



March 23, 2021

Web Announcement 2456

OptumRx Prior Authorization Process for Obtaining Additional Information

When additional information is required for OptumRx, the Nevada Medicaid Pharmacy Benefits Manager, to decision a pharmacy request for prior authorization (PA), OptumRx attempts to contact the provider that submitted the request. The contact is attempted by phone. When OptumRx is unable to reach the provider and obtain the additional information, the request for prior authorization is denied. The provider is informed of the denial and missing information via fax.

At any time, the provider may contact the OptumRx call center to inquire about the status of their request or to provide additional information pertaining to their request. If the provider has additional information to submit for the request, the provider should call the clinical call center at (855) 455-3311 and provide the PA number for the denial and the additional clinical information in order to request review for the denied request. This information will be promptly handled by the OptumRx call center to allow for additional review to ensure the PA can be approved in a timely manner.