



Arkansas Medicaid Physician Administered Drug Program Frequently Asked Questions

What is the effective date of the program?

The effective date of the program is January 1, 2026.

Which members are covered by this program?

Arkansas Medicaid Fee-For-Service Beneficiaries

Which medications will require a prior authorization review by Prime Therapeutics?

Please see the [Arkansas Medicaid Procedure Code Tables](#)

Where can I find Physician Administered Drugs criteria including J-codes and monographs?

[Physician Administered Drug Clinical Criteria](#)

How often is the medication criteria updated?

The monographs are reviewed and/or updated annually.

How do providers contact Prime Therapeutics to request a prior authorization or reauthorization?

Providers may submit a prior authorization request to Prime Therapeutics via fax to 800-424-7976 or an electronic request (ePA) via CoverMyMeds.

Note: An [Arkansas Medicaid Physician Administered Drug PA Form](#) is required if using the fax method.

Who do I contact for Physician Administered Drug prior authorization questions?

Contact the Prime Therapeutics Call Center by phone at 1-800-424-7895 from 8:00 AM to 5:00 PM CST, Monday through Friday, excluding holidays.

Additional resources can be found online at: [Physician Administered Drugs Provider Documents](#)

Who do I contact for Physician Administered Drug billing questions?

Contact the Provider Assistance Center at 501-376-2211 (local) or 1-800-457-4454 (toll-free).

Who do I contact if one of the providers in our practice is not enrolled with Arkansas Medicaid?

Contact Provider Enrollment at 501-376-2211 (local) or 1-800-457-4454 (toll-free); option 4.



Who receives copies of the determination notices?

A fax will be sent to the performing provider for approvals and denials. Beneficiaries will receive denial determinations by mail.

Can one prior authorization request include multiple medications?

Please submit a separate fax form or ePA request via CoverMyMeds for each medication.

Once a prior authorization approval is given, can a request be made to change the dose or frequency before the approval duration has expired?

Please submit a fax or ePA request via CoverMyMeds to update the prior authorization. Please document the specific details of the change.

Who do I contact for exception to policy requests?

Clinical prior authorization exception to policy requests are reviewed by Prime Therapeutics. Contact Medical Utilization Review at 501-682-8340 for billing exception to policy requests.

Is there a cost associated with utilizing the CoverMyMeds platform?

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

Who can submit electronic prior authorizations for Physician Administered Drugs through CoverMyMeds?

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.

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

To register for CoverMyMeds, visit 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.

How can I check the status of a PA through CoverMyMeds?

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?

The PA request has been sent for further clinical review. This clinical review may take up to 1 business day.



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.

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

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](#).