



TO: Pharmacies, Long Term Care Facilities, Hospitals, Clinics, Physicians, Nurse Practitioners, Physician Assistants, Nurse Midwives
RE: Submission of Prior Authorization Requests and Letters of Medical Necessity

Pharmacy Prior Authorization requests and Pharmacy Medical Necessity requests **must** originate from the enrolled prescriber. Only the enrolled prescriber can sign the request form to be considered for review. Pharmacies, pharmacists, nurses, office staff, or any individual not authorized to prescribe medications by state law cannot sign Letters of Medical Necessity or Prior Authorization forms on behalf of the prescriber.

PA requests and medical necessity requests submitted to either Gainwell Technologies or to the Department of Social Services (DSS) will not be considered and immediately denied if the prescriber is not the requestor.

Pharmacists or other non-prescribers should not be contacting prescribers to provide pre-signed PA forms or submitting pre-signed forms for PA, nor should prescribing providers be requesting that others perform PA activities for them. Please see Provider Bulletin [PB 2022-68](#).

Violations will be referred to Quality Assurance for investigation and appropriate action.

As a reminder, diagnosis codes submitted by prescribers on a prescription and subsequently submitted on pharmacy claims are subject to audit. Prescribers must ensure that an accurate diagnosis code is submitted for the condition being treated. If a pharmacy receives a prescription that is missing a required diagnosis code, the prescriber must be contacted to obtain the appropriate diagnosis code. This contact must be documented by the pharmacist and shall include the date and time contacted, name of the person who the pharmacist spoke to, and countersigned by the pharmacist. The pharmacy

must **NOT** keep and utilize posted lists of known covered diagnosis codes, nor submit a diagnosis code known to be covered without first verifying such code with the prescriber. Any fraudulent activity or willful acts of perjury by submitting false information will be prosecuted. Any known fraudulent activity should immediately be reported to the fraud hotline at 1-800-842-2155.

Also, failure to submit appropriate clinical documentation for a PA or submitting clinical information without the appropriate PA form attached will cause the PA to be denied.

All appropriate boxes must be checked on the PA form - signature, printed name, and title must be submitted on the PA forms or it will be denied.