Alluma Prior Authorization (PA) Submission
Frequently Asked Questions

Where do I get information for submitting prior authorization (PA) requests to Alluma?
Visit www.allumaco.com/providers for options for submitting prior authorization requests.

Am I required to submit PA requests electronically using a program like CoverMyMeds or Surescripts?
No, but using CoverMyMeds, Surescripts, or another electronic PA (ePA) submission tool will provide drug-specific questions that often support more timely determinations.

When can I submit a PA or other override request electronically?
Electronic PA renewal requests can generally be submitted within 60 days of the prior PA's end date. Override or exception requests for anything except prior authorizations may need to be submitted via fax (e.g., benefit exceptions). If ePA submission is unavailable to the submitter, requests can be faxed.

Am I required to submit a PA request for all strengths of a given medication?
In general, only one request is required per medication. Approved requests will typically allow coverage for other strengths of the same medication and dosage form.

When using CoverMyMeds how do I ensure the request is routed to Alluma?
Within CoverMyMeds, the use of the "Patient Insurance Search" option is recommended to ensure that the PA request is correctly routed to Alluma for review. It is also recommended that "ALLUMA" is entered in the "By Insurance Plan or PBM name" field to ensure the correct form is selected.

Am I required to attach clinical documentation when using CoverMyMeds?
It is highly recommended that clinical documentation is attached to all PA requests to ensure that all information is available for a timely and accurate review and determination. If the required information is not included in the initial request, Alluma will typically request additional information or documentation via a fax request to the provider. Failure to respond in a timely manner can lead to delays in processing.

Do I need to submit a PA request as "urgent" to ensure a faster determination is made?
Urgent requests are generally requests for medications or medical conditions that, if subject to the time allowed for making non-urgent care determinations, could seriously jeopardize the life or health of the patient, the ability of the patient to regain maximum function, or which involve a medical condition that would subject the patient to severe pain that cannot be managed adequately without care or treatment.

Inappropriately submitting PA requests as "urgent" may require Alluma to make a determination without being able to engage prescribers for clarifications or to solicit additional information. This may result in incomplete "urgent" requests being denied whereas they may have been approvable with time to request additional information.

How soon can I expect to see a determination from Alluma?
On average, Alluma renders a determination in less than one business day after a complete PA request is received. Failure to include complete information or required clinical documentation with a PA submission request is the most common reason for delays.

How do I check the status of PA request?
When complete, prescribers will receive a copy of the determination letter via fax while members will receive a copy by USPS mail. Electronic notification may also be provided via the ePA tool used to submit the request. To check the status of a request, members are encouraged to visit their member portal and click the "Prior Authorizations" tab. Prescribers and members can also call the customer service phone number on the member ID card for additional information.PA requests that remain in process for more than two business days are generally awaiting additional information from the prescriber. Submitters are encouraged to visit the ePA tool to confirm that all questions have been answered. If the questions have been answered, Alluma may have requested clinical documentation. Alluma will send up to two additional requests for this additional information before closing the case due to the lack of response.