



Prior Authorization Program Frequently Asked Questions

Optum Rx®, your pharmacy benefit manager, is committed to maximizing the value of your prescription drug benefit and lowering prescription costs. Prior Authorization (PA) is a clinical program designed to help meet these goals.

What is Prior Authorization?

Prior Authorization means that you must obtain approval for certain medications to be covered by your plan. OptumRx works with your doctor to make sure coverage is appropriate.

How does a Prior Authorization work?

We work with your doctor to ensure safe and effective use of select prescription medications. Before your copay can be applied at the pharmacy, the medication must be approved by OptumRx, along with help from your doctor. We will contact your doctor to get the information needed to determine coverage for your medication.

Why do some medications require Prior Authorization?

Some medications have a higher possibility of overuse or may be prescribed outside of clinical dosing guidelines. In some cases, there are also specific dosages that should be used based on medical guidelines.

Who decides which medications require Prior Authorization?

A team of independent, licensed doctors, pharmacists and other medical experts review and discuss the latest medical guidelines and research. They decide which medications should be included in the PA Program.

How do I know if my medication requires a Prior Authorization?

Your pharmacist will let you know when you pick up your prescription at the pharmacy. You may also call the Member Services number on your pharmacy card for more information.

What if my Prior Authorization request is not approved?

If your request for a Prior Authorization is denied, you will be responsible for the full cost of your prescription at the pharmacy. You may still fill your prescription, but your copay will not apply.

Where can I get more help?

Visit optumrx.com or call 1-855-546-3439.



OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum® company — a leading provider of integrated health services. Learn more at optum.com.

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