



CASE STUDY

## PRIOR AUTHORIZATION RENEWALS

CoverMyMeds improves continuity of care for patients on medication that requires prior authorization.

covermymeds®

Medication prior authorization is often required at the time of prescribing, but it does not end there.



## MARKET NEED

Each time a patient's prescription is renewed, or a health plan's formulary changes, a medication may require subsequent approval in order to be covered by the plan. This is called a prior authorization (PA) renewal.

While PA renewals are most common at the start of the calendar year when patients switch insurance carriers and health plans update their formulary, PA renewals may be needed as soon as 30 days after an initial approval.

A PA renewal can delay the patient's prescription refill, potentially impacting medication adherence. Furthermore, PA renewals cause significant administrative work for providers, pharmacists and health plans during their busiest time of the year.

The CoverMyMeds PA Renewal program is designed to improve continuity of care, while automating the PA renewal process to reduce administrative burden.



## HOW IT WORKS

CoverMyMeds' PA Renewal program automatically initiates appropriate authorization renewals before they expire.

As a result, the medication can make it through the renewal process before the patient's next refill, and eliminate the potential for delayed treatment.

### **STEP ONE: INITIATION**

Working with the health plan, CoverMyMeds' software initiates an electronic prior authorization (ePA) and sends it directly to the provider. This PA renewal is complete with historic patient and medication information, reducing the amount of information required from the provider.

### **STEP TWO: COMPLETION**

Once received, the provider accesses the ePA online, completes required information fields and clicks one button to submit the renewal to the health plan for a determination.

### **STEP THREE: DETERMINATION**

The renewal is then delivered electronically to the plan, cutting back administrative time and operational costs. Additionally, if the plan has auto-determination activated, the need for manual PA request review is eliminated.



## IMPLEMENTATION

In Q1 2016, CoverMyMeds launched the PA Renewal program for a large health care partner with the following goals in mind:



Improve continuity of care for their members.



Drive provider adoption of an ePA solution by proactively beginning the re-authorization process.



Reduce administrative waste by shifting traditional phone and fax PA renewal volume to ePA volume.



Break the habit of calling and faxing the plan; thereby, increasing long-term ePA volume and value to the health plan.

## RESULTS

# 92,000

### TOTAL REQUESTS SUBMITTED

through the PA Renewal program providing patients with continuity of care and access to the medication they need faster.

# 8%

### INCREASE IN ePA VOLUME

due to shift from traditional methods, reducing the impact to call center staff and eliminating data entry from faxed requests.

# 6%

### INCREASE IN FIRST-TIME ePA SUBMISSIONS

from providers who were previously reliant on phone and fax.



### OF NEW USERS

submitted another ePA through the CoverMyMeds system following their initial activation.

Data from January 2016 - April 2017

“I love the PA  
Renewals program  
because the PA gets  
done before the  
patient’s refill is up!”





**LEARN MORE ABOUT HOW PA RENEWAL FITS INTO  
THE COVERMYMEDS PAYER SOLUTION SUITE:**

[go.covermymeds.com/solutions](https://go.covermymeds.com/solutions)