

POLICY AND PROCEDURE

DEPARTMENT: Pharmacy	DOCUMENT NAME: PBM Inquiry for Additional Information During PA/MN Review Process
PAGE: 1 of 3	REPLACES DOCUMENT:
APPROVED DATE: 4/07	REVIEWED/REVISED: 1/2018, 3/2018
EFFECTIVE DATE: 4/07	REFERENCE NUMBER: GA.PHAR.11

SCOPE:

Peach State Health Plan Medical Management/Pharmacy Department, and Envolve Pharmacy Solutions, Inc.

PURPOSE:

To ensure that proper documentation and information is gathered for purposes of prior authorization (PA) or medically necessity (MN) review for a medication claim.

POLICY:

When a PA request is received by Envolve Pharmacy Solutions with insufficient information to allow the reviewer to make a well-informed decision, the Envolve Pharmacy Solutions reviewer will fax a response to the prescriber requesting the information needed to make a determination. The request status is changed to “pending” to allow for 3 documented outreach attempts (phone or fax) within 72 hours. If the information requested is not submitted by the prescriber, the request is considered denied.

PROCEDURE:

The reviewer will fax a response to the prescriber within 24 hours, stating the information needed to evaluate the request for the medication (e.g. clinical laboratory reports).

1. The request is entered into the Envolve Pharmacy Solutions system with a prior authorization status of “request more information”.
2. The specific information needed to evaluate the request is listed in the internal notes and logged on a shared file by the reviewer.
3. There will be 3 attempts made by the reviewer via fax or phone call. All attempts will be documented on shared file accessible to all reviewers.

When the prescriber’s office faxes the requested information to Envolve Pharmacy Solutions, the request will be reviewed and a response with a decision will be faxed to the prescriber within 24 hours.

1. If the request is approved based on the information provided, the provider is faxed a response indicating approval.

"Confidential and Proprietary: Exempt from disclosure as Trade Secrets under Georgia's Open Records Act. O.C.G.A. 50-18-72(b)(1)"

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2. If the information provided does not meet criteria for approval, a member denial letter is generated and mailed by Peach State Health Plan and a provider response letter is sent to the provider stating that the request has not been approved. Both letters will contain the reason for the denial.
3. The member denial letter describes the member's right to appeal a denial decision.
4. The prescriber response letter for a denied request lists options that the prescriber may pursue:
 - a. Request for reconsideration: prescriber may fax additional, clinically, relevant information to Envolve Pharmacy Solutions for review.
 - b. Peer to peer discussion: prescriber or their representative may call Envolve Pharmacy Solutions prior authorization department and request to speak with a pharmacist to discuss decision and provide information that may change decision to an approval.
 - c. Appeal: submit an appeal to Peach State Health Plan on behalf of the member.

REFERENCES: N/A

ATTACHMENTS:

Attachment A: Response to Prior Authorization Medication Request Form

DEFINITIONS: N/A

REVISION LOG

REVISION	DATE
Annual Review. No changes.	05/2011
Total policy revision based on current process.	03/2012

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Added language to the description of denial letters to include the reason for denial.	03/2013
Annual Review. No changes.	03/2014
Annual Review. No changes made.	03/2015
Annual review. No changes made	03/2016
Change US Script to Envolve Pharmacy Solutions	01/2017
Added language to policy section describing the pending and outreach processes. Also revised and added language in the procedure section to describe the logging of the pended cases on a shared file and outreach attempt made.	01/2018
Annual review. No changes made.	03/2018

POLICY AND PROCEDURE APPROVAL

Pharmacy & Therapeutics Committee:	Approval on file
Sr. Director, Pharmacy Operations:	Approval on file
Sr. Medical Director:	Approval on file

NOTE: The electronic approval is retained in Compliance 360.