



Memorandum

To: Gold Coast Health Plan Providers

From: Anne Freese, Pharm D., Director of Pharmacy

Re: **Changes to Pharmacy Prior Authorization Request Process**

Date: October 9, 2019

OptumRx will soon retire the current fax number used to submit pharmacy prior authorization requests for GCHP. The current number, 1-800-527-0531, will be retired on Dec. 31.

The new fax number for submitting prior authorization requests to OptumRx is 1-844-403-1029 and is currently in effect.

Telephone Submission

Phones in requests are also still being accepted. To request a prior authorization by telephone, you may reach the OptumRx Prior Authorization team at 1-855-297-2870.

Electronic Submission

Electronic submission is also available and allows providers to:

- Spend more time with patients by reducing paperwork.
- Receive faster electronic decisions.
- Efficiently create renewals from previously submitted requests.
- Securely protect patient health information.

To submit an electronic prior authorization (ePA), [click here](#). For more information, contact the OptumRx Prior Authorization team at 1-855-297-2870.