



Division of Medical Services

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OFFICIAL NOTICE

TO: Health Care Providers – All Providers

DATE: November 3, 2025

SUBJECT: Change to Prior Authorization Process for Physician-Administered Drugs – Effective January 1, 2026

Beginning **January 1, 2026**, Arkansas Medicaid will implement a **new prior authorization (PA) process** for **Physician-Administered Drugs (PAD)**. This change is part of a broader effort to align with evidence-based clinical guidelines and streamline specialty drug management.

What's Changing?

- **Prime Therapeutics**, the existing Pharmacy vendor, will now also be managing prior authorization reviews for drugs covered under the medical benefit for all Arkansas Medicaid members. This will streamline the prior authorization process for more consistent processes for all drug prior authorizations with faster clinical reviews.
- Providers must submit PAD PA requests to **Prime Therapeutics** by initiating an electronic request through CoverMyMeds at <https://www.covermymeds.health/>. Requests can also be faxed to 800-424-7976.
- The new process applies to **dates of service on or after January 1, 2026**.
- Providers may begin submitting PA requests to Prime Therapeutics beginning on **January 1, 2026**.

What You Need to Do:

- Ensure your staff is aware that **as of January 1, 2026, PAD PA requests will be submitted to Prime Therapeutics**.
- If you are not yet registered for CoverMyMeds and plan to submit electronic PAD PA requests, please register before January 1, 2026. [CoverMyMeds Frequently Asked Questions \(FAQs\) can be found here](#) and the CoverMyMeds Help Desk can be reached at 1-866-452-5017.

Additional Information:

- This change affects providers who request PAD PAs for medical claims.
- This change does not apply to PAD PAs with dates of service prior to January 1, 2026.

- Contact information for **billing issues only** does not change.
- The process for billing submissions does not change.

For inquiries regarding this change, please visit the Arkansas Medicaid Pharmacy Portal at <https://ar.primetherapeutics.com/home>, or call 800-424-7895.

Please note you will receive additional communication leading up to January 1, 2026, including links to resources and general support.

Thank you for your continued commitment to providing high-quality care to Arkansas Medicaid members.

S. Elizabeth Pitman

Elizabeth Pitman
Director