



TO: All Prescribing Providers

RE: Pharmacy Web Prior Authorization

The purpose of this bulletin is to inform prescribing providers of the newly developed Web-based Pharmacy Prior Authorization (PA) process being implemented effective August 26, 2014.

Enrolled prescribing providers will be able to utilize the Pharmacy Web PA feature on the www.ctdssmap.com secure Web portal to do the following:

- Submit Pharmacy PA requests including Brand Medically Necessary, Early Refill, Preferred Drug List, Optimal Dosage and Step Therapy.
- Upload additional supporting clinical documentation for PA requests.
- Receive PA number and decision status.
- Search and view previously submitted PA requests.

The Pharmacy Web PA feature will simplify the prior authorization process and allow prescribing providers to request, track and receive decision status of PA requests via the Web. The current method of pharmacy PA submission via fax will remain available to prescribers and will continue to be accepted by the Pharmacy Prior Authorization Call Center.

Please Note: The Pharmacy Web PA process does not apply to prior authorizations approved by the Department of Social Services (DSS) which include: Serostim, Synagis, High Dose Transmucosal Fentanyl Citrate, and Medical Necessity PA. Please continue to utilize the

current process when one of the aforementioned PAs is desired.

Secure Web Portal Access

Prescribing providers who are currently enrolled and do not have an individual secure Web portal account will receive a Welcome letter, as well as an access Personal Identification Number (PIN) via mail during the first and second week of August. An access PIN is prescriber specific and is required to submit pharmacy PA requests under the prescriber's individual National Provider ID (NPI). Enrolled prescribers who do not receive an access PIN via mail during the month of August should contact CTDSSMAP-ProviderEmail@hp.com and include their full name and NPI.

Prescribers are encouraged to update their address if their mail should be sent to one other than their designated "Mail To" address, which was last submitted via the enrollment application.

Only individual providers will be able to access the Pharmacy Web PA function via the secure Web portal. Group providers, such as Physician Groups, will not have the ability to request pharmacy authorizations on behalf of their members via the secure Web portal.

Individual billing providers with the ability to prescribe medications who already have access to the secure Web portal will be able to submit pharmacy PA requests via the Web on August 26, 2014. **These providers will not receive an additional access PIN via mail and will continue to use their existing secure Web portal account.**



It is important to note that only Prescribing Providers will have access to the Pharmacy Web PA feature. Clerk accounts created under the main account administrator (the prescribing provider) will **not** have access to the Pharmacy Web PA functionality.

Specific instructions for creating a secure web portal account will be outlined in an Important Message posted on the Home page of the www.ctdssmap.com Web portal on or before August 15, 2014.

Submitting Completed Prior Authorization Requests

The Connecticut Medical Assistance Program's (CMAP) initial receipt of a PA request occurs when the properly completed PA request is submitted on the secure Web portal. Normal backdating policy applies based on the date of initial receipt. Providers will receive a PA number as confirmation of receipt once a PA request is submitted on the secure Web portal.

Training

Additional Pharmacy Web PA training will be available to prescribers wishing to utilize the Web PA process.

Although this bulletin serves to communicate new and important changes coming soon to the pharmacy PA process, please continue to monitor provider Important Messages on the Home page of the www.ctdssmap.com Web site for more detailed information as well as invitations to attend Web PA Virtual Room training sessions.

