



Division of Medical Services

P.O. Box 1437, Slot S401, Little Rock, AR 72203-1437

P: (501) 682-8292 F: (501) 682-1197

OFFICIAL NOTICE

TO: Health Care Providers – All Providers

DATE: December 19, 2025

SUBJECT: Upcoming Changes 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?

- Beginning January 1, providers who request PAD PAs for medical claims will now submit the PAs to **Prime Therapeutics**, the existing Pharmacy vendor.
- 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.
- Providers faxing PAD PA requests should use the PAD PA form. https://ar.primetherapeutics.com/documents/d/arkansas/arrx_general_pad_form-1
- AFMC will continue to process requests RECEIVED through 12/31/2025.
- Reminder: 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 must 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:

- Currently, some PA modifications are allowed without changing a PA number. Effective 1/1/2026, any modifications to existing PAs requires a new PA number to be assigned with any changes. Billers will need to ensure they are getting the updated PA numbers.
- 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 [Provider Documents - Arkansas](#) for PAD information including frequently asked questions, or call 800-424-7895.

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

S. Elizabeth Pitman

Elizabeth Pitman
Director