Prior Authorization Request Forms

In the Optum OWCP FECA VitalPoint® portal, DOL staff can view Prior Authorization Requests and the approval/denial decisions.

PRIOR AUTHORIZATION REQUEST FORM OVERVIEW

A Prior Authorization Request Form is required to allow certain medications to be prescribed. A Prior Authorization Request is required for:

- All compounded medications
- All opioid medications (new approval is required every 60 days). A claimant can have only two approved opioid medications at a time, including opioid compounds.
- All non-formulary medications

PRIOR AUTHORIZATION REQUEST FORM PROCESS

1. The prescriber submits a Prior Authorization Request in the Optum OWCP FECA Prescriber Portal.
    - Compound prior authorization requests are submitted using DOL form CA-26.
    - Opioid and opioid compound prior authorization requests are submitted using DOL form CA-27.
    - Non-formulary medications that are not opioids or compounds are submitted on the Optum "DOL PBM Non-Formulary Drug Prior Authorization" form.
2. Optum clinical personnel review the Prior Authorization Request and make a decision on whether the medication is appropriate for the claimant. The decision is written to the claimant's profile.
3. When the prescription processes through Optum, the prior authorization decision applies for the approval or denial period.
4. The prescriber can submit a new Prior Authorization Request Form up to 15 days before the approval period ends. If the claimant has two approved opioid medications, the prescriber can submit a new opioid request 15 days before the expiration date of the opioid approval that is expiring the soonest.

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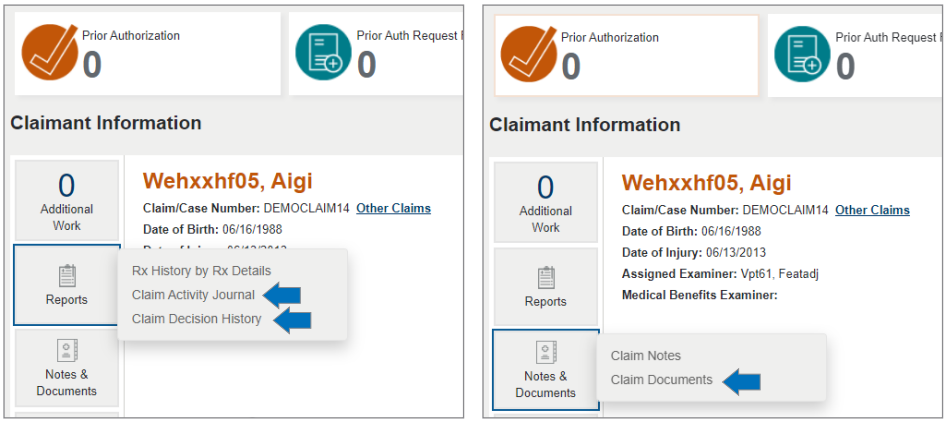
VIEW A PRIOR AUTHORIZATION REQUEST DECISION

Prior Authorization Requests and decisions are included in the reports and documents for a claim.



Prescribers and claimants can view Prior Authorization Requests in the Claim Documents portion of their designated portals.

DOL staff can view Prior Authorization Request information in the following locations in VitalPoint:

- Claim Activity Journal
- Claim Decision History
- Claim Documents

The Claim Activity Journal contains information on the Prior Authorization Request and its approved/denied decision. It also contains information on submitted forms that are pending a decision. The Decision History report contains full decision details for forms that have been approved or denied. If the request was for a compound or opioid compound, the reports include an Ingredient Details section.

These reports, and the Claim Documents page, provide a link to a PDF of the submitted Prior Authorization Request form. When a decision has been rendered on the request, the PDF will contain a cover sheet (first page of the PDF) that has the decision information.

Decision details in the reports and PDF include whether the request is approved or denied, the approval/denial time period (with authorized length of therapy), and the approved maximum quantity or dosage and days supply. It also contains any brand/generic restrictions; and for opioids, any short acting vs long acting formulation restrictions.

The opioid form allows the doctor to submit two opioids on the same form. In these cases – when the medication is not a compound – each opioid will have its own record in the reports because the decisions may be different for the two medications; for example, one is approved and one is denied. The PDF of the form will contain both opioid medications, but the cover sheet in the PDF will have the decision information for the one opioid, and will say "Medication 1 of 2" to reference the other opioid.

An example PDF cover sheet for an approved prior authorization request form is on the following page.

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Claim/Case Number: PARF0025
Medication Description: KADIAN CAP 10MG ER

Medication 1 of 2
Decision Details:
Decision: Approved
Decision By: GAL1, FEATADJ
Decision Date (ET): 10/22/2021 11:15:51 AM
Medication Allow/Block Effective Start Date: 10/22/2021
Medication Allow/Block Effective End Date: 12/20/2021
Authorized Length of Therapy: 60
Decision Reason: Medication is reasonable and necessary for treatment of injury
Decision Rendered By: Optum Review
Maximum Days of Supply: 60 Days - Keep current maximum days of supply
Brand vs. Generic Alternative: Allow generic alternative only
Maximum Daily Allowance: 1000 MG - Set custom maximum dosage per day
Long acting vs. short acting: Allow long-acting
Comment:

Medication Description: NORCO TAB 5-325MG
Decision Details: Decision pending or available under separate cover

PHARMACY PROGRAM CUSTOMER SERVICE

Available: 24 hours a day, 7 days a week
Telephone: 1-833-FECA-PBM (1-833-332-2726) Option 1

DURABLE MEDICAL EQUIPMENT & DIAGNOSTICS CUSTOMER SERVICE

Available: Monday – Friday, 8:00 AM – 8:00 PM ET
Telephone: 1-833-FECA-PBM (1-833-332-2726) Option 2

PORTAL SUPPORT

Available: Monday – Friday, 8:00 AM – 8:00 PM ET
Telephone: 1-833-FECA-PBM (1-833-332-2726)
Email: DOLVitalPointSupport@optum.com

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