

Dear Valued Provider,

To help you and your team save time and help members get their prescription drugs sooner, starting **Aug. 3, 2020**, Express Scripts (ESI) will perform utilization management services for most drugs. The services include preauthorizations, quantity limits, and step therapy for all **Commercial and Health Exchange** EmblemHealth plan members.

This **will not** apply to Medicare and Medicaid pharmacy utilization management requests or adult chemotherapy and supportive agents. Please follow the usual process described later in this letter for chemotherapy and supportive agents as well as Medicare and Medicaid requests.

Electronic Prior Authorizations

We know you want to focus on your patients, not administrative tasks. That's why we made this change and why we encourage you to take advantage of ESI's Electronic Prior Authorization (ePA) option. ePA is *fast, secure, and simple*. It's the **fastest way to get your authorizations approved**. You can send 11 requests in the time it takes to fax just one. Any authorized personnel, including nurses and office staff, can use your electronic health record (EHR) or sign in to an online portal. You save time, and patients get their medications faster.

How to submit preauthorization requests with ePA.

- Check with your EHR vendor to ensure you have the latest software version enabling ePA. If not available, create a free account online for the tool that works best for your office: **CoverMyMeds, Surescripts, or ExpressPath[®]**.
- Once enabled, you will see drugs requiring preauthorization while prescribing.
- When the prescription is submitted, ESI will confirm the need for preauthorization and electronically send clinical questions.
- You can answer the questions or place the request in a queue for office staff to complete later.
- Once complete, ESI will process the request and quickly respond with approval or denial.

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Use these phone and fax numbers for preauthorization requests for Commercial and Health Exchange members.

- Pharmacy Drug Reviews: call **844-516-3324**, 24/7/365 or fax to **877-251-5896**
- Medical Drug Reviews: call **877-681-9866**, 8 a.m. to 7 p.m., Monday through Friday or fax to **866-896-1209**

Note: There is **no change** in phone or fax numbers for Medicaid and Medicare Advantage preauthorization requests.

EmblemHealth will continue utilization management review for adult chemotherapy and supportive agents, and **Medicaid** and **Medicare** members. Continue sending preauthorization requests for these members by phone or fax to:

- Specialty Drugs: call **888-447-0295**, 8 a.m. to 6 p.m., Monday to Friday or fax to **877-243-4812**
- Pharmacy Drugs: call **877-362-5670**, 8 a.m. to 6 p.m., Monday to Friday or fax to **877-300-9695**

What about existing preauthorizations?

Preauthorizations for drugs and supportive agents for Commercial and Health Exchange members issued by EmblemHealth before **Aug. 3, 2020** are effective until the preauthorization's end date. Subsequent preauthorization requests must be submitted to ESI. If continued preauthorization is not obtained from ESI, affected claims may be denied.

If you have questions, call **866-447-9717**. Our hours are 8 a.m. to 6 p.m., Monday to Friday.

Thank you for being an EmblemHealth partner.