

# State of Colorado Prior Authorization Request Process

For prescribers of patients covered by a Colorado State fully-insured plan, your request for a prescription may require prior authorization.

## Your request is **Urgent**:

- If the prior authorization request requires additional information to make a determination, CVS Caremark will advise the prescribing provider of any information needed within one (1) business day of receiving the request.
  - The prescribing provider must submit the information requested within two (2) business days of receiving CVS Caremark's request.
- If no information is received, the request will be deemed denied.
- If notification of the urgent decision is not provided within one (1) business day of the prior authorization request, or, if applicable, the receipt of any requested information, the request will be deemed approved.

## Your request is **non-Urgent**:

- If the prior authorization request requires additional information to make a determination, CVS Caremark will advise the prescribing provider of any information needed within two (2) business days of receiving the request.
  - The prescribing provider must submit the information requested within two (2) business days of receiving CVS Caremark's request.
- If no information is received, the request will be deemed denied.
- If notification of the non-urgent decision is not provided within two (2) business days of receiving an electronically filed request, or, if applicable, the receipt of any requested information, the request will be deemed approved.
- If notification of the non-urgent decision is not provided within three (3) business days of receiving a facsimile, e-mail, or verbal prior authorization request, or, if applicable, the receipt of any requested information, the request will be deemed approved.