

REMINDER: Health Choice Online Pharmacy Coverage Determinations

Dear Provider,

As a reminder, effective 1/1/19, Health Choice providers have the ability to submit Coverage Determinations to the Plan online at <https://healthchoice.promptpa.com/>. Providers can also access this link directly from their Home page within their secure provider portal.

The screenshot shows the PromptPA web portal. At the top left is the Health Choice logo with 'ARIZONA | GENERATIONS' below it. The main header is 'PromptPA Prior Authorization/Pre-Certification Portal' with 'A+ A-' and 'Help' links. Below the header are three buttons: 'New Prior Authorization', 'Check Status', and 'Complete Existing Request'. On the left, there is a text block: 'Before you get started, in addition to your insurance card, you will need the following information. This information can be obtained by contacting your prescribing physician. For Prescription Drugs:'. Below this is a bulleted list: '• Name of drug/medication', '• Strength of the drug (example 5 mg)', '• Quantity being prescribed', and '• Days supply'. In the center is a large image of an elderly couple walking on a beach. On the right side, there are three smaller images: a woman labeled 'Member', a woman labeled 'Prescriber', and a partial image of a pharmacy counter.

System Requirements: Web browser (i.e. Internet Explorer 9 or higher)

In order to submit a request, please be prepared with the patient's name, ID number, and zip code.

Clinical information submitted via PromptPA will be transmitted securely into the Plan's Coverage Determination system for review by a Plan Pharmacist or Medical Director. In addition to answering clinical criteria questions within the online coverage determination system, chart notes, lab results, and other relevant clinical documentation may be uploaded in PromptPA.

Questions may be directed to the Health Choice Pharmacy Services department at (800) 322-8670.