



MaineCare Prior Authorization (PA) Request Submission Process

Answers to Frequently Asked Questions

1. What is the Preferred Drug List (PDL)?

The Preferred Drug List (PDL) is a list of medications that physicians can prescribe to their patients without any restrictions (preferred drugs), as well as drugs that can be prescribed only after receiving a Prior Authorization (non-preferred drugs or clinical criteria drugs).

2. What is Prior Authorization (PA)?

A PA is required when a Physician needs to prescribe a non-preferred drug from the PDL to a patient. PA's are reviewed by clinical staff and approved or denied based on patient history, medical necessity information supplied on the PA form, and other MaineCare criteria.

3. How do I know if I need to submit a PA?

- Go to <http://www.mainearepdl.org/pdl> under the "MaineCare PDL" heading, click on the Excel or Adobe Acrobat version of the PDL to download and open the document.
- Once the PDL has been opened, you may locate the drug your patient needs by hitting "CTRL-F" and typing the drug's name in the find field and pressing enter or clicking the "find" button.
- If the drug is in the left column (preferred), in most cases it does not require PA unless clinical indication or criteria is required. Please review criteria section for potential clinical requirements.
- If the drug is in the right column (non-preferred), it needs a PA. To the right of the drug name is information on criteria for the drugs and a clickable link to the correct PA form.
- Go to the MaineCare Rx Portal and review the MaineCare PDL. Click on formulary; search for drug in question and the drug will indicate status as well as other alternatives.

4. How do I submit the PA?

- Click on the link for the PA form. (Accessed in the Excel sheet or on MaineCarePDL.org).
- Print out the PA form, fill it out and fax it to the number at the top of the form. (See "Additional Information" on the following page if you have questions about filling out the form).
- PA's may be submitted through the Provider Rx Portal at <https://providerportal.megov.changehealthcare.com/mepp/report/index.joi> (this requires registration). Once logged in, click on the Web PA tab to submit a Prior Authorization.

5. How long will it take for my patient to get the drug?

PA's are generally decided within 3 hours, but those submitted after 2 PM or at night, on weekends and holidays may not be acted upon until the next business day.

6. What do I do if the patient needs the drug immediately or it is after 2PM, at night or on a weekend or holiday?

The patient's pharmacy may call 1-888-445-0497 to arrange for an "override" that will allow the pharmacy to fill the prescription until the PA is complete. In addition, in case of true emergency, pharmacies can authorize a 72 hours supply of some medications, per MaineCare policy.



Additional Information

MaineCare Pharmacy Prior Authorization Help Desk

The MaineCare Pharmacy PA help desk is available from 8:00am to 5:00pm Monday through Friday (excluding holidays), and via pager on nights and weekends. Help Desk staffs can address any questions or concerns regarding the PA process. The MaineCare Pharmacy website is also an excellent resource for the most up-to-date forms and information regarding PA and the MaineCare PDL: <http://www.mainecarepdl.org/>

The Help Desk can be contacted at the following number: 888-445-0497

Submitting a Prior Authorization

Identifying the need for a PA:

A PA is typically required when:

- The desired drug is non-preferred;
- The desired quantity / days supply exceeds dosing limits;
- The desired medication has drug-drug interactions with another drug in patient's profile;
- The patient has exceeded the maximum allowable time on the desired medication, or
- The desired drug needs confirmation of an approved diagnosis.

Types of PA forms:

If it's determined a PA is necessary, PA forms can be obtained from the MaineCare PDL website (www.mainecarepdl.org). The comment section, next to each category in the PDL document, indicates which PA form needs to be completed. PA forms can also be found under the "Prior Authorization (PA) Forms & Related Info" link on the same website. The PA forms will be listed by the PA reference number indicated in the PDL document. The PA form can be downloaded and printed by downloading and opening the desired form.

Completing the PA form:

The PA form must contain all required information in order for it to be processed in a timely manner. If required information is missing from the PA form, or the wrong PA form is submitted, the submitting provider may receive a fax (or mail) notification from GHS indicating the remaining information required to complete the PA. All required information at the top of the form must be completed for the PA to be accepted:

- Member Name, MaineCare ID#, and date of birth;
- Prescribing doctor's name, DEA number, address, contact phone, and fax number;
- All drug information indicated on the form;
- All questions indicated on the form;
- Documentation of any pertinent medical necessity;
- Required lab records or additional documentation must be attached to the PA form as needed to support documentation of medical necessity, and
- Prescribers signature and the date.

A fax number is located at the top of the PA form (1-888-879-6938). The completed PA form can be faxed to this number (recommended) or, if necessary it can be mailed to GHS.