

covermymeds®



QUICK REFERENCE GUIDE



How to Start and Complete a Request

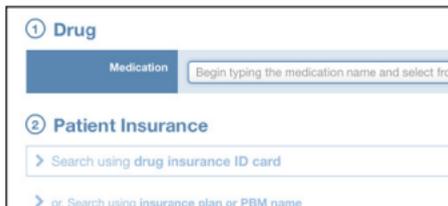
1. LOG IN OR REGISTER



A login or registration form with a blue header and light blue background. It contains five input fields: 'Your Full Name', 'Email', 'Username', 'New Password', and 'Confirm Password'. A link 'What if I have no account?' is visible next to the Email field.

Log in or register for a free account at **covermymeds.com**. For personal assistance with setting up your account, call **1-866-452-5017**.

2. START A REQUEST



A 'Start a Request' form with a blue header and light blue background. It has two main sections: '1 Drug' and '2 Patient Insurance'. The 'Drug' section has a 'Medication' input field with a placeholder 'Begin typing the medication name and select from...'. The 'Patient Insurance' section has a search icon and two options: 'Search using drug insurance ID card' and 'or Search using insurance plan or PBM name'.

Click "**New Request**," enter the patient's state and medication. Select the appropriate request and click "**Start Request**."

3. COMPLETE AND SUBMIT



A 'Complete and Submit' form with a blue header and light blue background. The header shows 'John Doe (Key: JDMV)'. Below it is a 'Patient' section with a dropdown arrow. The form has three main action buttons: 'Send to Plan', 'Send to Prescriber', and 'Save'. There are also 'Archive' and 'Cancel' buttons. The patient information is displayed in a table format: Name (Prefix: John), Address (Street: 123 Main Street, Street 2: [blank]).

Complete all "**Required**" fields and click "**Send to Plan**." The request will automatically be delivered to the plan or PBM for determination.



Need help?

Two simple steps to live chat with a support specialist:

1. Visit covermy meds.com
2. Click the chat box at the bottom of the screen

That's it!

...or call 1-866-452-5017

Support Resources

TRAINING VIDEOS

Learn everything you need to know about CoverMyMeds in four minutes or less.

WEBINARS

See a demo of our system and interact with our support specialists.



FAQs

Find answers through our comprehensive list of the most common user questions.

USER GUIDE

Filled with detailed directions and tips for all CoverMyMeds features.

go.covermymeds.com/help

Q. How do I know if the plan approved the PA?

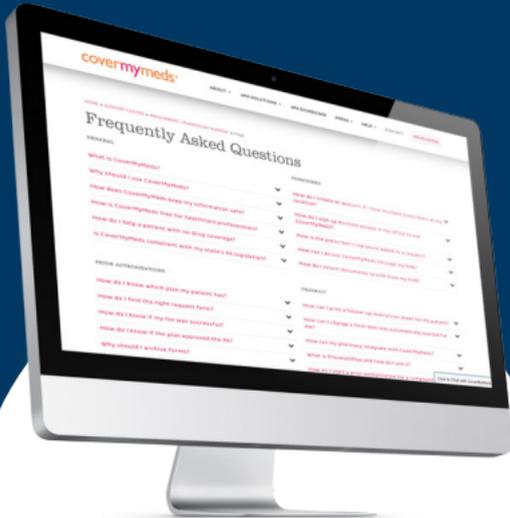
A. Often, with a real-time electronic determination. Otherwise, by fax in 1-5 days.

