



# Arkansas Medicaid Prescription Drug Program Electronic Prior Authorization Frequently Asked Questions

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## ***What is CoverMyMeds?***

CoverMyMeds is a tool designed to simplify the prior authorization process by prompting prescribers to answer required clinical questions that 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.

## ***Is there a cost associated with utilizing the CoverMyMeds platform?***

No, utilizing the platform has no cost to Arkansas Medicaid prescribers.

## ***Who can submit ePAs for prescriptions through CoverMyMeds and ePA?***

Prior authorizations are accepted by the Arkansas Medicaid Prescription Drug Program from prescribers enrolled as Arkansas Medicaid providers and their authorized agents.

An authorized agent is defined as an employee of the prescribing practitioner who has access to the patient's medical records.

## ***When will ePA be available through CoverMyMeds for enrolled Arkansas Medicaid prescribers?***

The Arkansas Medicaid Prescription Drug Program has announced that ePA submissions will become available through CoverMyMeds starting 8/1/2025.

## ***I am not registered with CoverMyMeds. How can I register?***

To register for CoverMyMeds, visit [CoverMyMeds.com](https://CoverMyMeds.com) and follow the registration prompts.

For support with registration, prescribers can reach out to the CoverMyMeds support team at 1-866-452-5017, available Monday-Friday, 8am-8pm ET. Chat is also available with Support at CoverMyMeds, for more information visit [What is CoverMyMeds? | CoverMyMeds.](#)

## ***I have already registered with CoverMyMeds. What should I do to prepare ahead of ePA go-live for Arkansas Medicaid prescriptions?***

There is no action required at this time. Re-familiarize yourself with the platform if it is not something that is used frequently. Ensure your log-in information is accurate and up to date.

If you are already submitting PAs through CoverMyMeds, you can keep utilizing the platform; however, real-time approvals for Arkansas Medicaid will not be available until ePA go-live on 8/1/2025.



***Is ePA the most efficient way to submit a PA to the Arkansas Medicaid Prescription Drug Program?***

Yes, ePA offers the opportunity for prescribers to answer clinical questions in real-time, allowing for real-time approvals. Alternatives are also offered in real time.

For a list of preferred products, refer to the [Arkansas Medicaid Preferred Drug List](#).

***How will I know if the PA is approved?***

The prescriber will receive a message stating:

This request has been approved. PA End Date: [MM/DD/YYYY].

Or, the prescriber may receive this message if further review is necessary: Prime Therapeutics is reviewing your PA request.

***Will the CoverMyMeds platform provide notification if a PA is not required for the medication entered?***

Yes, after selecting **Send to Plan**, you will receive a message stating the medication is covered for this Client without Prior Authorization.

***How can I check the status of a PA that wasn't approved in real-time through CoverMyMeds?***

PAs submitted through CMM can be checked for status if real-time approval was not achieved. To do this, visit your CoverMyMeds Prescriber Portal Dashboard and search for the request using patient name, a CoverMyMeds submission "key", or a date range.

***My ePA request returned a message stating it was sent to Prime Therapeutics for further information. What does this mean and what is the expected turnaround time for review?***

If real-time approval was not achieved, the PA request may be sent for further clinical review. This clinical review may take up to 1 business day.

***I received notice that a pharmacy initiated a PA in my prescriber queue. What does this mean?***

Pharmacies who are integrated with CoverMyMeds can initiate a PA request for the prescriber to submit. The pharmacy claim information will populate and allow the prescriber to see the initiation started on their behalf in their queue upon logging into the platform.

Today, over 50,000+ pharmacies are within CoverMyMeds network.



***What are alternative ways to submit a PA to the Arkansas Medicaid Prescription Drug Program?***

In addition to the ePA submission method, PA requests can be submitted via fax.

Prescribers can fax the requests to the Prime Therapeutics Pharmacy Call Center to 1-800-424-7976.

- Fax requests are reviewed and determined within 1 business day.
- An [Arkansas Medicaid Prior Authorization Request Form](#) is required if using the fax method.

***I don't know if my Electronic Health Record (EHR) system is integrated with CoverMyMeds. What should I do?***

CoverMyMeds is integrated 75% of all EHR systems. If you are unaware of your integration status, it is recommended to reach out to your technical support at your facility.

***I use an ePrescribing tool that is integrated with CoverMyMeds. What will change once ePA is available for prescribers who care for Arkansas Medicaid members?***

Once ePA is available, prescribers will be prompted with clinical questions in real-time and allow the prescriber to fill out necessary clinical information to potentially achieve real-time approval.

***What if I experience technical difficulties or log in issues with CoverMyMeds?***

The CoverMyMeds support team is the most efficient and effective way to get support with log in or technical difficulties with CoverMyMeds.

Contact the CoverMyMeds Support Center:

- Phone: 1-866-452-5017 from 8:00 AM to 8:00 PM ET, Monday through Friday, excluding holidays
- Live Chat: [www.covermymeds.health/contact-us](http://www.covermymeds.health/contact-us)

***How can I learn more about CoverMyMeds and the ePA process?***

CoverMyMeds offers live support and knowledge articles to assist with how to use the platform. For more information, visit [Quick Guide to CoverMyMeds Prior Authorization Requests](#).

***How can I learn more about clinical criteria, access the preferred drug list, or obtain general information relating to Arkansas Medicaid?***

Contact the Prime Therapeutics Pharmacy Call Center:

- Phone: 1-800-424-7895 from 8:00 AM to 5:00 PM CST, Monday through Friday, excluding holidays
- Arkansas Medicaid Prescription Drug website: <https://ar.primetherapeutics.com>