

PROVIDER Update



NEWS & ANNOUNCEMENTS

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UPDATE 18-288

2 PAGES

Requesting Electronic Prescription Drug Prior Authorization Using CoverMyMeds®

Health Net Community Solutions, Inc. (Health Net), on behalf of CalViva Health, is streamlining the prior authorization (PA) process for providers and pharmacists by offering CoverMyMeds for electronic prior authorization requests.

CoverMyMeds streamlines the medication PA process and provides a fast and efficient way to complete PA requests online. Benefits of using CoverMyMeds include:



Automates the PA process for any drug



Free for prescribers and their staff



Receive faster determinations

- Elimination of telephone calls and faxes, saving up to 15 minutes per PA request.
- Renew previously submitted PA requests.
- Complete pharmacy-initiated requests electronically.
- Secure and Health Insurance Portability and Accountability Act (HIPAA) compliant.

HOW TO USE COVERMYMEDS

To use CoverMyMeds, providers should follow these steps:

- 1 Log in: Go to covermymeds.com and register for a free account, or log in to your existing CoverMyMeds account.
- 2 Start a new request: Click *New Request*, enter the drug name and the BIN, PCN and Rx Group from the patient's insurance card for the best results. If unavailable, enter the patient's plan or pharmacy benefit manager (PBM). Select the appropriate form and click *Start Request*.
- 3 Complete the request: Enter all demographic fields marked with a "Required" flag and click *Send to Plan*. Complete the returned list of patient-specific, clinical questions and click *Send to Plan* again to complete the request.
- 4 Confirmation: Once the request has been reviewed, the determination will appear in your CoverMyMeds account.

THIS UPDATE APPLIES TO
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569
www.healthnet.com

If you have questions regarding CoverMyMeds, contact CoverMyMeds at 1-866-452-5017, Monday through Friday, 8:00 a.m. to 11:00 p.m. Eastern time (ET), and Saturday, 8:00 a.m. to 6:00 p.m. ET, or visit go.covermymeds.com/envolve.

ADDITIONAL INFORMATION

Relevant sections of provider operations manuals have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, located on the provider website at provider.healthnet.com.

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.