

# | Prior Authorization Overview

Last updated October 2024

# Where to Find the Formulary

- Commercial formulary
  - <https://healthnewengland.org/pharmacy/find-drug>
- BeHealthy (Masshealth) formulary
  - <https://mhd1.pharmacy.services.conduent.com/MHDL/>
- Medicare formulary
  - <https://www.healthnewengland.org/medicare/find-drug>

# Prior Authorization Request Info

- Health New England
  - General pharmacy fax number: 413-233-2777
  - Pharmacy appeals fax number: 413-233-2685
  - Questions: [pharmacyrequests@hne.com](mailto:pharmacyrequests@hne.com)
- OptumRx
  - Fax number for Commercial and Masshealth: 800-550-9246
  - Fax number for Medicare: 844-403-1028
  - Also accepts ePA such as through CoverMyMeds
- Prime Therapeutics formerly Magellan Rx Management – medical buy and bill
  - Provider portal: [gatewaypa.com](http://gatewaypa.com)
  - Fax number: 888-656-3784
  - Phone number: 800-424-8325
  - Questions: [providerinquiry@primetherapeutics.com](mailto:providerinquiry@primetherapeutics.com)

- Review the commercial formulary lookup to determine how the drug is managed
  - Questions? Please email [pharmacyrequests@hne.com](mailto:pharmacyrequests@hne.com) and someone will get back to you within 1 business day
    - Can also call HNE member services at 413-787-4004 or 800-310-2835, these numbers can be found on the member's HNE insurance card
- In general, the following PA requests need to be sent to HNE:
  - Drugs managed by step therapy alone, quantity exception requests, non-formulary/new-to-market drugs, brand name only, appeals for pharmacy benefit drugs
- In general, the following PA requests need to be sent to OptumRx:
  - Drugs managed by prior authorization criteria, ex: Growth hormones, Ibrance, Rinvoq.
- In general, the following PA requests need to be sent to Prime Therapeutics formerly Magellan
  - Medical (buy and bill) drugs managed by prior authorization criteria including appeals, ex: Keytruda, Inflectra
- When in doubt, send to HNE. HNE will forward requests to the right place if needed.

# Commercial Summary

\*\*\* If a review is sent to Optum/CoverMyMeds that is processed by HNE internally, it cannot be routed back to HNE due to privacy/HIPAA regulations, therefore a new request will need to be faxed to HNE directly.

Type of Request	Who Reviews	Where to Send	Comments
Step therapy	HNE	fax to 413-233-2777	Do not use CoverMyMeds
Quantity Exception	HNE	fax to 413-233-2777	Do not use CoverMyMeds
Not Covered/Non-Formulary	HNE	fax to 413-233-2777	Do not use CoverMyMeds
Clinical Review Period (new drug to market)	HNE	fax to 413-233-2777	Do not use CoverMyMeds
Brand name (multisource)	HNE	fax to 413-233-2777	Do not use CoverMyMeds
Prior Authorization (almost all)	OptumRx	fax to 800-550-9246 or use CoverMyMeds	If sent to 413.233.2777, the request will be forwarded
Plan exclusions	HNE	fax to 413-233-2777	Do not use CoverMyMeds
Medical Drugs (J-Codes)	Prime Therapeutics (formerly MagellanRx)	Submit by phone or portal	Do not use CoverMyMeds
Pharmacy Medication Appeals	HNE	Fax to 413-233-2685	Do not use CoverMyMeds
Medical drug Appeals	Prime Therapeutics (formerly MagellanRx)	Submit by phone or portal	Do not use CoverMyMeds

- Review Masshealth's formulary to determine how the drug is managed
  - Questions? Please email [pharmacyrequests@hne.com](mailto:pharmacyrequests@hne.com) and someone will get back to you within 1 business day
    - Can also call HNE member services at 413-787-4004 or 800-310-2835, these numbers can be found on the member's HNE insurance card
- In general, the following PA requests need to be sent to HNE:
  - New to market drugs, plan excluded drugs, appeals for pharmacy benefit drugs
- In general, the following PA requests need to be sent to OptumRx:
  - All other requests for pharmacy benefit drugs (not buy and bill)
- In general, the following PA requests need to be sent to Prime Therapeutics formerly Magellan
  - Medical (buy and bill) drugs managed by prior authorization criteria including appeals, ex: Keytruda, Inflectra
- When in doubt, send to HNE. HNE will forward requests to the right place if needed.

