

Anthem accepts pre-certification requests for prescription medications online

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Anthem accepts electronic medication pre-certification requests for commercial health plans. This feature reduces processing time and helps determine coverage quicker. Some prescriptions are even approved in real time so that your patients can fill a prescription without delay.

Electronic pre-certification (ePA) offers many benefits:

- More efficient review process
- Ability to identify if a pre-certification is required
- Able to see consolidated view of ePA submissions in real time
- Faster turnaround times
- A renewal program that allows for improved continuity of care for members with maintenance medications
- Pre-certification are preloaded for the provider before the expiration date.

Providers can submit ePA requests by logging in at covermymeds.com. Creating an account is FREE.

While ePA helps streamline the pre-certification process, providers can also initiate a new pre-certification request by fax or phone. Please note, the contact numbers for the following plans have changed effective **November 4, 2018**.

| Market | New fax number | New phone number |
|---------------------------|----------------|------------------|
| Colorado on the exchange | 844-534-9057 | 833-293-0660 |
| Colorado off the exchange | 844-521-6939 | 833-293-0659 |

For questions, please contact the provider service number on the member ID card.

URL: <https://providernews.anthem.com/colorado/article/anthem-accepts-pre-certification-requests-for-prescription-medications-online-1>

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