



*Change Your Perspective*

---

**What is a Prior Authorization?**

A Prior Authorization is a stop on a medication before it can be paid for by your health plan. These stops occur at the pharmacy and ensure that certain medications are being used safely and appropriately.

**What types of medications require a Prior Authorization?**

Medications that require a Prior Authorization are such that require the confirmation of the prescriber's diagnosis, the review of lab results, or the use of safer or better studied medications before they can be approved.

**What does the pharmacy have to do?**

When the pharmacy submits a claim for a medication to Araya, a rejection message will advise them of the next steps. The pharmacy must work with the prescriber to have them send Araya the proper documentation. Many times, this is an automated process that requires minimal effort at the pharmacy, and thus can be completed quickly.

**What does my prescriber have to do?**

Each medication that requires a Prior Authorization has criteria that can be sent to the prescriber. The prescriber supplies Araya with the necessary documentation and transmits the information to Araya.

**How long does this process take?**

The process varies from one medication to the next and depends on how quickly Araya receives the information requested. Once the information is received, a determination is typically made in one to two business days.

**What happens if the Prior Authorization is approved?**

If the Prior Authorization is approved, Araya's Account Services team contacts the pharmacy and has the pharmacy employee submit a claim again. The Account Services personnel will stay on the phone with the pharmacy until a paid claim is obtained.

**What happens if the Prior Authorization is denied?**

If the Prior Authorization is denied, Araya's Account Services team will contact the prescriber and advise them of the determination. The prescriber will be advised of what is required before the medication can be approved.