# Masshealth Summary

\*\*\* If a review is sent to Optum/CoverMyMeds that is processed by HNE internally, it cannot be routed back to HNE due to privacy/HIPAA regulations, therefore a new request will need to be faxed to HNE directly.

Type of Request	Who Reviews	Where to Send	Comments
Quantity Exception	OptumRx	fax to 800-550-9246 or use CoverMyMeds	If sent to 413.233.2777, the request will be forwarded
Not Covered/Medical Necessity	OptumRx	fax to 800-550-9246 or use CoverMyMeds	If sent to 413.233.2777, the request will be forwarded
Clinical Review Period (new drug to market)	HNE	fax to 413-233-2777	Do not use CoverMyMeds
Brand name (multisource)	OptumRx	fax to 800-550-9246 or use CoverMyMeds	If sent to 413.233.2777, the request will be forwarded
Prior Authorization	OptumRx	fax to 800-550-9246 or use CoverMyMeds	If sent to 413.233.2777, the request will be forwarded
Plan exclusions	HNE	fax to 413-233-2777	Do not use CoverMyMeds
Medical Drugs (J-Codes)	Prime Therapeutics (formerly MagellanRx)	Submit by phone or portal	Do not use CoverMyMeds
Pharmacy Medication Appeals	HNE	Fax to 413-233-2685	Do not use CoverMyMeds
Medical drug Appeals	Prime Therapeutics (formerly MagellanRx)	Submit by phone or portal	Do not use CoverMyMeds

- Review the Medicare formulary lookup to determine how the drug is managed
  - Questions? Please email [pharmacyrequests@hne.com](mailto:pharmacyrequests@hne.com) and someone will get back to you within 1 business day
    - Can also call HNE member services at 413-787-4004 or 800-310-2835, these numbers can be found on the member's HNE insurance card
- In general, the following PA requests need to be sent to HNE:
  - Medical (buy and bill, Part B) drug appeals
- In general, the following PA requests need to be sent to OptumRx:
  - All pharmacy drug requests (Part D) including appeals
- In general, the following PA requests need to be sent to Prime Therapeutics formerly Magellan
  - Medical (buy and bill, Part B) initial requests
- When in doubt, send to HNE. HNE will forward requests to the right place if needed.



# Medicare Summary

\*\*\* If a review is sent to Optum/CoverMyMeds that is processed by HNE internally, it cannot be routed back to HNE due to privacy/HIPAA regulations, therefore a new request will need to be faxed to HNE directly.

Type of Request	Who Reviews	Where to Send	Comments
Step Therapy	OptumRx	fax to 844-403-1028 or use CoverMyMeds	If sent to 413.233.2777, the request will be forwarded
Quantity Exception	OptumRx	fax to 844-403-1028 or use CoverMyMeds	If sent to 413.233.2777, the request will be forwarded
Non-Formulary	OptumRx	fax to 844-403-1028 or use CoverMyMeds	If sent to 413.233.2777, the request will be forwarded
Prior Authorization ( <u>not step therapy medications</u> )	OptumRx	fax to 844-403-1028 or use CoverMyMeds	If sent to 413.233.2777, the request will be forwarded
Medical Drugs (J-Codes)	Prime Therapeutics (formerly MagellanRx)	Submit by phone or portal	Do not use CoverMyMeds
Pharmacy Medication Appeals	OptumRx	fax to 844-403-1028	Do not use CoverMyMeds
Medical drug Appeals	HNE	Fax to 413-233-2685	Do not use CoverMyMeds

| Questions?