

Process to Initiate a PA with RxBenefits

For a brand new Prior Authorization:

Option #1 – Direct physicians to electronically submit

This is a preferred method and should be advised as the first option.

Providers and nurses can submit a prior authorization request online electronically to: <https://rxb.promptpa.com>. Providers should attach any chart notes as supporting documents. The completed form is sent to our internal review team via PA Hub.

Option #2 – Direct physicians to print and fax

This is a non-preferred method (as it increases the timeframe on completion) and should only be advised if the doctor indicates that Option #1- Electronic Submission is not possible.

Physicians have the option to retrieve the PA Form themselves by visiting our website: <http://rxbenefits.com>. Member Services reps can fax or email the forms to the physician if needed. The completed PA Form should be faxed to the number on the form.

Option #3 – Direct physicians to print and email

This is also a non-preferred method (as it increases the timeframe on completion because an employee of PART must input and create a PA per the information emailed) and should only be advised if the doctor indicates that Option #1- Electronic Submission is not possible.

Physicians have the option to retrieve the PA Form themselves by visiting our website: <http://rxbenefits.com>. Member Services reps can fax or email the forms to the physician if needed. The completed PA Form should be emailed to PASUPPORT@RxBenefits.com (this is NOT case sensitive).

For a RENEWAL of an existing Prior Authorization:

Direct physicians to print and fax

Renewals cannot be completed on the portal, as only new PAs are created on the portal and Renewals must be faxed to RxBenefits. Physicians have the option to retrieve the PA Form themselves by visiting our website: <http://rxbenefits.com>. Member Services reps can fax or email the forms to the physician if needed.