

## **New medication electronic prior authorization request tool — effective January 1, 2018**

**Summary:** Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is focused on providing new tools to help make your job a little easier. Amerigroup STAR+PLUS MMP has collaborated with CoverMyMeds to offer an electronic prior authorization (ePA) request tool that simplifies the process for requesting medications and for checking the status of your submissions.

### **What are some of the features of the tool?**

These new features help simplify the precertification process, maximizes your time and results in a faster response. You will be able to:

- Submit requests for general pharmacy — medications dispensed directly to a member from retail pharmacy or shipped from a specialty pharmacy.
- Check precertification statuses.
- Upload supporting documents and review appeal statuses.

### **When can I use the tool?**

The tool will be available beginning January 1, 2018.

### **How can I access the tool?**

- CoverMyMeds: <https://www.covermymeds.com>
- Through your electronic medical records tool if this functionality exists

### **Whom can I reach out to if I am having issues or have questions with ePA through CoverMyMeds?**

- CoverMyMeds:
  - Help page: <https://www.covermymeds.com/main/help>
  - Help Desk phone number: 1-866-452-5017
  - Help Chat via the CoverMyMeds website at <https://www.covermymeds.com> — In the bottom right-hand corner, select **Click to Chat with CoverMyMeds**. For your convenience, you will not need to be logged in to access the Help Chat feature.