



Announcement: Arkansas Medicaid Electronic Prior Authorization via CoverMyMeds®

Coming Soon

Beginning 8/1/2025, the Arkansas Medicaid Prescription Drug Program will add new functionality to begin accepting electronic prior authorization (ePA) requests via CoverMyMeds®, in addition to fax requests.

CoverMyMeds is a tool designed to simplify the prior authorization process by prompting prescribers to answer required clinical questions and can offer real-time approvals if clinical criteria are met. Prescribers will be able to electronically submit prior authorization requests, upload supporting documents, and track request status in real time.

Additionally, pharmacy providers who utilize CoverMyMeds will have the opportunity to initiate medication ePA requests on behalf of the member for completion by the prescriber. CoverMyMeds will direct the case to the prescriber's queue and prompt them to complete and submit the ePA to Arkansas Medicaid.

What Pharmacy Providers and Prescribers Need to Do

- Read the [Quick Guide to CoverMyMeds Prior Authorization Requests](#) to learn more about CoverMyMeds.
- Visit the [CoverMyMeds Log In](#) page to create an account, complete your profile, and become familiar with the application.

Note: Please ensure that all information in your profile is accurate.

Resources

- [CoverMyMeds Website](#)
- [Quick Guide to CoverMyMeds Prior Authorization Requests](#)
- [Arkansas Medicaid Pharmacy Portal](#)

Contact Information

For questions related to CoverMyMeds technical support, contact the CoverMyMeds Call Center by phone at 1-866-452-5017 or by live chat at covermymeds.com from 8:00 AM to 8:00 PM ET, Monday through Friday, excluding holidays.