



# PHARMACY PRIOR AUTHORIZATION TURNAROUND TIME CHANGES EFFECTIVE JANUARY 1, 2018

December 15, 2017

Dear Care1st Providers and Staff:

***Effective January 1, 2018***, pharmacy prior authorization requests will be processed according to the guidelines outlined in the table below.

Request Type	Turnaround Time
Urgent	<ul style="list-style-type: none"><li>• Within 24 hours of receipt of the request for life and/or limb threatening circumstances</li><li>• Providers will be notified if STAT request is downgraded to Routine</li><li>• After 2 attempts to obtain additional information, the request will be pended for up to 72 hours. If the information is not received a decision will be made using the information provided. Provider will be notified of the decision.</li></ul>
Routine	<ul style="list-style-type: none"><li>• Within 24 hours of receipt of the request</li><li>• After 2 attempts to obtain additional information, the request will be pended for up to 7 days. If the information is not received a decision will be made using the information provided. Provider will be notified of the decision.</li></ul>

As you write prescriptions for your Care1st members, please reference the *Formulary* and *Prior Authorization Guidelines*, which are also available on our website [www.care1staz.com](http://www.care1staz.com) (see “Formulary” and “Prior Authorization Guidelines and Criteria” under the “Providers” link).

If you have any questions regarding this change, please contact the Pharmacy Department at 602.778.1800 (Options in order: 5, 5).

***Thank you!***

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Care1st Network Management

Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)

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Visit our website at [www.care1staz.com](http://www.care1staz.com)

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