



**TO: Pharmacy Providers, Physicians, Nurse Practitioners, Physician Assistants, Clinics,
Long Term Care Providers, and Hospitals**
RE: Pharmacy Prior Authorization

The purpose of this bulletin is to remind providers of the Department of Social Services (DSS) policies concerning pharmacy Prior Authorizations (PA).

Enrolled prescribing providers may submit PA requests to DSS as outlined in the Provider Manual Chapter 9, section 9.6. To access the manual, go to the CT Medical Assistance Web site at www.ctdssmap.com. From the Home page, go to Information → Publications → scroll down to Chapter 9 of the Provider Manual, and click view chapter.

Pharmacies 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 pharmacies perform PA activities for them. PA requests must originate from the prescriber, and only the prescriber should sign the form at the time of PA submission.

Enrolled prescribing providers can also utilize the Pharmacy Web PA feature on the www.ctdssmap.com secure Web portal to submit PA requests. For more information on how to submit PA requests via the secure web portal please see [PB 19-70](#).

Only requests to override an Early Refill (ER) denial for non-controlled substances may be initiated by the billing pharmacy by calling the Pharmacy PA Assistance Center (PPAAC) toll free at 1-866-409-8386.

Nursing Home/Long Term Care pharmacies should continue to submit PA requests for ER denials (controlled and non-controlled substances) via fax on the Long Term Care pharmacy PA form. Please note that if the request contains a controlled substance, the prescribing provider must sign and authorize the ER PA request.