



An Anthem Company

NEW YORK Provider Communications

Submit PA medication requests electronically; new phone number for MA prescription PAs effective Sept. 1

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Empire accepts electronic medication prior authorization requests for Medicare 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 prior authorization (ePA) offers many benefits:

- More efficient review process
- Ability to identify if a prior authorization 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 medication
- Prior authorizations are preloaded for the provider before the expiration date.

Submit ePA requests by logging in at covermy meds.com. Creating an account is FREE. While ePA helps streamline the prior authorization process, if you must initiate a new PA request by fax or phone, please note that the contact numbers for Medicare Prior Authorization will change Sept. 1, 2018.

Effective Sept. 1, 2018	New Fax Number	New Phone Number
Medicare Prior Authorizations	844-521-6938	833-293-0661

If you have other questions, please contact the provider service number on the back of the member ID card.

URL: <https://providernews.empireblue.com/article/submit-pa-medication-requests-electronically-new-phone-number-for-ma-prescription-pas-effective-sept-1-1>

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