

## Claim Processing with Prior Authorization

Pharmacies filling prescriptions for drugs that have an approved Prior Authorization entered will not see the approval in the system; the claim will simply process as usual. However, if Prior Authorization was not granted or was incomplete, the point-of-sale (POS) system will return one of the following messages:

Reason	Message	Contact
Brand Medically Necessary prescription	PA Required - Dispense the Generic Equivalent	Gainwell Technologies: 1-866-409-8386
Refill too Soon	Early Refill - Refill Date = YYYYMMDD	Gainwell Technologies: 1-866-409-8386
Non-Preferred medication	PA Required - Disp Preferred or Call 1-866-409-8386	Gainwell Technologies: 1-866-409-8386
Optimal Dosage Exceeded	Use 'Preferred Drug Strength' 1x Daily. MD must call Gainwell Technologies at 1-866-409-8386 for PA to continue current dosage regimen.	Gainwell Technologies: 1-866-409-8386
Synagis – Medical Necessity	PA Req on NDC- Call DSS 1-866-340-0715 or 860-424-4880	DSS: 1-866-340-0715 or 860-424-4880
High Dose Transmucosal Fentanyl Citrate (Actiq®, Fentora®, Onsolis®, and fentanyl citrate)	Transmucosal Fentanyl Requires PA for more than four (4) doses per day. <i>Removed 10/16/2019</i>	Gainwell Technologies: 1-866-409-8386

If a billing pharmacy receives one of these rejections, the billing pharmacy may contact Gainwell Technologies at 1-866-409-8386 to verify the status of the Prior Authorization or notify the client's physician to call Gainwell Technologies to initiate the prior authorization process.

In most cases, the Pharmacy Prior Authorization Assistance Call Center staff will review the request and communicate their determination to the prescriber during the initial contact. Claims with approved prior authorizations should be submitted by the pharmacy via the POS system. **It will not be necessary for providers to enter a PA number on the claim.**