



PRIOR AUTHORIZATION

Making sure your medicine is right for you.

At Express Scripts, we make the use of prescription medicines safer and more affordable. That's why, when you're prescribed certain medicines, your pharmacist may tell you it requires prior authorization. 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. Only your physician can provide this information and request a prior authorization for this medicine.

What are my options if my doctor isn't available or prior authorization is denied?

1 Here's the first option:

If the pharmacist can't reach your doctor, and you need your prescription right away, you can ask your pharmacist about filling a small supply of your prescription until your doctor can be consulted. You may have to pay full price for this small supply.

2 Here's the second option:

If your plan doesn't cover the medicine that was originally prescribed, ask your doctor about getting another prescription for a medicine that is covered. You'll get that medicine for your plan's copayment or coinsurance.

3 Here's the third option:

You can fill the original prescription at full price.

Here's how prior authorization works

Express Scripts pharmacists regularly review the most current research on newly approved medicines and existing medicines and consult with independent licensed doctors and pharmacists to determine which medicines have been proven to be effective. The prior authorization program includes medicines with a variety of different uses. Your plan determines which medicines are covered.

The first time you try to fill a prescription that needs prior authorization (at a retail pharmacy or the Express Scripts PharmacySM), your pharmacist should explain that more information is needed from your doctor to determine whether the medicine is covered by your plan. The pharmacist will ask your doctor to call the Express Scripts Prior Authorization department to find out if the medicine is covered. Prior authorization phone lines are open 24/7 – so a determination can be made right away.



If you have questions about prior authorization, or about anything else in your prescription plan, we're here to help. Just call the number on your member ID card, log in at express-scripts.com or download the Express Scripts mobile app.



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