



TO: Pharmacy Providers, Physicians, Advanced Practice Registered Nurses (APRN), Certified Nurse Midwives (CNM), Physician Assistants, Dentists, Ophthalmologists, Podiatrists
RE: Streamlining Pharmacy Prior Authorization (PA) Requests

This bulletin serves to remind prescribing providers of the availability of the Web-based Pharmacy Prior Authorization (PA) feature which allows individual prescribers to electronically submit pharmacy PA requests, as well as track and receive the decision status of all submitted requests, in real time via the www.ctdssmap.com secure Web portal.

Prescribing providers can access the Pharmacy Web PA feature by logging into their individual secure Web portal account on the www.ctdssmap.com Web site and selecting the Pharmacy Prior Authorization menu option. If you have not previously created a secure Web portal account, step by step instructions for logging in for the first time, as well as requesting a pharmacy PA via the Web, can be found in [Chapter 10](#) of the Provider Manual located under *Information > Publications > Provider Manuals*.

The www.ctdssmap.com Web site is best viewed in Internet Explorer (IE). Providers using different browsers should verify their compatibility or download an IE browser extension to ensure the best experience.

For assistance with the secure Web portal, providers may contact the Provider Assistance Center at 1-800-842-8440, Monday through Friday, from 8:00 a.m. to 5:00 p.m. (except holidays). Additionally, self-service functionality, as described in [Provider Bulletin 2018-34](#), has been added to assist providers with password resets, locked and disabled accounts.

For assistance with requesting a pharmacy PA via the Web, providers may contact the Pharmacy Prior Authorization Assistance Center at 1-866-759-4110.

The Pharmacy Web PA functionality optimizes the authorization response time, reduces authorization denials due to clerical errors and eliminates the need for follow up calls regarding the decision status of individual authorizations. The Web tool standardizes authorization requests and data entry and allows prescribing providers to:

- Submit Pharmacy PA requests including Brand Medically Necessary, Early Refill, Preferred Drug List, Step Therapy and Optimal Dosage.
- Upload additional supporting clinical documentation for PA requests, by means of .tif, .jpg, .pdf, .txt, .rtf, .doc and .docx file types.
- Receive PA number and decision status in real time.
- Search and view previously submitted PA requests and their decision statuses.

It is important to note that group providers, such as Physician Groups, do not have the ability to request Pharmacy PAs on behalf of their members via the secure Web portal.

Please Note: At this time, the Pharmacy Web PA process does not apply to the following authorization types:

- Serostim,
- Synagis,
- Tisagenlecleucel (Kymriah),

- Voretigene Neparvovec-rzyl (Luxturna),
- High Dose Transmucosal Fentanyl Citrate,
- Cystic Fibrosis (Kalydeco, Orkambi and Symdeko),
- Hepatitis C,
- Proprotein Convertase Subtilisin Kexin type 9 (PCSK9) inhibitors,
- Eteplirsen,
- Nusinersen,
- Long Acting Opioid, or
- Medical Necessity PA.

Drug List. All strengths and dosage forms of preferred agents are covered, unless otherwise stated.

Prescribers wishing to submit one of the aforementioned authorization types must do so using an individualized PA form found on the www.ctdssmap.com Web site under *Pharmacy Information > Pharmacy Program Publications*.

Providers utilizing third party vendors to submit PA requests should ensure that the electronic PA templates provided by the third party satisfy the Connecticut Medical Assistance Program's (CMAP) PA requirements for the specific drug requested. Incomplete PA requests and requests for incorrect authorization types remain the top reason for delays in PA approvals.

A comprehensive outline of the various PA types can be found in [Chapter 9](#) of the Provider Manual under Section 9.6 *Pharmacy Prior Authorization*. Additional training materials for providers wishing to utilize the Pharmacy Web PA functionality are available on the www.ctdssmap.com Web site under *Provider > Provider Services > Provider Training > Pharmacy Workshop > Pharmacy Web Prior Authorization*.

As a reminder, "Preferred" or "Non-Preferred" status only applies to those medications that fall within the drug classes on the posted Preferred