

Dear Patient:

A few words about Prior Authorization:

Most prescription plans now require prior authorization (PA) for many medications. It is our responsibility to prescribe the best medication indicated for your medical condition. Unfortunately, many of these medications are not “covered” by your insurance plan and require that we go through the prior authorization process. We do our absolute best to initiate the PA process within twenty-four hours of receiving a PA request form your pharmacy. The length of time this process takes to complete depends on your insurance company and not our office staff. Please note the following:

1. Most insurance companies will notify our office of their determination. We in turn will notify you and your pharmacy when we receive approval or denial.
2. Some insurance companies will place their approval or denial in their own computer system and not notify us at all of their decision.
3. Some insurance companies notify us of their determination in days while others can take weeks. Our office has absolutely no control over this process.
4. We strongly suggest that you call your pharmacy in a timely manner to see if the PA determination has been made.

The PA process which is now prevalent within the insurance industry has placed an incredible burden upon patients and medical offices throughout the United States. Your understanding of this process is vitally important as you will no doubt be affected. Please notify our staff if you have any questions.

Melissa Pivovarnik,  
Office Manager