Submitting a Prior Authorization using the CoverMyMeds integration (Web)

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Initiate PA Complete Request View Response View Existing Request Related Articles

DrChrono has implemented a CoverMyMeds (CMM) new enhancement, *Electronic Prior Authorization (ePA)*. The improvement will allow for a Prior Authorization to be submitted to the Payer directly from the "send eRx" page, making it quicker for a patient to immediately begin or continue treatment with as little delay as possible.

Key Enhancements

- Information will be sent to the provider indicating whether Prior Authorization is required for a medication.
- Patient information will be sent to CMM's allowing the provider to submit an ePA request to the payer through CMM's platform.
- ePA message populates in the DrChrono message center.

Workflow Overview

- 1. Initiate PA Request from Send eRx page
- 2. PA Request & Responses are saved under: Patient Chart > Demographics > Authorizations
- 3. Payer Responses are forwarded to the Message Center, tagged with the patient's name.

Initiating a Prior Authorization Request

You do not need to use the *Eligibility* tab in the patient chart for the ePA process to work. The electronic prior authorization will function automatically using prescription benefit information from Surescripts.

- Open the Patient Chart
- Navigate to Send eRx (left menu bar)
- Enter all required fields:
 - Medication
 - SIG
 - Dispense
 - Dispense Unit
 - Days Supply
 - Diagnosis Code (must exist in the Problem List)
- If a PA is required, the **Initiate PA** option will appear:
 - Click Initiate Standard Request or
 - Click Initiate Urgent Request

- Urgent = Payer must respond within a specified timeframe (typically 24 hours)
- If an existing PA request exists for the selected medication, a pop-up will notify you. Otherwise, continue to the next step.

Once the PA request has been initiated, typically it will take 1-2 minutes to appear in the Message Center / Patient's Chart to complete. However, the timeframe is ultimately based on the payer.

Completing a Prior Authorization Request

You can complete the PA request from either the Message Center or the Authorizations tab in the patient's chart.

Option 1: Via Message Center

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- Click the Envelope icon (top-right of the screen)
- In the left menu under ERX, select Prior Authorization
- Click the message titled **START PA**
- In the message, click Start PA
- You'll be redirected to the Prior Authorization Request screen
- Complete all required fields
 - Attach supporting documents (e.g., clinical notes) if necessary
- Click Submit Request

Option 2: Via Authorizations Tab in Patient Chart

- Go to Demographics > Authorizations
- Find the relevant medication request with a status showing **Open**
- Click the three dots (...) under the Action column
- Select Send PA
- Complete all required fields
 - Attach supporting documents (e.g., clinical notes) if needed
- Click Submit at the bottom of the form

Important Demographics Insurances Eligibility Authorizations Smoking Status Flags Balance
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Prior Authorization Request - Due 12/23/2022 Medication: Apprendin 100MG tables Description: This is the description of the prior authorization request. This is the description authorization request. This is the description context: example@mail.com
1: Does the patient receive semi-annual checkups?
Yes * Attachment: document for question 1.pdf
1.1; Start Date
18/13/2021 🗎 (0.00 (Optional) 🗛 🔹 👔
1.2: End Gase 15/12/2021 (2) (2003 (2)/const) (AM -)
2: What symptoms has the patient subliked (select all that apply? [Complex] @\[Instants @] X - B
B. When is your appointment?
10/13/2021 COCCU (Opennar)
4: Number Only (Optional)
s ()
Attachment (Up to 1)
Please attach patient clinical notes as it's required according to the law.
Choose Document
Comment
Submit PA Request Cancel

Viewing PA Responses from the Payer

- Navigate to the Message Center
- Under the ERX section, click Prior Authorization
- Select the message associated with the patient's name
- Review the response type:
 - Approved
 - Complete More Questions
 - Denied
- Payer Notes and attached files (e.g., denial reasons) are viewable at the bottom of the response message.

ALL MESSAGES	•
➔ Incoming Messages	3
* Starred	
III Messages	3
FAX	•
➔ Incoming Fax	D
← Outgoing Fax	
LAB RESULTS	•
⊥ Lab Results	
	•
(S) eRx Requests	
⊗ eRx Change	
⊗ eRx Cancel	
S Prior Authorization	

		From	Title	Associated patient	Created	▼ Updated
	$\hat{\Omega}$	CoverMyMeds	PA.Approved: Adderall 10 mg oral tablet		April 12, 2023, 2:22 p.m.	April 12, 2023, 2:23 p.m.
	会	CoverMyMects	PA Approved: nortriptyline 10 mg/5 mL and aclution		April 12, 2023, 1:19 p.m.	April 12, 2023, 1:20 p.m.
D	$\dot{\Omega}$	CoverMyMeds	Start PA: Condylox 0.5% topical gel		March 30, 2028, 1:09 p.m.	April 6, 2023, 2:43 p.m.
U	ŵ	CoverMyMeds	Start PA: Adlynin suboutaneous kit		March 30, 2023, 1:10 p.m.	April 6, 2023, 2:43 p.m.
	÷	CoverMyMeds	Start PA: Vimpat 10 mg/mL oral solution		March 30, 2023, 1:09 p.m.	March 30, 2023, 1:09 p.m.
	÷.	CoverMyMeds	Start PA: Endocet 5/325 oral tablet		March 30, 2023, 1:07 p.m.	March 30, 2023, 1:07 p.m.

If the Response Requires More Information

- Click Complete More Questions
- Provide the additional information requested by the payer
- Click Submit PA again

Example Payer Responses

- Approved: PA Approved- Flonase 50mcg/inh nasal spray
- Complete More Questions

Complete More Questions View Patient's PA

- Click the Complete More Questions button
- Answer all follow-up questions
- Click Submit
- Denied: PA Denied- Flonase 50mcg/inh nasal spray

Viewing Existing PA Requests

important D	emographics insur-	ances Eligiolity Authoria	actions smoking	status Plags Ba	nance	
Prior Authorizati	on (CoverMyMeds)	Add Authorization Manually				Active Archived
Medication	Authorization #	Status	Effective Date	Expiration Date	Date Updated	Action
Medication 1		Initiated			12/05/2022	
Medication 2		Open			12/05/2022	
Medication 3		Requested			12/05/2022	
Medication 5	123456778	Approved	12/05/2022	12/05/2022	12/05/2022	
Medication 6		Denied			12/05/2022	
Medication 7		Expired	12/05/2022	12/05/2022	12/05/2022	
				4	1 2 3	4 5 6 7 •

Open the Patient Chart

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- Navigate to Demographics > Authorization
- Under the Action column, click the three dots (...) to:
 - $\circ ~~ \textbf{Send} ~ a ~ PA$
 - Cancel a request
 - Archive a request
 - View Payer Response

If a **canceled** PA request has since been **approved**, a new PA request can be initiated using the same drug from the **Send eRx** page.

Related Articles

FAQ- Submitting a Prior Authorization using the	Submitting a Manual Prior Authorization -
CoverMyMeds integration (Web)	CoverMyMeds integration(Web)