



An Anthem Company

## NEW YORK Provider Communications

### Electronic submission is preferred method for requesting pharmacy prior authorization

Published: Nov 1, 2019 - State & Federal / Medicaid

#### Category: Medicaid

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 IngenioRx call center at **1-800-450-8753**.

NYE-NU-0168-19 September 2019  
504120MUPENMUB

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

**Featured In:****November 2019 Empire Provider News**

Services provided by Empire HealthChoice HMO, Inc. and/or Empire HealthChoice Assurance, Inc. licensees of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans, serving residents and businesses in the 28 eastern and southeastern counties of New York State. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. All external sites will open in a new browser window. Please view our Website Privacy Policy for more information.

---