



# The Confident Patient:

## A Guide to Navigating the Prior Authorization Process

### Understanding your PA requirement

- Does my prescription require prior authorization?
- Has your office submitted the request yet? When should I expect an update?
- What is the usual turnaround time for PA decisions?

### Tracking progress

- How will I be notified when a decision is made?
- Is there a phone number or online portal where I can check the status?
- Who should I contact if I don't hear anything by the expected timeline?

### If more information is needed

- What medical records, notes, or past treatments are being submitted?
- Does my insurer require step therapy? If so, why is this medication still appropriate for me?
- Is there anything I can provide, like symptom history or past medication experiences?

### If the PA is denied

- What were the reasons for the denial?
- Will your office help with an appeal or resubmission?
- What is the deadline to file an appeal, and can it be expedited?

### Getting answers from your insurer

- What criteria does my plan use to approve this medication?
- What will my cost be if it's approved?
- Is a specialty pharmacy required?
- How do I check my PA status?
- If denied, what are the appeal steps and deadline?

### Monitoring updates

- ☐ **PA requested:** My doctor's office has submitted the PA
- ☐ **Waiting:** The PA is in review and I'm awaiting a decision
- ☐ **Denied:** I received a denial and talked through the appeal steps
- ☐ **Approved:** The PA was approved and I'm coordinating with the pharmacy
- ☐ **Unsure:** I'm not sure where things stand and need to call my doctor's office

### Notes: