

Web-DENIS broadcast message

Category: Pharmacy

Title: Submit prior authorization requests for prescription drugs through an ePA tool to avoid processing delays

Start date: Feb. 16, 2022

End date: March 31, 2022

The recent change of pharmacy benefit manager for Blue Cross Blue Shield of Michigan commercial and BCN commercial members has caused delays in processing faxed prior authorization requests.

If you haven't received a response to a faxed request, please don't resend the fax. Resending will further delay the response time.

For the fastest response, submit requests through an ePA tool

Using an electronic prior authorization, or ePA, tool such as CoverMyMeds® or SureScripts is always the most efficient way to submit prior authorization requests for prescription drugs.

Here are some of the advantages of submitting authorization requests through an ePA tool:

- Faster response times on your requests
- Approvals within minutes (Some requests require more time.)
- Reduced administrative time
- Streamlined questions, asking only those needed for the authorization
- The ability to attach documentation if required
- Clinical criteria to guide you in submitting the proper information
- Secure and efficient prior authorization administration all in one place
- The capability of renewing existing authorizations up to 60 days before they expire

How to submit requests through an ePA tool

For the steps required to submit an electronic prior authorization request and more, see the following documents:

- **For Blue Cross and BCN commercial:** [Save time and submit your prior authorization requests electronically for pharmacy benefit drugs](#)
- **For Medicare Plus BlueSM and BCN AdvantageSM:** [Save time and submit your prior authorization requests electronically for pharmacy benefit drugs](#)