

# 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 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

- 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

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### Prior Authorization Request - Due 12/23/2022

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

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1: Does the patient receive semi-annual checkups?

Yes

Attachment: document for question 1.pdf

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1.1: Start Date

10/13/2021 00:00 (Optional) AM

1.2: End Date

10/13/2021 00:00 (Optional) AM

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

Coughing Insomnia

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3: When is your appointment?

10/13/2021 00:00 (Optional) AM

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4: Number Only (Optional)

5

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Attachment (Up to 1)

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

document 1.pdf

Choose Document

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Comment

Submit PA Request Cancel

Staff can utilize this functionality in conjunction with the [Draft Prescriptions](#) feature. If a provider has access to eRx, the CoverMyMeds functionality is also available to them.

## 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					
☰ All Messages	3				
FAX					
→ Incoming Fax	1				
← Outgoing Fax					
LAB RESULTS					
🔬 Lab Results					
ERX					
📄 eRx Requests					
📄 eRx Change					
📄 eRx Cancel					
📄 Prior Authorization					

  

	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: Candox 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 8/325 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   Demographics   Insurances   Eligibility <u>Authorizations</u> Smoking Status   Flags   Balance						
Prior Authorization (CoverMyMeds)			<a href="#">Add Authorization Manually</a>		<a href="#">Active</a> <a href="#">Archived</a>	
Medication	Authorization #	Status	Effective Date	Expiration Date	Date Updated	Action
Medication 1		<a href="#">Initiated</a>			12/05/2022	...
Medication 2		<a href="#">Open</a>			12/05/2022	...
Medication 3		<a href="#">Requested</a>			12/05/2022	...
Medication 5	123456778	<a href="#">Approved</a>	12/05/2022	12/05/2022	12/05/2022	...
Medication 6		<a href="#">Denied</a>			12/05/2022	...
Medication 7		<a href="#">Expired</a>	12/05/2022	12/05/2022	12/05/2022	...

1 2 3 4 5 6 7

Open the **Patient Chart**

- Navigate to Demographics > Authorization

- Under the **Action** column, click the **three dots (...)** to:
  - **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 CoverMyMeds integration \(Web\)](#)

[Submitting a Manual Prior Authorization - CoverMyMeds integration\(Web\)](#)