

Retrospective ePA with the CoverMyMeds Integration

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Retrospective ePA is available now. Auto-Start ePA (real-time, prospective PA initiation at the point of prescribing is not yet available. If you're interested in enabling Auto-Start ePA please [contact DrChrono Support](#).



[Auto-Start ePA using the CoverMyMeds Integration](#)



[Walkthrough](#)

[Overview](#) | [Retrospective ePAs](#) | [Validations & Exceptions](#) | [Patient not Found](#) | [Complete a Prior Authorization](#) | [View Payer Responses](#) | [View Existing Prior Authorizations](#) |

Overview

Retrospective ePA streamlines the prior authorization process by replacing many fax-based pharmacy requests with an electronic workflow. When a pharmacy identifies that a medication requires prior authorization, the request is sent electronically through CoverMyMeds and delivered directly to DrChrono for review and completion. Providers and staff can manage the entire request from within DrChrono, keeping prior authorization activity organized in the Message Center and the patient's Authorizations tab.

Key Benefits

- Reduce manual work by replacing many fax-based prior authorization requests with an electronic work flow.
- Manage requests in one place by reviewing, completing, and tracking prior authorizations directly in DrChrono.
- Stay informed with electronic notifications and payer responses available in the Message Center.

How Retrospective ePA Works

1. A pharmacy determines that a medication requires prior authorization.
2. CoverMyMeds sends the prior authorization request electronically to DrChrono.
3. DrChrono validates the request by confirming the medication, patient, prescriber, and checking for existing prior authorizations.
4. If validation is successful, the request becomes available for completion within DrChrono.
5. If additional information is required, providers complete the requested questions and submit the prior authorization electronically.
6. Payer responses (Approved, Denied, or More Information Needed) are returned directly to DrChrono.

Validation & Exceptions

Each incoming prior authorization request is automatically validated before it becomes available.

Common validation checks include:

Validation	What Happens
Medication not found	Provider receives a notification
Prescriber not matched	Provider receives a notification
Duplicate PA already exists	Provide is notified that a request is already in progress
Patient cannot be matched	Provider must either attach the patient to a chart or deny the request

Patient Not Found

Your Response

This request includes an unknown patient. You can only deny it.

Denial Reason

Attach Patient to Message

Deny PA Request

If DrChrono cannot match the patient to an existing chart, the request is placed on hold until action is taken.

Choose one of the following:

Option 1: Deny the Request	Option 2: Attach the Patient
- Open the notification from the Message Center. - Select Deny PA Request. - Enter a denial reason. - Submit the response.	- Select Attach Patient to Chart. - Search for and select the correct patient. - Once attached, continue processing the prior authorization.

Completing a Prior Authorization

All Messages

Incoming Messages

Outgoing Messages

Lab Results

Referrals

Referral Requests

Referral Change

Referral Cancel

Prior Authorization

Outbound Patients

Contacts

Online Appointments

Patient Message

Send Message

My Notes

Direct Messages

Incoming Direct Messages

Outbound Direct Messages

Compliance

Status Changes

Recorder menu

Customize Workflow

Prior Authorization

Mark as Read Mark as Unread Show Archived

Search Messages

From	Title	Associated Patient	Created	Updated
CoverMyMeds	Start Retrospective PA: temazepam 10mg tablet	Steve Rogers	Oct. 31, 2025 12:38 p.m.	Nov. 4, 2025 2:27 p.m.
CoverMyMeds	Start Retrospective PA: clonazepam 1mg tablet	Tony Stark	Oct. 30, 2025 8:54 a.m.	Oct. 29, 2025 10:09 a.m.

Steve Rogers "Cap"

Male 107 years old (07/04/1918) ROST000001

Patient must have documented medications

Important Billing info: P1 has \$122.09 CR from 2/26/24

Patient Chart

Patient Summary

Demographics

Appointments

Clinical Dashboard

Documents

Tasks

Problem List

Medication List

Send file

Allergy List

Drug Interactions

CDMs

Intake Data

Lab Orders

Health Goals

Demographics

Insurance Authorizations

Expired Authorizations

Prior Authorizations (CoverMyMeds)

Active

Archived

Medication	Authorization No.	Status	Effective Date	Expiration Date	Del	Action
temazepam 10mg tablet	3215-4F05-456	Approved	10/31/2025	10/31/2026	--	
super soldier serum 10mg vial	987635	Closed	06/22/1943	06/22/1944	--	Archive Send PA Cancel PA View PA Response

You can complete a prior authorization from either location:

Message Center	Patient Chart
1. Open Message Center. 2. Select ERX > Prior Authorization. 3. Open the patient's request. 4. Complete any required questions. 5. Attach supporting documentation if needed. 6. Select Submit Request.	1. Open the patient's chart. 2. Navigate to Demographics > Authorizations. 3. Locate the authorization. 4. Select Send PA. 5. Complete and submit the request.

Payer updates typically appear within a few minutes after submission, although timing may vary by payer.

