



Understanding preapprovals

Preapproval, also known as prior authorization, helps ensure your medications are safe and appropriate. If a preapproval is needed, CarelonRx will contact your doctor to make sure it's the right medicine. There's nothing you need to do.

A drug may need preapproval due to:

- Risk of incorrect use.
- Side effects.
- Interactions with another medicine.
- Your health conditions.
- Effective, less-costly alternative drugs.

How preapprovals work

When necessary, your prescriber will submit an authorization request to us. We may reach out to them to make sure we have everything needed for a decision. If your medication is approved, the prescription will be made available at your pharmacy.

If your medication is not approved, you and your doctor will receive a letter explaining why. Your doctor may prescribe a new medication instead, or they may file an appeal to reconsider the decision.

Your health is our main focus

If your medication is not approved, here are some steps you can take:



Speak to your doctor.



Review your explanation letter.



Contact Member Services at the number listed on the back of your ID card.