

Electronic submission is preferred method for requesting pharmacy prior authorization

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Our electronic prior authorization (ePA) process is the preferred method for submitting pharmacy prior authorization requests. The online process is faster and easier to complete, and the response is automatic, which helps patients get their medications sooner. You can complete this process through your current electronic health record/electronic medical record (EHR/EMR) system or via the following ePA sites:

- Surescripts®: https://providerportal.surescripts.net/providerportal_
- CoverMyMeds®: <https://www.covermymeds.com/main>

Creating an account is free and takes just a few minutes. If you are experiencing any issues or have a question about how the systems operate:

- For questions or issues with accessing the Surescripts portal, call **1-866-797-3239**.
- For questions or issues with accessing the CoverMyMeds portal, call **1-866-452-5017**.

For questions regarding pharmacy benefits, please contact your Provider Customer Care Center at one of the numbers listed below:

Medi-Cal (Outside L.A. County): **1-800-407-4627**

Medi-Cal (Inside L.A. County): **1-888-285-7801**

Cal MediConnect: **1-855-817-5786**

Medicare Advantage: **Call the number on the back of members' ID cards**

URL: <https://providernews.anthem.com/california/article/electronic-submission-is-preferred-method-for-requesting-pharmacy-prior-authorization-10>

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