TO: Physicians, Nurse Practitioners, Physician Assistants, Clinics, Long Term Care Providers, and Hospitals

RE: Pharmacy Web Prior Authorization

The purpose of this bulletin is to inform prescribing providers that the Pharmacy Web Prior Authorization (PA) feature available on the www.ctdssmap.com secure Web portal has been updated. This allows prescribing providers to submit and verify the status of all opioid PA requests in addition to requests for Brand Medically Necessary, Early Refill, Preferred Drug List, Optimal Dosage and Step Therapy requests.

Actively enrolled prescribing providers and clerks affiliated to the prescriber can utilize the Pharmacy Web PA feature to:

- Submit Pharmacy PA requests,
- Verify approval status of PA requests,
- Expedite urgent PA requests,
- Upload additional supporting clinical documentation for PA requests,
- Receive a PA number, and
- Search and view previously submitted PA requests.

Secure Web Portal Access

Prescribing providers who are currently enrolled and do not have a secure Web portal account should contact CTDSSMAP-ProviderEmail@dxc.com. Please include your full name and National Provider Identifier (NPI) to receive a Welcome letter, as well as a Personal Identification Number (PIN). A PIN is provider specific and is required to set up the secure Web portal account in order to submit pharmacy PA requests under the prescriber's individual NPI.

Step by step instructions for setting up a secure Web account once the prescriber has obtained a PIN can be found under section *10.5.3 Secure Web Site* of Chapter 10 of the Provider Manual titled *Web/AVRS*. Chapter 10 is available from www.ctdssmap.com under Information > Publications > Provider Manual.
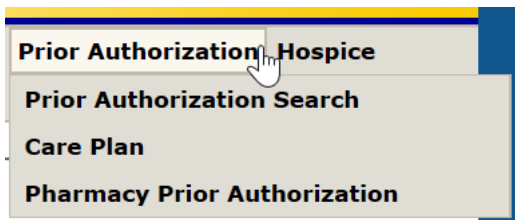
Clerk Accounts

Prescribers may assign access to the Pharmacy Web PA feature to medical assistants, office administrators, etc. by creating clerk accounts under the main account administrator (the prescribing provider). A single clerk can be affiliated to multiple prescribers in the practice and submit and verify PA requests on their behalf by using the *Switch Provider* function in the *Account* submenu. The secure Web portal self-service functionality for prescribers and their clerks allows them to:

- easily reset their passwords,
- unlock their accounts when a user has exceeded their password attempts, and
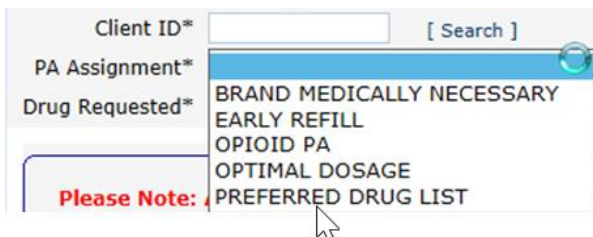- reactivate their accounts if they have not been used within the last ninety (90) days.

Information regarding the self-service features can be found in Provider Bulletin 2018-34 "Enhanced Secure Web Site Features for Password Resets, Locked Accounts, and Disabled Accounts."

Submitting Pharmacy Prior Authorization Requests via the Web

Pharmacy PA requests can be created on-line by prescribing providers and their clerks after selecting the *Pharmacy Prior Authorization* menu option located under the Prior Authorization tab on the secure Web portal.

DXC.technology

Questions? Need assistance? Call the Provider Assistance Center Mon–Fri 8:00 am – 5:00 pm
Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104
Program information is available at www.ctdssmap.com

Prior Authorization, Hospice

Prior Authorization Search

Care Plan

Pharmacy Prior Authorization

The prescriber or clerk must enter the client ID of the patient, select the PA type requested from the *PA Assignment* drop down box and select the *Search* button to enter the generic or brand name of the drug requested.

Client ID*   [Search]

PA Assignment*

Drug Requested*   BRAND MEDICALLY NECESSARY
           EARLY REFILL
           OPIOID PA
           OPTIMAL DOSAGE
Please Note: PREFERRED DRUG LIST

Prescribers are reminded that Preferred or Non-preferred drug status only applies to those medications that fall within the drug classes listed on the Preferred Drug List (PDL). All strengths and dosage forms of preferred agents are covered, unless otherwise stated on the PDL. Additionally, preferred brand-name medications with non-preferred generic equivalents are listed in **bold** on the PDL.

PDL requests submitted via the secure Web portal receive an immediate, real-time decision status. Prescribers wishing to make an "Urgent" PA request for a non-preferred drug subject to the PDL are encouraged to submit the request via the Web.

Requests for Non-preferred drugs in the following classes will automatically generate a Step Therapy PA: Proton Pump Inhibitors (PPIs), Antimigraine Triptans, Acne Agents, Statins (HMG CoA-Reductase inhibitors), and Cytokine and CAM Antagonists.

Requests for short-acting opioid (SAO) medications and long-acting opioid (LAO) medications can be submitted by selecting

"Opioid PA" from the *PA Assignment* drop down box.

For all pharmacy PA requests submitted on the secure Web portal, a PA number is generated as confirmation of successful receipt of PA request.

Step by step instructions for submitting a pharmacy PA via the Web can be found under *Section 10.12.3 Submitting a Pharmacy PA Request* of Chapter 10.

Please Note: The Pharmacy Web PA process does not apply to Medically Necessary Prior Authorizations reviewed by the Department of Social Services (DSS) or Community Health Network of Connecticut (CHNCT). A comprehensive outline of the various PA types and directions for their submission can be found in Chapter 9 of the Provider Manual under *Section 9.6 Pharmacy Prior Authorization*.

Verifying Status of Prior Authorization Requests

Prescribers and their clerks can verify the status of PA requests submitted under the prescriber's NPI using the *Prior Authorization Search* panel located under Prior Authorization on the secure Web portal. To search the PA record without a PA number, the user must enter the client ID and select the "Search Pharmacy PAs only" checkbox located below the client name.

Prior Authorization Search

Client ID

Client Name

Search Pharmacy PAs only   ☑
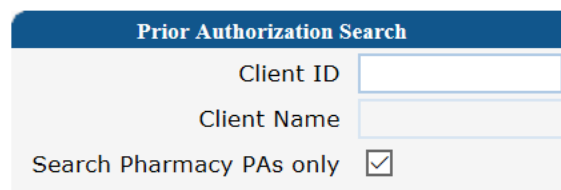
To verify the status of a submitted authorization request using the PA number, the user must enter the full PA number and conduct the search. Step by step instructions can be found under *Section 10.12.2 Searching for PA Request* of Chapter 10. The *PA Search Guide* document is also available for reference and can be found in the Quick Link

box at the top of the Prior Authorization Search panel.

Alternatively, the Automated Voice Response System (AVRS) can be used to verify the status of pharmacy PA requests. Providers may utilize the pharmacy prior authorization self-service feature by calling 1-866-409-8386, providing their Medicaid ID and AVRS PIN, located in their initial enrollment letter, and selecting Option 1 to check prior authorization status, 24 hours a day, 7 days a week. The search can be conducted using the client ID number and PA request effective date or the complete PA number.