



Common Questions and Answers about Medication Prior Authorization

- Q: What is a Medication Prior Authorization (PA)?**
- A: A PA is an authorization for TeamstersCare coverage for a particular prescription medication.**
- Q: Why does TeamstersCare require a PA for certain medications?**
- A: TeamstersCare requires a PA for certain prescription medications as part of our pharmacy management program. It is part of a comprehensive management program that enables TeamstersCare to provide health care benefits for members and retirees over the long-term.**
- Q: When is a PA required?**
- A: A PA is required for certain prescription medications that are on a list which is posted on our website or available through one of the TeamstersCare Pharmacies.**
- Q: How do I get a PA for my medication?**
- A: Your doctor must complete a Prior Authorization Form and fax it to 617-241-5025. Forms are available at www.teamsterscare.com or by calling 1-800-235-0760 to request a Form.**
- Q: How long does the PA process take?**
- A: The process generally takes from 3 to 5 business days from receipt of the completed faxed Form.**
- Q: How will I know if my medication is approved?**
- A: A pharmacy staff member will contact you by telephone to let you know when the PA for your prescription medication is approved.**
- Q: What happens if the PA for my medication is not approved?**
- A: The PA for your medication may be pended or denied. The PA may be pended if more information is needed from your doctor, or if alternative medications or dosages should be tried first. The PA for your prescription medication may be denied if it does not meet the criteria necessary for a PA.**