



Clinical Solutions PromptPA Quick Tips Guide

RxBenefits' independent clinical management helps clients and their members optimize the value of their prescription benefits, while managing costs and access consistent with plan goals.



What is PromptPA?

PromptPA is the online portal that prescribers must use to submit a prior authorization request to RxBenefits.

What you can expect.

The standard turnaround for most PA requests is one to three business days, if all needed documentation has been provided.

How can prescribers submit a PA request through PromptPA?

There are two ways prescribers can submit a PA request:

1 Online via the website
RxB.PromptPA.com

2 By faxing a PA form to
1-888-610-1180

Through PromptPA, prescribers can also answer drug-specific questions and submit chart notes. RxBenefits will review the request and notify the member and the prescriber of the PA decision and next steps.

***Please note:** RxBenefits can only review PAs submitted through PromptPA. We do not integrate with CoverMyMeds because of our independent clinical review process.*

How long does the PA process take?

The standard turnaround for most PA requests is one to three business days, if all needed documentation has been provided.

How do I check the status of a PA?

Prescribers can review the coverage determination by visiting RxB.PromptPA.com.

- The current status of an existing PA request is available under the under the Check Status once they complete all required fields (identified by a red*).
- The status will show “In Progress” until the review is finalized.
- Once the review is finalized, it will show a coverage determination of either “Approved”, “Partially Approved”, or “Denied.”
- If additional information is needed, the Progress Note will show that RxBenefits is “Waiting on additional information from prescriber.”
- The “Est. Time of Completion” field provides the estimated time to completion, including any additional time needed for prescriber outreach and response.
- Questions specific to each PA request can be completed under the “Questionnaire” for Complete Existing Request tab at the top of the screen.

Questions?

In-House Pharmacies

can contact Pharmacy Accelerated Call Experience (PACE) at

1-855-391-5746

7 a.m. to 6 p.m. Central
Monday-Friday

ClientServices@RxBenefits.com

Providers

can contact RxBenefits Member Services at

1-800-334-8134

7 a.m. to 8 p.m. Central
Monday–Friday

CustomerCare@RxBenefits.com

Members

can contact RxBenefits Member Services at

1-800-334-8134

7 a.m. to 8 p.m. Central
Monday–Friday

CustomerCare@RxBenefits.com



Members can access their pharmacy benefits information 24/7 from any device by registering on the My RxBenefits member portal at Member.RxBenefits.com.

Once registered, you can view and download your ID card, set up your communication preferences, access real-time prior authorization status and up to 18 months of PA and claims history, chat with a live agent, and so much more.

