

Submitting a Prior Authorization using the CoverMyMeds integration (Web)

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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

Provider initiates PA Request to Payer from send eRx page ➡ PA Request & Response(s) save in Patient's Chart > Demographics > Authorizations ➡ PA Responses from Payer are forwarded to Message Center with patient's name attached.

Initiating a Prior Authorization Request

- From the patient's chart, perform a [prescription benefits](#) check via the Eligibility section.
- Once the prescription benefit has been confirmed navigate to Send eRx (via the patient's chart).
- Enter the following required fields (Medication, SIG, Dispense, Dispense Unit, Days Supply, and Diagnosis Codes). The diagnosis code must first exist in the Problem list in order to appear.
- *The Initiate PA box will only appear if a PA is required.*
- Click Initiate Standard Request or Initiate Urgent Request.

**Urgent Request = payer is required to provide a response in a specific timeframe (typically within 24hrs).*

- A pop-up notification will appear if there is an existing PA request for the medication. If not...
- Go to the next step to complete the authorization request.

Completing a Prior Authorization Request

The prior authorization request can be completed via the Message Center **OR** the Authorization tab within the patient's chart.



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

Via the Message Center (envelope located at the top right corner)

- Scroll to Prior Authorization (column on the left side under ERX section).
- Click the Prior Authorization with the title START PA.
- Once the message has been opened, click the button Start PA.
- The page will auto-navigate to the Prior Authorization Request screen.

- Fill in the required information needed. Documents can also be attached (ie: clinical notes).
- Click Submit request.

Via the Authorization tab within the patient's chart

- Navigate to Demographics > Authorizations tab.
- Locate the Prior Authorization Medication > the status will show as Open.
- Click the 3 dots (...) to the right under the Action column.
- Choose Send PA.
- Fill in the required information needed. Documents can also be attached (ie: clinical notes).
- Click Submit at the bottom of the request.

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[Eligibility](#)
[Authorizations](#)
[Smoking Status](#)
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Prior Authorization Request - Due 12/23/2022

Medication: Aprestin 100MG tablets
Description: This is the description of the prior authorization request. This is the description of the prior authorization request, This is the descriptive authorization request.
Contact: example@mail.com

1: Does the patient receive semi-annual checkups?

Attachment: [document for question 1.pdf](#)

1.1: Start Date

1.2: End Date

2: What symptoms has the patient exhibited (select all that apply)?

3: When is your appointment?

4: Number Only (Optional)

Attachment (Up to 1)

Please attach patient clinical notes as it's required according to the law.

[document 1.pdf](#)

[Choose Document](#)

Comment

Viewing Prior Authorization Responses from the Payer

- Navigate to the Message Center.
- Scroll to Prior Authorization (column on the left side under ERX section).
- Select the message applicable to the patient's name.
- View response (Approved, Complete More Questions, Denied).
- Payer notes are located at the bottom of the response (i.e. a denied payer's response and/or payer response file attachments).

ALL MESSAGES
→ Incoming Messages 10
★ Starred
☰ All Messages 10
FAX
→ Incoming Fax
← Outgoing Fax
LAB RESULTS
🔬 Lab Results
ERX
🔄 eRx Requests
🔄 eRx Cancel
🔄 Prior Authorization
REFERRALS
← Outbound Referrals
👤 Contacts
ONPATIENT
● Online Appointments 7
● Patient Message
● Sent Message

	From	Title	Associated patient	Created	Updated
<input type="checkbox"/>	☆ CoverMyMeds	PA Approved: Adderall 10 mg oral tablet		April 12, 2023, 2:22 p.m.	April 12, 2023, 2:23 p.m.
<input type="checkbox"/>	☆ CoverMyMeds	PA Approved: nortriptyline 10 mg/5 mL oral solution		April 12, 2023, 1:19 p.m.	April 12, 2023, 1:20 p.m.
<input type="checkbox"/>	☆ CoverMyMeds	Start PA: Condylox 0.5% topical gel		March 30, 2023, 1:09 p.m.	April 6, 2023, 2:43 p.m.
<input type="checkbox"/>	☆ CoverMyMeds	Start PA: Adlyxin subcutaneous kit		March 30, 2023, 1:10 p.m.	April 6, 2023, 2:43 p.m.
<input type="checkbox"/>	☆ CoverMyMeds	Start PA: Vimpat 10 mg/mL oral solution		March 30, 2023, 1:09 p.m.	March 30, 2023, 1:09 p.m.
<input type="checkbox"/>	☆ CoverMyMeds	Start PA: Endocet 5/325 oral tablet		March 30, 2023, 1:07 p.m.	March 30, 2023, 1:07 p.m.

Example PA Responses

APPROVED

PA Approved: Flonase 50 mcg/inh nasal spray

COMPLETE MORE QUESTIONS

- Click "Complete More Questions" button.
- Complete additional questions requested by the payer.
- Submit PA at the bottom of the request.

Complete More Questions

View Patient's PA

DENIED

PA Denied: Flonase 50 mcg/inh nasal spray

Viewing Existing Prior Authorization Requests

- (via Patient Chart) Navigate to Demographics > Authorizations.
- Clicking the 3 dots (...) under the action column allows a PA to be sent, canceled, archived and view the payer's response.

*If a canceled PA Request has been approved, the user can send a new PA Request using the same drug via the Send eRX page.

Prior Authorization (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	...

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