

Express Scripts' Prior Authorization Program

Express Scripts' prior authorization program drives plan savings and patient safety by monitoring the dispensing of high-cost medications and those with the potential for misuse. Our program ensures drug coverage consistent with a client's intent for the prescription benefit, while maintaining member and physician satisfaction. These tools streamline the prior authorization process and are designed to align with physician office preferences. The benefits of these tools include:

- Clear direction on clinical requirements
- Capability to proactively request new prior authorizations and renew existing prior authorizations before they expire
- Secure and efficient prior authorization administration all in one place
- Ability to answer only the questions necessary for the prior authorization, rather than having to answer all questions included in prior authorization fax forms
- Ability to attach clinical documentation with guidance as to when it is required for the prior authorization
- Capability for both physicians and office staff to create prior authorization requests

Express Scripts' prior authorization services include National Council for Prescription Drug Programs (NCPDP) SCRIPT standard web-based physician and client prior authorization tools. These tools enable a smooth member experience and an efficient process for the physician to submit prior authorization information. The physician electronic prior authorization tools include:

- Electronic Prior Authorization (ePA) within the physician's existing electronic health record (EHR)
- ExpressPAth® web portal
- CoverMyMeds® web portal
- Surescripts® web portal

Electronic prior authorization (ePA) is submitted within a physician's EHR. This provides a way for physicians to submit an ePA request in real time during the prescribing event, thereby improving efficiency in medication dispensing. The ExpressPAth®, CoverMyMeds®, and Surescripts® portals enable physicians to submit real-time ePA requests for pharmacy prior authorizations. The online portals also require minimal effort by physicians, who simply select the patient, select drug/dosage information, verify prescriber information, and complete a series of clinical criteria questions. Express Scripts responds to ePA requests electronically, either with approval or notice that the request requires further review by a pharmacist. Our goal is an average turnaround time of 48 hours, or sooner if required by law or [Clientname] contract, if information needed to render a determination is not available at the time of the call or if the prior authorization request comes in via fax, web, or letter. Turnaround time begins when all information required to perform the review is obtained.

Express Scripts also accepts prior authorization requests over the phone. Twenty-four hours a day, our personnel, who are specially trained on our prior authorization program's diseases, drugs, and coverage criteria, provide review services, giving physicians and pharmacists quick, easy access to information and ensuring effective treatment by monitoring patient response to therapy. This process can result in a decision within minutes if all information is available to make the determination at the time of the call. Express Scripts immediately communicates the decision, then mails written documentation, if required, to the prescriber and member.