



On the phone

Call UnitedHealthcare at the toll-free member phone number on the back of your health plan ID card.

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What do I do if my medication needs a prior authorization?

To begin the prior authorization process, you can:

- Let your doctor know that a prior authorization is required for your medication.
- Call OptumRx at the toll free number on your ID card.

How long does it take for a prior authorization to be approved or denied?

Once your PA has been submitted and received, it usually takes up to 24 hours to process. If your PA request needs additional review, it may take longer. If your doctor submits a PA request electronically, they may receive approval within minutes of submitting the request.

How do I know if my medication has been approved for coverage?

Once we review the information from your doctor, we will send a letter to you and your doctor letting you know if your medication coverage is approved or denied.

- Check the status of your PA by signing into your online account at myuhc.com.
- If your medication is **approved**, the PA is entered and coverage will be provided under your benefit. You can continue to fill your prescription at the pharmacy as usual during the approved prior authorization period.
- If your medication is **denied**, we'll send a letter telling you why and provide information about the appeal process.

Why is UnitedHealthcare questioning my doctor's choice of medication for me?

We want to make sure that coverage and costs align with the effectiveness of the medication you have been prescribed. If your medication needs a PA, that means we need more information from your doctor before deciding if your plan should cover the medication. If we don't get this information from your doctor or your PA is not approved, we may not cover the medication.

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