Optum Rx®

Prior Authorization

What you need to know



What is a prior authorization?

We want to ensure your medication is safe, effective and affordable. That's why for some medication more information is required before it's covered. This process is called **prior authorization** and may be needed for:

- **Safety:** Certain drugs are reviewed for safety risks, such as those only approved for specific health conditions.
- **Cost control:** A lower-cost medication may work the same way. Your plan may cover that option first.



How do I know if my medication requires prior authorization?

1. **Check online (fastest).** Visit **optumrx.com/drug-pricing** or use the ORx mobile app to search for the medication using our drug pricing tool. If prior authorization is needed, an alert will appear next to the medication.
2. **Ask your pharmacist or provider.** Your pharmacist or provider can quickly check whether a prior authorization is required and help guide you through the process.

> **Alert**
> This drug requires a prior authorization from your provider. Please contact your provider to complete. If the prior authorization is approved, the actual price you pay may be different than the price listed.



How do I submit a prior authorization request?

Contact your provider. Let your provider know your prescribed medication needs prior authorization. They can submit the required information.

How and when do I know if my prior authorization is approved or denied?

We usually process a prior authorization request in less than 24 hours. If it needs additional review or information, it may take longer. You can check the status anytime at **optumrx.com/pa**.

Approved
Your prior authorization request was approved on November 11, 2025 and will expire on December 31,2026.



Once a final decision is reached, you and your provider will be notified. You will either be notified digitally or by mail:

- **By email or text (fastest).** If you sign up for email or text notifications at **optumrx.com/account** you'll be notified once the request has been processed. When you receive the notification, log into *Documents* in your online account to view full details.
- **By mail.** If you have not set up email notifications, you will receive a letter in the mail with details. Your doctor will also be notified.

What do I do if my request is approved or denied?

1. **If the request is approved,** you can go ahead and fill your prescription as you normally would.
2. **If the request is denied,** your notice will include the reason for the decision, alternative drug options and information about how to file an appeal. We recommend discussing options will your provider.

Why was my prior authorization request denied?

We want to make sure that coverage and costs align with the effectiveness of the medication your provider has prescribed. A request may be denied if the medication is not approved for your health condition, if it may not be safe for you, or if another medication is covered first. Your letter will explain the reason and your options. You can find the letter in the *Documents* folder of your online account or in the mail.

How can I tell when my prior authorization is expiring?

Visit **optumrx.com/pa** anytime to view the expiration date(s) for your medication.

Will my prior authorization expire at the end of the year?

Your prior authorization does not automatically end at the end of each year. If your plan changes and it affects your medication, we will notify you.

What do I do when my prior authorization is expiring?

Your provider will be notified before your medication expires. In most cases they will renew for you and there is nothing you need to do. If you have questions about it, contact your provider.

My prescription did not need a prior authorization before and now it does. Why?

We review approved drug lists often for safety and cost. We may also update them when new drugs come on the market. If a change affects a drug you take, we will notify you.

I still have questions, who can I talk to?

We recommend contacting your provider if you have more questions. You can also call the number on your member ID card or visit us online and chat with a representative.

View your online account 24/7 to view request status or expiration.

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