

April 2016

Pharmacy prior authorization request issue resolution

You may have experienced difficulty submitting a pharmacy prior authorization request via the web portal this week; this was due to a pharmacy benefit manager (PBM) system error. We apologize for the inconvenience and would like to let you know that the issue has been corrected.

If you received an error message when attempting to submit a pharmacy prior authorization request via the web portal, please resubmit your request via the web portal, fax or call us to submit your request over the phone.

If you submitted your pharmacy prior authorization request via fax or through CoverMyMeds, **NO FURTHER ACTION IS NEEDED**. We have received your request and it is being processed at this time.

If you encountered an issue when trying to submit your pharmacy prior authorization request over the phone, or have not yet attempted to resubmit your request and would like to do so, you may call us and submit your request over the phone for processing.

<https://mediproviders.anthem.com/va>

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