Q. Who needs to sign the request?

A. Either you or the prescriber – it's up to your practice to decide.

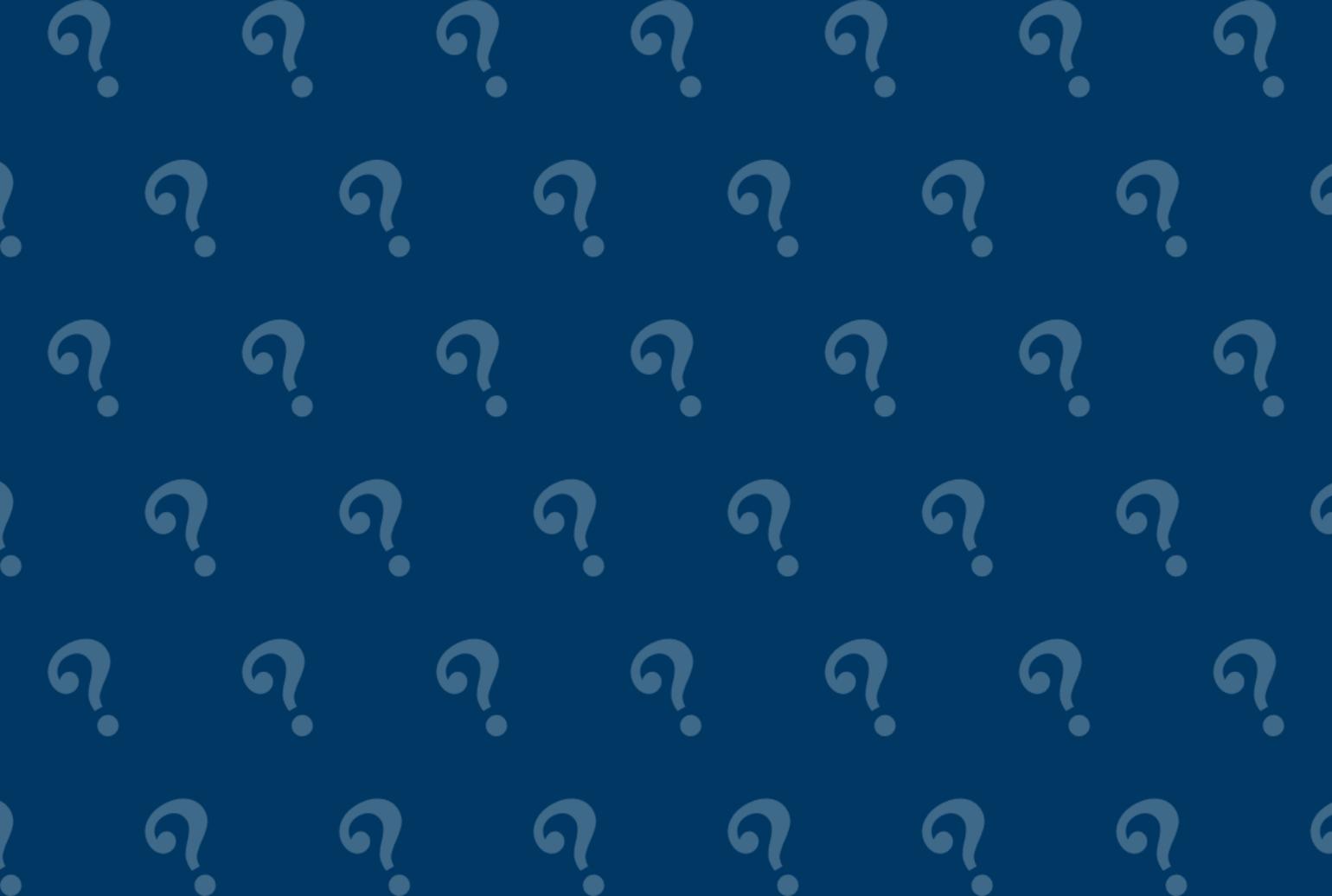
Q. Can I share requests with co-workers?

A. Yes. The easiest way is to create a group account. We can set this up for you.



Find the answers you need through our extensive FAQ section:

go.covermymeds.com/faq





Finding the Right Request Using Your Patient's Insurance Card

CoverMyMeds recommends requests based on the information you provide. Using information from your patient's insurance card helps us recommend the correct PA request.

The important items to look for are the **RxBIN**, **RxPCN** and **RxGroup**. These identifiers may be located on the front or back of the insurance card.

Think of the RxBIN, RxPCN and RxGroup as an address for the plan. When you use all three identifiers, it's easy to determine the exact plan.

MEDICAL INSURANCE CARD	
Member Name JOHN DOE	Group Number EP409-01
Member Identification Number YFW123A567800	RX FORMULARY - GENRX SPECIALTY - PRIME SPECIALTY
RxBin Number 10455	Office Visit Co-Pay \$20
RxPCN Number GIGN	Retail Health Clinic Co-Pay \$10
RxGroup P409-01	

Think of the RxBIN as the state

Think of the RxPCN as the city

Think of the RxGroup as the street address



Completing Requests Started by a Pharmacy

71% of prior authorization (PA) requests are started at the pharmacy, but rely on the prescriber to complete. Use the following steps to complete pharmacy-initiated requests.

1

Log in to your account and click “Enter Key” on your dashboard.

2

Enter the six-digit key, your patient’s last name and date of birth.

3

Fill out all remaining medical details and click “Send to Plan.”

QUESTIONS? COVERMYMEDS IS HERE TO HELP.

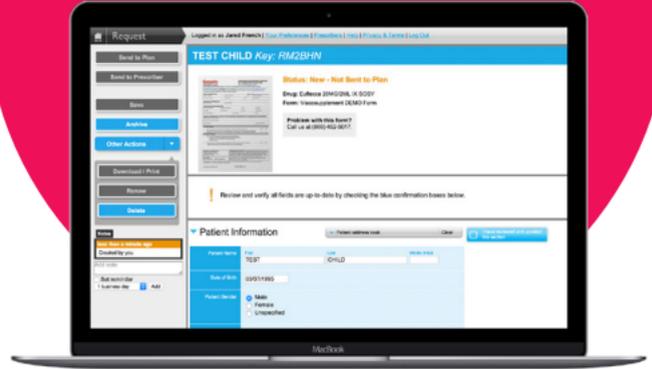
Chat: covermymeds.com | **Phone:** 1-866-452-5017 | **Resources:** go.covermymeds.com/help

PA Renewals

PA renewals are recommended for electronic requests that have already been submitted and determined by the plan.

Follow these steps to complete a PA renewal in less than a minute:

1. On your Dashboard, search for the submitted request under the “Sent to Plan” or “Search” tab and open it.
2. In the left panel under “Other Actions,” select “Renew.”
3. Confirm the medication, health care plan and patient.
4. Review and verify auto-populated information by checking the blue boxes to the right of each section.
5. Enter additional information if necessary.
6. Press “Send to Plan” to re-submit the request to the plan.



THANKS FOR USING COVERMYMEDS

Questions? We're here to help.
1-866-452-5017 | covermy meds.com