Viewing Payer Responses

ALL MESSAGES

→ Incoming Messages

★ Starred

☰ All Messages

FAX

→ Incoming Fax

← Outgoing Fax

LAB RESULTS

📄 Lab Results

ERX

📄 eRx Requests

🔄 eRx Change

📄 eRx Cancel

📄 Prior Authorization

REFERRALS

← Outbound Referrals

👤 Contacts

9165

142

14498

3997

5

66

4663

600

Prior Authorization

Fax number: +1 (805) 855-6374

Mark as Read

Mark as Unread

Show Archived

NEXT

Search Messages

	From	Title	Associated patient	Created	Updated
☐	☆ CoverMyMeds	Action needed: Spironolactone 25MG tablets		May 7, 2026, 6:11 p.m.	May 18, 2026, 9:42 p.m.
☐	☆ CoverMyMeds	Start PA: Spironolactone 25MG tablets	EPA Test patient	May 7, 2026, 6:40 p.m.	May 18, 2026, 9:38 p.m.
☐	☆ CoverMyMeds	Start PA: Spironolactone 25MG tablets	KL Rahul Jr	May 7, 2026, 6:48 p.m.	May 18, 2026, 9:25 p.m.
☐	☆ CoverMyMeds	Start PA: Adderall 20 mg tablet	cmmTest cmmEpaTest	May 7, 2026, 6:57 p.m.	May 17, 2026, 10:50 p.m.
☐	☆ CoverMyMeds	Start PA: Spironolactone 25MG tablets	Chandra T. Prakash Jr	May 7, 2026, 6:58 p.m.	May 17, 2026, 10:37 p.m.
☐	☆ CoverMyMeds	Start PA: Spironolactone 25MG tablets	Tifa Adil	May 7, 2026, 5:37 p.m.	May 14, 2026, 2:17 p.m.
☐	☆ CoverMyMeds	PA Closed: Spironolactone 25MG tablets	cmmTest cmmEpaTest	May 8, 2026, 8:15 a.m.	May 10, 2026, 10:49 p.m.
☐	☆ CoverMyMeds	PA Closed: Fanapt 1 mg tablet	cmmTest cmmEpaTest	May 8, 2026, 11:30 a.m.	May 10, 2026, 10:47 p.m.
☐	☆ CoverMyMeds	Action needed: Spironolactone 25MG tablets	Testing EPA Jr	May 8, 2026, 1:33 p.m.	May 8, 2026, 1:37 p.m.
☐	☆ CoverMyMeds	Action needed: Spironolactone 25MG tablets	KL Rahul Jr	May 7, 2026, 6:54 p.m.	May 7, 2026, 6:55 p.m.
☐	☆ CoverMyMeds	Start PA: Spironolactone 25MG tablets	cmmTest cmmEpaTest	May 7, 2026, 6:09 p.m.	May 7, 2026, 6:12 p.m.
☐	☆ CoverMyMeds	Action needed: Spironolactone 25MG tablets	EPA Test patient	May 7, 2026, 5:44 p.m.	May 7, 2026, 5:45 p.m.

1. To review the payer's decision:
2. Open Message Center.
3. Navigate to ERX > Prior Authorization.
4. Select the patient's request.

Possible responses include:

- **Approved**
- **Denied**
- **Complete More Questions**

If additional information is requested, select **Complete More Questions**, answer the requested items, and submit the prior authorization again.

Viewing Existing Prior Authorizations

Steve Rogers "Cap"
Male | 107 years old (07/04/1918) | ROST000001

Patient must have documented medications

Important Billing Info: Pt has \$122.05 CIR from 2/10/24

Patient Chart

- Patient Summary
- Demographics**
- Appointments
- Clinical Dashboard
- Documents
- Tasks
- Problem List
- Medication List
- Send eRx
- Allergy List
- Drug Interactions
- CQMs
- Intake Data
- Lab Orders
- Health Gorilla

Patient List / Steve Rogers / Demographics

Demographics | Insurances | **Authorizations** | Patient Flags | Payments

Insurance Authorizations [+ Add New](#)

Authorization No.	Status	Procedure Codes	Start Date	End Date	Specialty	Action
No records						

Expired Authorizations

Authorization No.	Status	Procedure Codes	Start Date	End Date	Specialty	Action
No records						

Prior Authorizations (CoverMyMeds) [+ Add Authorization Manually](#)

Active 2 | Archived

Medication	Author	Retrospective ePA	Status	Effective Date	Expiration Date	Date	Action
temazepam 10mg tablet	32154FD5456		Approved	10/31/2025	10/31/2026		...
super soldier serum 10mg vial	987635		Closed	06/22/1943	06/22/1944		...

Archive
Send PA
Cancel PA
View PA Response

To view all prior authorization requests:

1. Open the patient chart.
2. Navigate to Demographics > Authorizations.

Available statuses include:

- Initiated
- Open
- Requested
- Approved
- Denied
- Expired

From the **Action** menu, you can:

- Send a PA
- Cancel a request
- Archive a request
- View the payer response