

Provider News Brief

Pharmacy Prior Authorization Fax Outage

Banner – University Family Care (ACC and ALTCS) and Banner Medicare Advantage (DUAL and HMO) are currently experiencing a fax system outage **for pharmacy benefit requests only**.

Medical benefit prior authorization requests (including for drugs administered through the medical benefit) **are not impacted**.

Any faxes sent to our **pharmacy benefit** prior authorization team using the number listed on the pharmacy prior authorization form (833-812-0181 or 833-951-1682) since Wednesday, 1/15/2025, at 4PM Arizona Time have not been received by the plan even if the fax appeared to succeed.

Action Needed

Until further notice, use **833-329-5135** for fax communications related to **pharmacy benefit** prior authorizations.

Please re-send any faxes related to **pharmacy benefit** prior authorizations that have been sent after 4pm Arizona Time on Wednesday, 1/15/2025.

For **medical benefit** authorizations (including drugs requested through the medical benefit), **no action is needed**. Please continue to use the number listed on the Medical Prior Authorization Form.

Other options to submit a pharmacy benefit prior authorization

- 1) Submit a PA electronically (fastest processing): <https://www.covermymeds.health/prior-authorization-forms/express-scripts>
- 2) Submit a PA verbally: 833-318-4146